



CASE STUDY - CAROLINA HEALTHCARE SYSTEM



UL'S OHM SOFTWARE DRIVES GREATER EFFICIENCY, LOWERS COSTS AND ENHANCES CARE QUALITY.



Carolinas HealthCare System (CHS) is the largest healthcare system in the Carolinas, and the third largest non-profit public healthcare system in the nation. CHS owns, leases or manages 29 hospitals in North and South Carolina and employs more than 1,400 physicians practicing in more than 500 locations. CHS also operates rehabilitation hospitals, nursing homes, ambulatory surgery centers, home health agencies, radiation therapy centers and physical therapy facilities. Together, these operations comprise more than 6,000 licensed beds and employ more than 44,000 full-time or part-time employees.

THE CHALLENGE

The health system's Employee Health Department used a manual system for tracking, recordkeeping and reporting. The size of the organization and the number of separate locations and departments required stacks of forms for many critical programs. Beyond consuming significant resources, the manual approach also meant slow turnaround times and potential for human error throughout the process.

CHS wanted to automate medical surveillance tracking, simplify reporting and ultimately give Employee Health Department staff the best possible tools to do their jobs efficiently and effectively. But other variables had to be considered as well, including cost and the inevitable challenges of implementation, training and upgrades when dealing with large organizations.

"Upgrades and enhancements are available to help us keep up with the ever-changing world of technology."

Rebecca Jones,
Certified Nursing Assistant, Carolinas HealthCare System

THE SOLUTION

UL's Occupational Health Manager (OHM) software solution had all the capabilities CHS was looking for — and more. OHM has been used by the CHS Employee Health Department since 1998, primarily by nurses, HR assistants and clerks, as well as IS administrators. CHS Director of Employee Health Lydia Crutchfield, RN, BSN, says the transition to an electronic medical record has led to greater efficiency and organization, reduced workplace stress, and better information for the managers served by her department.

Employee Health Department staff report the power of OHM is experienced most directly in its impact on specific programs:

- Vaccination Marathon — Batch entry combined with electronic forms helped drive the phenomenal success of a flu vaccination campaign. Instead of stacks of paper forms that had to be entered into the system later, all data was entered electronically in real time. Estimated time saved? Three months of work!

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- TB Skin Test Surveillance — With the automation of this process, staff now prints forms any time they're needed, and can easily track and create a list of employees who are due or overdue for tests.
- Health Assessment — OHM has enhanced the department's ability to ensure that CHS doesn't hire anyone who lacks the required vaccinations/immunizations or is otherwise unsuited for a job.

RESULTS

Bottom-Line Benefits — OHM has helped drive cost savings and improved business performance in key areas:

- Efficiency — OHM has greatly reduced the time required for tasks such as tracking, recordkeeping and reporting.
- Risk Management — Timely distribution of information to managers and employees via OHM has helped improve efforts to limit exposure and maintain employee health. As a result, CHS has fewer lost work days and related expenses.
- Compliance — By helping the company maintain and document compliance, OHM helps CHS avoid potential fines from OSHA and other regulatory agencies.

Reporting and Communication Benefits — OHM's automated reporting has been a big time-saver for staff, but other communication improvements have been noted as well:

- Accountability and Visibility — The ability to easily pull and distribute vaccination and similar information for a specific area has enabled managers to be proactive, while also improving individual and organization-wide awareness of key health issues.
- Decision-Making — OHM's tracking and information-sharing features help staff deliver the timely, accurate data senior managers need for planning and strategic decision-making.
- Seamless Integration — OHM interfaces with other internal databases and systems at CHS, including PeopleSoft, simplifying data transfer between different job functions and facilities.

Data Integrity and Maintenance Benefits — Automating and electronically storing data has reduced the potential for human error or data loss.

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