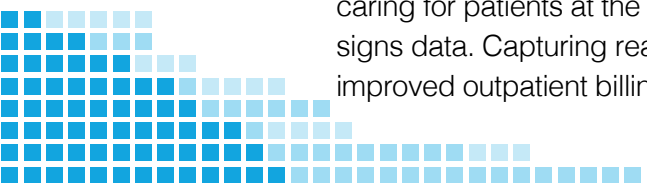# Southwestern Vermont Medical Center Streamlines Medical Device and Smart Pump Integration with Accelero Connect®

Objective: Southwestern Vermont Medical Center wanted to streamline workflows and improve patient safety by integrating their smart pumps and vital sign monitors. The hospital previously relied on manual processes that burdened their clinicians and carried a high risk of human error.

Situation: Nurses had to manually program the IV pumps by finding a matching drug or fluid in the pump's drug library, then manually set the bag volume and infusion rate, creating a potential risk of a wrong selection. The manual entry of stop times and volume infused also meant that if the nurse didn't go back to the EMR and enter a stop time SVMC couldn't bill for that infusion. Additionally, the manual entry of vital signs often resulted in not having real-time data and potentially causing delays in decision-making.

Solution: Southwestern Vermont Medical Center chose Accelero Connect by iatricSystems to improve their IV workflows with smart pump integration and to automate the sending of vital sign readings from their Philips medical devices into their EHR.

Results: Utilizing Accelero Connect, SVMC improved patient care and made their multi-vendor and multi-step processes as simple and streamlined as possible. Nurses are spending more time caring for patients at the bedside instead of manually programming IV pumps or entering vital signs data. Capturing real-time data created an environment for better clinical decisions and improved outpatient billing.

Southwestern Vermont Medical Center (SVMC) is an integrated non-profit health system that includes a 99-bed hospital, 25 primary care and specialty care practices, and a foundation at nine total locations in Bennington and nearby New York and Massachusetts.

Committed to patient safety and quality care, SVMC took action when they noticed their manual processes for vital sign documentation and IV pump programming were taking nurses away from the bedside and creating an increased risk for error. They needed a solution that could simplify processes without disrupting current workflows.

The Ease of Smart Pump Programming

With the addition of ICU Medical smart pumps, SVMC looked to Accelero Connect to integrate their devices. A challenge emerged for incorporating their Citrix single sign on desktop so users could self-authenticate through their active directory. With some additional help from iatricSystems' Flexbutton™, a workflow integration solution, SVMC now has a smart pump programming solution that "can almost be described as magic for the end user," said Janis Yanotti, RN, Senior Clinical Systems Analyst. "The relative ease of sending a smart pump programming instead of the nurse having to manually program the pump is a huge timesaver. An Accelero Connect enhancement allows nurses to simply scan the pump twice to send the programming instead of walking back and forth around the bed between the computer and the pump."

Improved Safety, Compliance, and Billing

The benefits of Accelero Connect went beyond improving patient safety with smart pump programming. "The addition of customizable error messages and real-time smart pump programming reports are a game changer for understanding any failure points in the system, order, or user workflow. We can give feedback to users in real-time, make edits to any order that's missing an element for successful programming, and identify IV pumps that aren't connected to the WiFi" said Janis Yanotti, RN. "Also, having the stop times and volume infused flow into the EMR helped us maintain compliance with CMS sepsis measures and greatly improved our billing cycle for outpatients. There are potentially hundreds of thousands of dollars you can recoup by having start and stop times automatically flow in."

Better Documentation and Patient Care

Using Accelero Connect to seamlessly integrate their vital sign monitors and IV smart pumps with their EHR, SVMC quickly saw an improvement in their clinical documentation and workflows. "When a system can improve the workflow and minimize the potential for errors, the nurses can better focus their time on caring for the patient at the bedside," said Janis Yanotti, RN.

"As an early adopter of this process, we worked jointly with iatricSystems to understand how the software works and how it integrates user workflows" said Janis Yanotti, RN. "For example, we had to modify some of the medication orders in our prebuilt provider order sets so they were better aligned with how the pumps are auto-programmed. In some instances, iatricSystems built custom codes to match up with our order types. At the end of the process all things must align with precision. iatric has great attention to all of these details."

To learn more about Accelero Connect, please contact us using the information below.