Trinity Mother Frances Hospitals and Clinics' Successful EMR Conversion

Trinity Mother Frances (TMF) Hospitals and Clinics is a faith-based, not-for-profit organization that has provided compassionate and comprehensive healthcare services to the people of east Texas for more than 70 years. As a national leader in patient satisfaction, advanced technology and quality initiatives, TMF has been recognized with numerous national and state awards and designations for quality, patient safety and process improvement, including having been awarded #1 in Texas Cardiac Care in 2013 and #1 in Texas Orthopedic Care in 2014 by CareChex™, Distinguished Hospital Award for Clinical Excellence in 2013 by Healthgrades, and Best Hospital in Northeast Texas 2013-14 by U.S. New & World Report.

Challenge

Always striving to deliver the highest quality care to patients, TMF launched an EMR implementation project. Four of the health systems hospitals, which combined comprised of 556 beds, were to convert from paper charting to a new, system-wide EMR (electronic medical record) platform powered by Epic. All departments were affected with the exception of OR and L&D.

The staffing support plan primarily consisted of new nursing graduates to be trained and deployed as internal "super users' and ideally, a single, outside clinical staffing provider. Chief among TMF management's concerns for the project were:

- To ensure that patient care quality and satisfaction remained consistent, and did not dip from normal levels during the conversion period, particularly during the initial weeks following "Go Live".

- To maintain a positive work environment and ease any anxiety experienced by core clinical staff as a result of the EMR learning curve.

- To enlist the talent, skills, and knowledge of an appropriate number of outside EMR-savvy clinicians who collectively can accelerate the end-user adoption of the EMR work flow and charting system in as short a time period as possible.

- To find an EMR staffing partner that TMF can feel confident will help achieve the aforementioned goals within a specified project budget allocation.

Partnership

Upon conclusion of their due-diligence process, TMF chose to partner with AMN Healthcare, a leader in workforce solutions that has earned a solid reputation of success in the realm of EMR/EHR implementations. TMF needed AMN to help them devise a transition plan and provide EMR-savvy supplemental staff throughout the transition.

"AMN EMR staffing solutions provided us much needed nursing support during our EMR implementation. Right from the start of the process, AMN was very collaborative. Together we created a great process from acquisition, on boarding and role expectations before, during, and after our EMR go-live. Not only were the individual nurses competent and friendly, AMN's support role was invaluable. We have never on-boarded as many nurses as we did, at one time, and the transition went extremely well. Our staff felt they not only had support but that they had the right kind of support."

Robert Rose RN, MS, NEA-BC, SVP & System Chief Nursing Officer
Trinity Mother Frances Hospitals and Clinics

Solution

AMN's EMR Staffing Solutions team, comprised of a solutions manager, dedicated account manager, clinical services, and travel logistics teams worked closely with TMF's senior clinical, administrative, training, and education management teams and crafted a three-week EMR implementation support plan.

For the period one week prior and two weeks subsequent to the Go Live date, AMN delivered more than 80 EMR RNs across various specialties that were experienced and versed in Epic. These clinicians acted as informal super users for the core staff while simultaneously providing patient care, allowing TMF clinicians added opportunity to become acclimated and comfortable using the new EMR system. In addition, TMF elected to utilize AMN's On-Site Project Coordinator for the first five days of the assignment period. This resource worked in conjunction with TMF management during the on-boarding, orientation, and initial shift assignments, assuring a smooth and efficient assimilation of the AMN EMR support RNs with their TMF counterparts.

Results

TMF management was extremely pleased with the overall EMR implementation experience, with considerable appreciation directed to AMN. Core staff acclimated quickly to the new system, quality patient care and satisfaction were uninterrupted, and the actual EMR support solution expense came within the forecasted budget allotment.

Summary

Challenge

A preferred healthcare provider in East Texas with more than 550 beds was going live on an Epic EMR system. Throughout the conversion project, they needed to ensure patient care quality and satisfaction, ease the anxiety of core staff, enlist the right EMR-savvy clinicians to help accelerate EMR adoption, and find an EMR staffing partner that would help achieve their goals while staying within budget.

Partnership

TMF chose to partner with AMN Healthcare to devise a transition plan and provide supplemental staff throughout the transition.

Solution

AMN's EMR Staffing Solutions team worked closely with TMF's management teams and crafted an EMR implementation support plan.

AMN delivered more than 80 EMR RNs to act as informal super users for the core staff while simultaneously providing patient care, allowing TMF clinicians to acclimate to the new EMR system. Also, TMF utilized an AMN On-Site Project Coordinator to assist with on-boarding, orientation, and initial shift assignments.

Results

TMF management was extremely pleased with the overall EMR implementation experience, with considerable appreciation directed to AMN. Core staff acclimated quickly to the new system, quality patient care and satisfaction were uninterrupted, and the actual EMR support solution expense came within the forecasted budget allotment.

*HFMA staff and volunteers determined that this product has met specific criteria developed under the HFMA Peer Review Process. HFMA does not endorse or guaranty the use of this product.

We've earned
The Joint Commission's
Gold Seal of Approval™

AMN® Healthcare