

Lancaster General Health

ELSEVIER

The Challenge

Lancaster General Health is a 623-licensed bed, not-for-profit health system in the Lancaster Pennsylvania area with a comprehensive network of care encompassing Lancaster General Hospital (LGH) and Women & Babies Hospital, which includes a Level III-B Neonatal Intensive Care Unit. Designated a Magnet hospital for nursing excellence, LGH has been recognized both regionally and nationally for its cardiology, intensive care unit and orthopedic services.

Lancaster General Health was looking to improve patient care by adopting interprofessional, evidence-based practices and protocols, centered at the point of care for patients, as well as looking to improve overall efficiency.

“As an organization, we were finding it a challenge to keep our nursing protocols and standards of practice updated with the most relevant, appropriate content,” recalls Mary Ann Winnerling, M. Mgt., RN-BC and Care Planning Coordinator for Lancaster General Hospital.

Among other issues, it took staff considerable time to keep the information updated. Lancaster General Health also wanted to improve the efficiency of its staff, so that medical staff would have a single location to go to for the most comprehensive, current information. It also wanted to reduce the amount of time required for staff to find and update that information.

Most importantly, Lancaster General Health wanted to fully integrate interprofessional practices, using Elsevier Care Planning to improve patient care.

The Solution

Lancaster General Health had information about health records in multiple locations, and was in the midst of deploying an EHR (electronic health record) system to unify records on a single, comprehensive system.

“We wanted a complement to our EHR system with evidence-based content,” Winnerling remembers. “So we needed a product that was going to dovetail with the new EHR system, have the best, most up-to-date content, be the easiest to administer and be from a reputable company.”

Organization

Lancaster General Health
Lancaster, PA

Challenge

For Lancaster General Health to adopt interprofessional, evidence-based practices in order to improve clinical outcomes.

Solution

Elsevier Care Planning

Results

Lancaster General Health has integrated Elsevier Care Planning within its EHR system, and has developed comprehensive, interprofessional practices to help improve patient care. A new pain-management program is already in place, and Lancaster General Health expects even more innovative programs to be launched in the future.

“Elsevier Care Planning has enabled us to put together an interprofessional model of practice. All information is now available from patient charts and staff does not need to have to look in multiple places for different pieces of information.”

– Mary Ann Winnerling, M. Mgt.,
RN-BC and CPM Coordinator



After research, Lancaster General Health chose Elsevier Care Planning a comprehensive, EHR based interprofessional care planning and clinical documentation system, developed by Elsevier. Care Planning significantly improves clinical outcomes by delivering evidence-based content to help assess, diagnose, plan, implement and evaluate patient care.

Care Planning helps define the best practice workflow for the interprofessional setting by outlining the clinical practice needs of each team member, then delivering the most current evidence-based content to support their contributions to optimal patient care. Quick and easy access to more than 200 evidence-based guidelines ensures that nurses and allied health professionals have the clinical decision support they need, when they need it.

“Deploying Elsevier Care Planning went quite smoothly,” Winnerling says. “It integrated directly into our EHR system, and Elsevier was there to help whenever we had any questions. We were pleased with it from the beginning.”

The Results

With Elsevier Care Planning, Lancaster General Health can better assess and evaluate patient care, and has adopted interprofessional, evidence-based practices throughout its system.

“We were moving to an interprofessional model of practice, and Care Planning helped accelerate the process and get us there,” says Winnerling.

Moving to interprofessional practice required that all disciplines at the hospitals review their clinical practice guidelines to make sure that the content was relevant, and useful. Elsevier Care Planning made it easy for staff to do that quickly and effectively.

Once the practice guidelines are selected for an individual patient, Care Planning automatically populates patient charts with the evidence-based interventions and educational

materials. All information is now available from the patient charts, a significant change from previously when staff had to look in several different locations for information. It is now much easier to put interprofessional practices into effect.

“Before Care Planning, you had to go back and forth to find specific sections of documents that belong to specific disciplines,” Winnerling says. “You couldn’t really see the progression of care easily. But now all the disciplines are charting the progression or lack of progression, and you can see it all in one place. It has been a phenomenal change in process and a big step forward. Every discipline is now using the clinical practice guidelines, across the board.”

Lanyce Horn, Director of Nursing, adds. “We have enjoyed nursing shared governance for 20 years, and have just received our third Magnet accreditation, so we’re a very strong nursing environment in terms of our model of care.

Our shared governance has been very nurse-centric as well, and Elsevier Care Planning has been a perfect fit for us by encouraging the inclusion of core clinical disciplines in our model.”

One specific area where Elsevier Care Planning has helped is in pain management.

“We’re just completing a comprehensive system-wide pain management policy to transform how we approach pain management — in an interprofessional way now that we have Elsevier Care Planning. We’re very excited about that work.”

In the new pain-management program, pharmacists, therapists, social workers, case managers, and other medical professionals all work together, and share information about patients, leading to a more comprehensive look at how best to handle pain in patients.

“It’s the first time we’ve ever done this, and it’s very powerful,” Horn says.

Winnerling adds that she expects Lancaster General Health to ultimately increase efficiency and productivity using Care Planning because staff has one location to go to for information, and because it is much easier to develop guidelines, and have those guidelines automatically populate patient charts. In addition, workflows have been streamlined.

Ultimately, the beneficiaries of Elsevier solution will be the patients that Lancaster General Health cares for, say both Horn and Winnerling.

“We put patient care above everything else,” Winnerling says. “Elsevier Care Planning is one more tool that we have to make sure that we’re delivering the best care possible.”

About Lancaster General Health

Lancaster General Health is a 623-licensed bed, not-for-profit health system in the Lancaster Pennsylvania area with a comprehensive network of care encompassing Lancaster General Hospital (LGH) and Women & Babies Hospital, including a Level III-B Neonatal Intensive Care Unit. Designated a Magnet hospital for nursing excellence, LGH has been recognized regionally and nationally for its cardiology, intensive care unit and cardiology and orthopedic services. As a member of the Penn Cancer Network, LG Health has access to the vast research and technological resources of one of the nation’s foremost cancer centers.



“Elsevier Care Planning has been an excellent partner. Whenever we have needed any help, they have always provided it.”

– Mary Ann Winnerling, M. Mgt.,
RN-BC and CPM Coordinator

About Elsevier Care Planning

For more than 30 years, Elsevier has been offering evidence-based, interprofessional clinical practice guidelines, care planning and documentation at the point of care. These EHR compatible and web-based solutions are developed and maintained by an expert interprofessional team, and tested/validated through a Consortium of over 300 member hospitals. In addition, the company offers Professional Practice Services to assist organizations with clinical practice advancement, team-based care and EHR implementation and adoption. Care Planning is a business unit of Elsevier, the world's leading provider of science and health information.

“With Elsevier Care Planning, we have been able to put together a very effective interprofessional pain management program. It has been a very powerful tool for us.”

– Lanyce Horn, Director of Nursing

The Elsevier logo consists of a solid orange square with the word "ELSEVIER" in white, uppercase, serif font centered within it.

ELSEVIER

Lancaster General Health

Contact Us:

Online: elsevier.com/care-planning

Phone: 866.416.6697