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CASE STUDY

Transitioning from CART to ENCOR for Abstracted Core Measures

Many Critical Access Hospitals (CAHs) using the free CMS abstraction and Reporting Tool (CART) are turning to more advanced abstraction technology in order to improve reporting and keep up with the changing regulatory environment. They are finding the cost of this transition is quickly recaptured in time and resource savings and improved quality and patient care.

The Challenge

Abstractors have struggled to meet the mandates of abstracted core measure reporting using CART. Disjointed workflows, lack of access to reporting data and time-consuming abstraction are inefficient and costly, outweighing the financial savings of a free solution.

Sonia Brown, Utilization Management nurse at Morrow County Hospital in Mt. Gilead, Ohio, saw her hospital's move from paper to electronic health records as an opportunity for more timely access to quality measure data. With CART, Sonia says "it was very frustrating when administration needed some sort of data, or I needed the data, and we just couldn't put our hands on it. It put me behind all the time."

Rachael Walden, Director of Quality and Infection Prevention at Kirby Medical Center in Monticello, Illinois, struggled with workflow. "CART [was] so cumbersome. I had to enter the data in one area, then upload it and transfer it into another portal."

The Solution

Sonia Brown and Rachael Walden convinced their respective administrators to consider investing in Medisolv's ENCOR for Abstracted Core Measures reporting solution. ENCOR integrates with EHR data, automating many manual, time-consuming and repetitive tasks.

To justify moving from CART to ENCOR, Sonia Brown invited her boss and representatives from IT to a comparison demonstration between the CART tool and the ENCOR solution. The workflow benefits alone were immediately clear to the group.

Cheri Uitermarkt, Nursing Administrative Assistant at Pella Regional Health Center in Pella, Iowa, also implemented ENCOR, pointing out that hospitals have only to look at the amount of hours spent abstracting to justify the cost. "If you have an RN doing it, you are probably paying them around $28 per hour, and if they're spending 40 hours a month on it, you're going to get a quick return on your investment," she says, adding that she was fully utilizing ENCOR after just two days.

Results

ENCOR's automated abstraction processes, ease of use and fast data access have vastly improved workflows, efficiencies and Abstractor satisfaction at all three hospitals.

Rachel Walden says viewing both the Electronic Clinical Quality Measures and the Chart Abstracted Measures in a single dashboard and the ability to do concurrent abstraction with ENCOR have improved her workflow, saving her "at least three days per month."

Cheri Uitermarkt says with ENCOR, case identification is automated, along with many other previously manual tasks. Using CART, Cheri spent two weeks of each quarter on abstraction, but "now I can have it done in two days."

Sonia Brown attributes improved performance scores for heart failure and pneumonia to better reporting of quality data with ENCOR. "Our numbers have greatly improved over the years," she says. The data is used in the hospital's Balanced Scorecard and managers are able to address issues within a week or so of discovery. "Before, something might have been missing for months before we realized it when we were doing everything by hand or using CART."

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> *- Rachael Walden, Director of Quality and Infection Prevention, Kirby Medical Center*

Conclusion

Critical Access Hospitals who have updated their technology with Medisolv's ENCOR for Abstracted Core Measures have saved countless hours, days and weeks gathering and reporting core measure data. User satisfaction is higher, patients are safer and the hospitals are better positioned to succeed as reporting becomes increasingly complex. "Right now, we are not being penalized in the same way larger hospitals are but that doesn't mean it's not coming or that it's not important," notes Rachael Walden. "[With ENCOR, we] put ourselves in front of the ball instead of behind it."

The ENCOR Quality Reporting & Management Software Solution has earned the exclusive endorsement of the American Hospital Association.