

An Oxford Case Study

Achieving Meaningful Use with Meditech

Bridging Communications between IT and Physicians for a CPOE Implementation

The Challenge

An IT manager for an acute care, 128-bed facility initially rolled out their first Computerized Physician Order Entry (CPOE) system in November of 2010. All acute inpatient service areas, including ER admits for their 75 providers on staff, were now set up through MEDITECH 5.64, SR22.

Group training was set up for the providers. Weekend sessions were offered as well, but there were few participants.

Nearly 2,200 electronic orders had been entered when the lead provider on the CPOE physician team aired his grievances about the tool at an executive meeting, complaining there was a lack of IT support available and no CMIO on staff to lead the initiative. In addition, order sets were built using Zynx standard content, but not enough specialty order sets were built.

Once the lead CPOE physician aired his grievances, the other providers followed suit. With the lack of buy-in for the technology, the CPOE was immediately turned off – just two short months after its initial launch.

The Solution

In order to achieve success, the hospital desperately needed the support of their administrative staff and physicians. Two MEDITECH consultants from Oxford were brought on to help lead Round 2 of the MEDITECH implementation. Both consultants had experience implementing CPOE go-lives and helped bridge communications between IT staff and physicians. The consultants helped relay to the other departments that CPOE implementation wasn't just an 'IT project,' but an initiative that could enhance the level of care the hospital provided their patients.

Oxford's consultants reviewed and amended the Zynx order sets where needed and worked to empower the doctors' confidence in using the new system, assisting with follow-up training sessions and fielding inquiries. Following the go-live date, the consultants remained onsite for six weeks during both the day and evening shifts to ensure the rollout was a success.



With the expertise and professional service we received from Oxford and the additional support from our Administrative team, we finally did achieve success! Oxford helped us meet our goal and they can help you meet yours.

- Hospital IT Manager



The Result

The hospital's CPOE remains at 97% and they achieved Meaningful Use (MU) Stage 1 on September 28, 2012.

About Oxford

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