

TRANSFORM YOUR HEALTH SYSTEM

Clinical Alerts

The Background

Clinical alerts can be one of the most powerful tools a health system has to drive care standardization and compliance to key organizational initiatives. Alerts can be a great benefit by assisting in doing the right thing at the right time. Alerts can also have the opposite affect. If they are not accurately displayed or fire too frequently, care providers will see them as an impediment and lose trust in them. Alert fatigue can lead to variation in care and significant challenges when improving quality.

Clinical alerts are complex and the ability to truly understand the impact they have on the care being delivered is extremely difficult. Measurement is key to ensuring that clinicians are only seeing those that support the care of their patients. Health systems that ensure they only have highly impactful and useful alerts have a great opportunity to improve the care provided to patients.

The Challenge



No way to measure how clinicians react to Alerts



Inability to understand the impact that Clinical Alerts have on quality of care being delivered



Managing alert requests and governing how they are managed and measured to ensure "alert fatigue" is avoided



Inability to understand impact of alerts on behavior based on the trigger points within the end-users workflow

Important Stats

400

Average number of active alerts health systems are managing

7

Number of alerts a provider see in a typical patient encounter

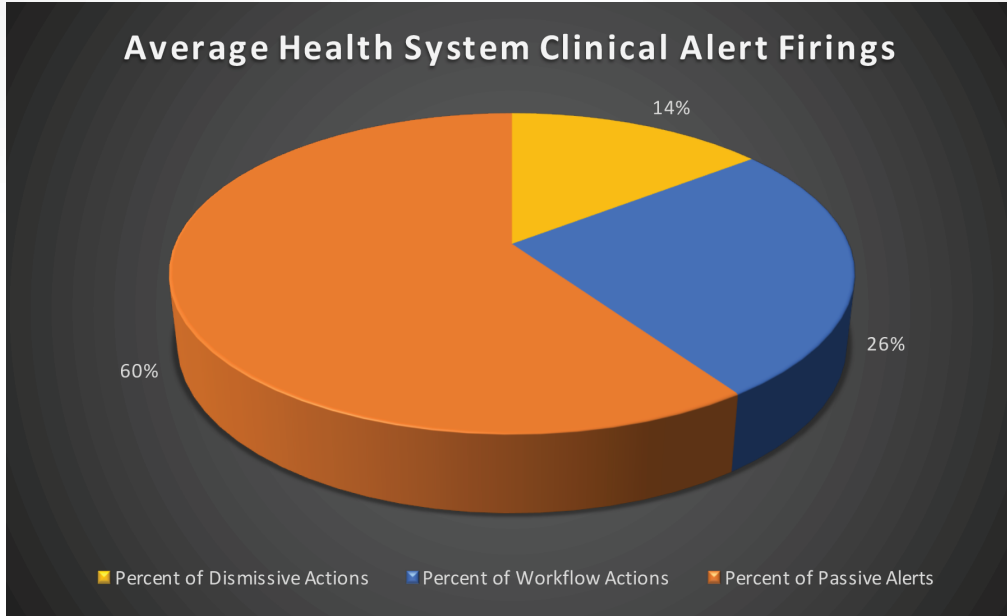
24m

Number of times the 400 alerts mentioned above fire in a given year

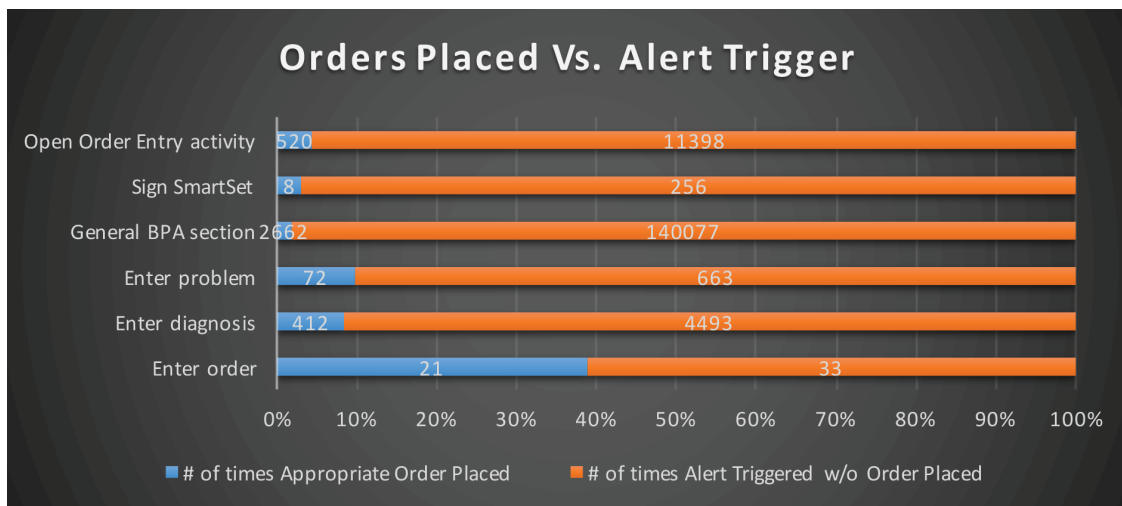
65

Percent variance in provider's responses to alerts





The graph above shows the average clinical alert firings in a year and the number of dismissive actions and workflow actions that happen as a result. Notice the high percentage of alerts that are not actionable, but simply provide additional information. This high level overview provides a benchmark of how well clinical alerts are working across health systems and highlights the need for better measurement tools. While clinical alerts offer a tremendous opportunity to help improve care quality and reduce costs, if providers are not finding value in what they present more than 30% of the time it should come as no surprise they will lose trust in their content.



The graph above demonstrates all the noise created when alerts fire at the wrong time, and how often they are dismissed without the appropriate actions being taken. These stats are for just one alert a health system has built into their EHR. Overall the appropriate action related to this alert, which is a recommendation to prescribe an ACE Inhibitor for patients with heart disease or diabetes, results in the appropriate action only 2% of the time. By measuring how often the alert fires compared to how often the desired action is taken, health systems can modify their alert content to standardize care delivery.



CLINICAL ALERTS

The LogicStream Solution

- » Determine proper trigger points for alerts to fire
- » Build alerts that will positively impact care delivery and patient outcomes
- » Assess alerts to understand if they add value and how they are being used by clinicians
- » Track and measure alert usage and trends by physician, department, specialty and entity
- » Determine if and when alerts are bypassed but the desired action was taken outside the alert
- » Manage and organize alerts to ensure only impactful information is being presented to providers
- » Improve compliance with health system best practices and Joint Commission requirements

About LogicStream Health

LogicStream Health improves healthcare outcomes, patient/provider satisfaction and financial performance through innovative software and solutions. The LogicStream Intelligence Platform delivers results to health systems by reducing unnecessary care variation and providing the ability to monitor the care delivery process in a robust manner. With a strong and experienced team focused on innovation, LogicStream provides a scalable and sustainable method to improve the quality and reduce the cost of healthcare. For more information, visit Logic-Stream.net.