

DATA DIVE REVEALS LOW INTENSIVIST UTILIZATION — AND AN OPPORTUNITY TO IMPROVE OUTCOMES

Case Study

Clinical Performance

Tallahassee Memorial Hospital

Tallahassee Memorial Hospital performs regular analysis of its physician practices. They distribute Practice Profiles that summarize data pulled from Thomson Reuters *CareDiscovery*[™], a clinical performance database and analysis tool. One particular analysis of the pulmonary group revealed a startling figure — that only 60 percent of cardiovascular and neuro intensive care unit patients were being seen by an Intensivist.

Tallahassee Memorial's standard protocol was that all patients in intensive care units were to be managed under an Intensivist model. Pulmonologists were contracted to serve as Intensivists and to be the managing physician for all patients admitted to the Cardiovascular-Medical Surgical Intensive Care Unit and Vogter Neuro Intensive Care Unit. It was time to dig into why this was not happening with every single patient.



COURSE OF ACTION

The data team utilized *CareDiscovery Report Architect* to isolate patients with intensive care unit room and bed charges for the specified units to compare the data collected with internal documentation. They used this data to determine whether patients in the identified ICUs had an Intensivist following their care.

Although the intent was that all patients in the specified intensive care unit should be managed by an Intensivist, the study showed that some surgical groups were asking that Intensivist not see their patients unless asked. This was not apparent to Tallahassee Memorial's executive team until the data were gathered, analyzed, and then presented to the physician practice and executive leadership.

The analysis also showed that when Intensivists managed patient care in the intensive care units, outcomes were improved. Patients were more likely to receive the necessary prophylaxis treatment that would reduce their intensive care stay.



TALLAHASSEE MEMORIAL HEALTHCARE

Location:
Tallahassee, Florida

Size:
770 beds

Scope and services:
Founded more than 60 years ago, Tallahassee Memorial Hospital is a private, not-for-profit community healthcare system that serves 16 counties in North Florida and South Georgia. The system includes an acute care hospital, a behavioral health center, rehabilitation center, cancer center, surgical services, family medicine, a Level II trauma center, and more. Tallahassee Memorial was deemed one of the "Best Places to Work in Healthcare" and for six years in a row, they have won the National Research Corporation's Consumer Choice Award.

Solutions:
CareDiscovery[™]



THOMSON REUTERS[™]

RESULTS

Physician groups and their practice patterns continue to be studied by Tallahassee Memorial in an effort for continued improvement. The hospital's goal is for an Intensivist — one of the Pulmonologists — to be involved in the care of all patients located in their various intensive care units. Following this dive into the data, the percentage of patients seen by Intensivists has increased from 60 percent to almost 90 percent in less than six months. Compliance with evidence-based care guidelines in the use of the ventilator bundle — shown to be less than consistent by the analysis — is now 100 percent.

In 2011, Tallahassee Memorial Healthcare was acknowledged for its accomplishments in the pursuit of excellence in Clinical Performance with a Thomson Reuters Healthcare Advantage Award. The Healthcare Advantage Award was established in 2005 to honor and recognize customers who have used Thomson Reuters Solutions and tools to achieve outstanding success at their organizations.

.....

“Providing our physicians with such robust data has proven to be beneficial to both the physicians and Tallahassee Memorial Hospital.”

Cynthia Blair

Vice President /Chief Improvement and Planning Officer
Tallahassee Memorial Hospital

.....

ABOUT THOMSON REUTERS

Thomson Reuters is the world's leading source of intelligent information for businesses and professionals. We combine industry expertise with innovative technology to deliver critical information to leading decision makers in the financial, legal, tax and accounting, healthcare and science and media markets, powered by the world's most trusted news organization. With headquarters in New York and major operations in London and Eagan, Minnesota, Thomson Reuters employs 55,000 people and operates in over 100 countries.

healthcare.thomsonreuters.com

Thomson Reuters
777 E. Eisenhower Parkway
Ann Arbor, MI 48108 USA
Phone + 1 800 366 7526

©2011 Thomson Reuters.
All rights reserved.
H PRO MDS 1108 10044 MC

