

## CASE STUDY DOCTORS HOSPITAL AT RENAISSANCE

# Encore Helps Doctors Hospital at Renaissance Earn High-Level HIMSS EMR Adoption Ranking in Record Time

## CHALLENGE

Doctor's Hospital at Renaissance (DHR) was in the process of deploying the Cerner Millennium solution for their inpatient core clinical systems. Due to this significant Electronic Medical Record (EMR) investment, DHR had a stake in achieving stimulus dollars through the CMS Meaningful Use (MU) program.

DHR engaged Encore Health Resources (Encore) to provide full EMR program management at an accelerate implementation pace as well as MU analysis and coordination services.


## SOLUTION

Encore responded with a structured, team-based approach to design and design review, coding and testing, project management, user training, system rollout, and MU analysis and coordination. Encore also provided integration leadership, training and testing coordination, and build support for such critical systems as computerized provider order entry (CPOE), clinical documentation (ClinDoc), and electronic medication administration records (eMARs), among many more. To support DHR's new system, Encore leveraged its EHRight™ approach and knowledgebase throughout the project.

## IMPACT

Encore delivered all systems, professional support, and training on time and on budget to meet project requirements and qualify DHR for one of HIMSS' top achievement levels for EMR Adoption. On a scale of zero through 7, Encore's teamwork with DHR moved the health system from an initial ranking of 0.5 to a January 2011 level of 6, which at that time was held by only 3.2 percent of all hospitals in the United States. Level 6 requires that full physician documentation and charting be operational for at least one patient-care service and that a full complement of radiology PACs (picture, archiving, and communication systems) is implemented and available to physicians via an Intranet or other secure network.

The rapid and successful implementation of its EMR system will not only advance DHR's vision for excellence in the delivery of community healthcare, but it will also position DHR to meet U.S. Federal Government requirements for the "meaningful use" of EMRs as defined under the terms of the American Recovery and Reinvestment Act (ARRA) of 2009 and its Health Information Technology for Economic and Clinical Health (HITECH) Act provision. Specifically, this successful engagement allows DHR to:

- Have an assessment of the current technology against the published requirements for CMS Stage 1 MU.
- Develop a mitigation plan to move the organization towards MU attestation.
- Have a deployment plan for future rollouts, upgrades, reporting, and testing as it relates to the MU timeline for Stage 1.
- Understand areas of risk as they relate to successful MU attestation, especially in the areas of functionality, certification, adoption, content, workflow, and reporting.
- Have a tool for monitoring risk and progress on outstanding gaps relating to MU.
- Mentor staff to assume a coordinator role.
- Understand budgetary requirements as they relate to MU. 



## ABOUT DOCTORS HOSPITAL AT RENAISSANCE

Doctors Hospital at Renaissance (DHR) is a full service medical and surgical facility providing quality health care to the residents of the Rio Grande Valley in South Texas.

“ Throughout our work together, DHR recognized Encore's focus on pairing with DHR counterparts to ensure that leadership was provided at all levels. We also appreciated the training they delivered for go-live and post-live maintenance, the governance structure they built to review and approve cross-disciplinary decisions, and the education they provided to ensure the complete involvement and integration of our physicians into the new EMR process. This superb teamwork effectively and efficiently helped DHR establish an EMR system that will strongly support our mission to provide quality, compassionate, and cost-effective patient care while rendering the most advanced professional services to our patients. ”

Les Clonch, Chief Information Officer  
Doctors Hospital at Renaissance

