

MEDHX CASE STUDY

Boston Medical Center Increases Efficiency Across Pharmacy Department, Reduces Time to Gather and Confirm Home Med List by 30%

Introduction

This case study of Boston Medical Center is based on an August 2020 survey of MedHxSM customers by TechValidate, a third-party research service.

“With MedHx we are seeing increased efficiencies across the pharmacy department while improving our ability to reduce Adverse Drug Events (ADEs). For one patient, we identified a potential duplication of insulin ordering from PCP and external diabetes specialist. The patient never mentioned that they were seeing an outside specialist but with DrFirst we were able to add the insulin to the patient list and monitor.”

—Vinh Nguyen, Pharmacy Operations Manager,
Boston Medical Center

Challenges

Boston Medical Center evaluated and ultimately implemented MedHx at their organization to:

- Decrease inefficiencies and errors associated with manual data entry for new home meds
- Access fill data from local, and independent pharmacies
- Use as part of overall efforts to improve medication reconciliation

Before implementing MedHx it typically took 30-44 minutes to collect, verify, and document a patient's medication history.

Results

After implementing MedHx with SmartSig, they are able to receive up to 25% more patient medication history.

With additional patient data it now typically takes 15-29 minutes to collect, verify, and document a patient's medication history.

The value of MedHx to each of the different user roles at their hospital:

- Pharmacy: Extremely valuable
- Doctors: Valuable
- Clinical leadership: Valuable

Use Case

Boston Medical Center reported the following levels of satisfaction with the implementation and rollout of MedHx at their organization:

- Knowledge and performance of the implementation team: Extremely satisfied
- Implementation team's understanding of their clinical workflow needs: Extremely satisfied
- Process to benchmark satisfaction and identify key performance indicators prior to go-live: Extremely satisfied
- Implementation team's availability to answer questions and ability to solve problems in a timely manner: Extremely satisfied
- Implementation team's ability to support the go-live in a timeframe that best met the organization's needs: Extremely satisfied