

UNC Hospitals improves care while cutting costs and increasing efficiency.

Overview
<p>University of North Carolina Hospitals (UNCHS) Chapel Hill, North Carolina, USA www.unchealthcare.org</p>
<p>Industry</p> <ul style="list-style-type: none"> • Education, Healthcare, Life Sciences
<p>Hardware</p> <ul style="list-style-type: none"> • IBM BladeCenter E (Chassis) • IBM BladeCenter HS20



“We’re on the leading edge from the standpoint that we’re 100 percent Web-based and we’re also using the latest industry standards with regards to service-oriented architecture, Clinical Context Workgroup and single sign-on.”

—J.P. Kichak, CIO, UNCHS

UNC Hospitals is the cornerstone of the UNC Health Care System. Patients from all 100 North Carolina counties and from cities and towns throughout the southeast United States (U.S.) regularly visit the 688-bed facility. UNC Hospitals treats more than 27,000 people each year.

Challenge

UNCHS faced a major challenge: bring its decade-old Clinical Information Systems (CIS) into the 21st century. It was up to the multidisciplinary Clinical Information System Steering Design Group to identify and prioritize projects to move forward. The goal: to create an integrated environment where UNCHS can enhance revenue, reduce operating costs, improve patient safety, and increase the satisfaction of physicians, nurses, patients and referring physicians.

Solution

UNCHS worked closely with IBM to Web-enable its core WebCIS application. In the process, it built a fully integrated Electronic Health Record system for both in- and out-patients, allowing health practitioners to provide a continuum of care from a single system. The new WebCIS application also created the foundation for a whole new way to deliver vital information to physicians. This portal solution enables users to access multiple new applications from a single system, including a large number of feeder systems in addition to the following:

- Inpatient and outpatient Computerized Provider Order Entry (CPOE)
- Health Maintenance/Disease Prevention modules
- Physician Direct-Entered Notes
- Ancillary Results/Inpatient Event Alerts
- Picture Archiving Clinical System (PACS)
- T Systems Ed Record
- Electronic Prescriptions
- Nursing Documentation.



Benefits

UNCHS' new Clinical Information portal has increased patient safety and clinical efficiency dramatically. Highlights include:

- Cuts the average time to access charts for emergency patients from 10 to 20 minutes to seconds
- "On-call" staff now have full access to patient information, resulting in life-saving interactions that would not have been possible without electronic access
- Times from order-to-floor arrival of pharmaceuticals has decreased by a factor of five
- Increases physician satisfaction with outpatient prescribing accuracy, while decreasing pharmacy "call backs" for prescription interpretation
- Reduces the volume of paper forms by half

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