Wooster Community Hospital
**Wooster
Community
Hospital**

- *Wooster, Ohio*
- *172 Beds*
- *MEDITECH EHR*

Challenges

- *Encourage physician e-prescribing to meet regulations*
- *Streamline ordering for narcotics and non-narcotics*
- *Control growing opiod epidemic*

Results

- *All prescriptions are e-prescribed using a fingerprint*
- *Dramatic increase in Meaningful Use rate*
- *E-prescribing narcotics saves time and paper*

Wooster Community Hospital Uses Confirm ID for EPCS to Bolster Its CPOE Strategy

Patient safety has always been a top priority for Wooster Community Hospital. With Forward Advantage's help, Wooster demonstrated this commitment back in 2009 when it became the first MEDITECH hospital in Ohio to achieve positive identification with CPOE. Since then, Forward Advantage has continued to work with the hospital to streamline clinical workflows and improve patient safety. In fact, the two recently teamed up on a new initiative to electronically prescribe controlled substances with the simplified authentication process from Imprivata Confirm ID for EPCS. Confirm ID compliments the hospital's Imprivata OneSign single sign-on environment, also sold and implemented by Forward Advantage, to further streamline workflows for prescribing physicians. With its physicians on board, Wooster has made great strides with Meaningful Use compliance and is helping to combat the growing opioid epidemic associated with fraudulent prescriptions.

"Prior to Confirm ID, non-narcotics could be sent electronically, but narcotics had to be prescribed on paper," says Eric Gasser, director of information systems at Wooster. "Physicians didn't like having these separate workflows, so we implemented EPCS to encourage electronic prescribing. Our hospital is a leader in assuring patient safety and in addressing the opioid epidemic, and this allows physicians to safely prescribe prescriptions in a way that's more satisfying to them and our patients. In fact, it's been so effective and well-received that electronic prescribing is now mandated in our hospital."

forward advantage

Why Forward Advantage?

Forward Advantage is an authorized reseller and implementer for Imprivata. As a MEDITECH-preferred vendor, it has the necessary expertise to implement single sign-on and secure authentication for e-prescribing in a way that optimizes the MEDITECH EHR. Per Gasser, this experience and exceptional customer service makes for an unbeatable combination. "Forward Advantage knows this industry and MEDITECH very well. I can trust that when I have a question, I'm going to get the right answer. If they don't have an answer, then they'll get it. We've built a relationship of trust over the years, because they always come through for me."

One Imprivata Platform for Streamlined Access

Physicians at Wooster log into the system using OneSign single sign-on with fingerprint scanners. To comply with the Ohio State Board of Pharmacy, they also electronically order non-narcotics in MEDITECH using these same fingerprint scanners. Wooster has 77 users set up with Confirm ID for EPCS, which continues this simple workflow. When a provider orders a narcotic, he or she uses their fingerprint in combination with their network password for two-factor authentication. "Our doctors are used to signing with a fingerprint, and they can now use the same process to prescribe a controlled drug," says Gasser. "The only additional step is that they need to enter a password. We wanted to make their workflow as easy as possible without adding extra burden to their already busy day."

The Statistics Speak for Themselves

In the short amount of time that Wooster has been using Confirm ID for EPCS, the hospital has already experienced impressive results. Physicians are much more inclined to e-prescribe now that they can securely authenticate with a fingerprint for EPCS in the same manner that they would for non-narcotics. This convenience has greatly improved their overall e-prescribing rate. In fact, Gasser recently presented on this topic at HIMSS and shared the results with Forward Advantage:

85%
OF PATIENT ORDERS IN THE ER
ARE ENTERED ELECTRONICALLY
in MEDITECH and authenticated
using Confirm ID

100%
of all electronic orders are
SIGNED USING CONFIRM ID
FOR EPCS WITH A FINGERPRINT

370%
INCREASE OF MEANINGFUL USE
E-PRESCRIBING RATE

"At the end of the day, Confirm ID is helping us meet our Meaningful Use objectives," says Gasser. "It's just a great tool that works in our single sign-on environment and integrates with MEDITECH. The statistics speak for themselves."

"We have enjoyed our partnership with Wooster Community Hospital, as well as our long-standing relationships with MEDITECH and Imprivata. Imprivata provides solutions that allow our customers to securely and efficiently access, communicate, and transact patient information," says Lee Howard, vice president of client services for Forward Advantage. "We have the skills and MEDITECH expertise to optimize their solutions in a healthcare environment, whether it be single sign-on, secure messaging, or EPCS."

About **Forward Advantage**

Since 1993, Forward Advantage has provided innovative and cost-effective solutions for healthcare organizations. With more than 1200 customers, the company uses its deep expertise to solve a wide range of healthcare challenges by listening to its customers and collaborating with them on solutions that improve the healthcare experience with better access to information. Examples include: automated and intelligent report distribution, streamlined identity and access management, migrating and archiving legacy data, document management, EMR-integrated secure messaging, and interoperability solutions connecting hospitals and physicians. More information on Forward Advantage and its solutions can be found at www.forwardadvantage.com.

About **Wooster Community Hospital**

Wooster Community Hospital is a 172-bed full-service acute care hospital. The hospital offers a complete range of inpatient and outpatient services including, CT Scan, MRI, PET / CT Scan, Wound Healing Center, Progressive Care Unit, Transitional Care Unit, Inpatient Rehab Unit, Home Health Care Services, Ambulatory Care Center, and Cardiac Catheterization Laboratory. For more information, please visit www.woosterhospital.org.

About **Imprivata**

Imprivata®, the healthcare IT security company, provides healthcare organizations globally with a security and identity platform that delivers authentication management, fast access to patient information, secure communications, and positive patient identification. Imprivata enables care providers to securely and efficiently access, communicate, and transact patient health information to address critical compliance and security challenges while improving productivity and the patient experience. For more information, please visit www.imprivata.com.

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