

Beth Israel Deaconess Keeps Clinicians and Patients Connected with One Touch Feature in MEDITECH

In 2018, Beth Israel Deaconess Medical Center's three community hospitals in Greater Boston went LIVE on a single MEDITECH Expance EHR. The initiative, called CommunityONE, centered on integrating clinical data and driving quality improvement. Accomplishing these goals meant not only moving forward with an advanced, web-based EHR, but also exchanging patient information with several affiliated organizations using other vendors' EHRs.

"We knew that in order to have a successful patient experience and physician experience, across our continuum, we absolutely needed to focus and really succeed in interoperability," said Jeannette Currie, CIO at Beth Israel Deaconess's Community Hospitals.

The One Touch button — an EHR-to-EHR interoperability solution — makes it easy for Beth Israel clinicians to open other vendors' EHRs and view patient charts for a more comprehensive history of care. Likewise, clinicians at allied organizations are able to use One Touch to access Beth Israel's EHR. Beth Israel had worked with MEDITECH to develop the One Touch button in its legacy system and collaborated to extend that same functionality to Expance.

Patient information is exchanged among four different care settings using One Touch, including Beth Israel's academic medical center and three key referral partners. For example, the three Beth Israel Deaconess community hospitals use the feature to access the EHR of a local referral partner. In turn,

the referral partner uses One Touch to access both the CommunityONE EHR and the homegrown EHR used by the Boston hospital.

Embedded directly into the clinical workflow, the One Touch button enables clinicians to share sign-on credentials between EHRs, eliminating the need for additional taps or data entry associated with reauthentication.

The feature also provides peace of mind for physicians by improving continuity of care.

"One of the biggest concerns and fears that physicians have is missing something, especially when they've ordered a test and they are waiting for that result to come back. So to have it come back into their EMR and provide the notification and give an indication that it's back, resulted, and ready to be reviewed and acted upon is critical for our patient safety efforts," said Currie.

"At a medical executive meeting, the head of one of our key physician practices described it as an absolute game changer to have that one-touch access from their existing EMR into our hospital system," she added.

Beth Israel continues its work to expand the One Touch initiative even further; instead of providing physicians with individual buttons for each hospital, the organization plans to consolidate them into a single button with an amalgamation of the patient's data. This effort will improve interoperability to help keep clinicians and their patients better connected during care transitions.



Beth Israel at a glance...

Beth Israel Lahey Health emphasizes community-based care, serving patients throughout Eastern Massachusetts.

About Beth Israel:

- Comprises 13 hospitals and approximately 40 ambulatory facilities
- Includes more than 4,000 physicians and 35,000 employees
- Is affiliated with Harvard Medical School and Tufts University School of Medicine
- Consistently ranks as a national leader among independent hospitals in NIH funding

Beth Israel Lahey Health Connects Care with One Touch



Jeannette Currie, CIO at Beth Israel Deaconess's Community Hospitals, discusses the challenge her medical community faces having to exchange information with multiple care settings. Traverse, MEDITECH's interoperability solution, enables her organization to share data seamlessly using Expance's One Touch feature.

<https://ehr.meditech.com/news/beth-israel-lahey-health-connects-care-with-one-touch-video>

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