

Clinical Drug Information

Mercy Health Surveys Pharmacists, Physicians and Nurses, and Lexicomp® Drug Information Comes out on Top

CLIENT PROFILE: MERCY HEALTH

Mercy Health, one of the largest nonprofit health systems in the United States and the largest health system in Ohio, made the switch to the Lexicomp application from Wolters Kluwer Clinical Drug Information.

In May 2011, Mercy Health's 31 hospitals and more than 5,000 staffed beds replaced their previous drug information provider with Lexicomp Online and Mobile Apps, implementing a seamless system-wide resource accessible within their health information system and on mobile devices of all Mercy Health clinicians.

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– Alan Mutnick,
Corporate Director of Clinical Services
for Mercy Health

80% FAVORED LEXICOMP OVER PREVIOUS DRUG INFORMATION PROVIDER

The key reasons Mercy Health made the switch to Lexicomp included easy access to a site-wide mobile subscription, integration capabilities within its Epic® Inpatient Clinical System, and overall comparability to its

previous drug information resource. However, the reasons for the switch went beyond specific solution requirements.

During the evaluation period, Alan Mutnick, Corporate Director, Clinical Services at Mercy Health, surveyed more than 100 pharmacists, physicians and nurses, and 80% responded in overwhelming favor of Lexicomp. "The survey consisted of 10 rather pointed questions about how Lexicomp compared to our current provider," Mutnick explained. "The results were clear. Lexicomp was by far the preferred choice of our pharmacists, physicians and nurses alike. The Lexicomp solution surpassed our existing (resource), and there were also significant cost savings without a compromise in value."

Lexicomp continued to stand out from the competition when the Wolters Kluwer Clinical Drug Information Vice President and General Manager joined his sales team on a call to further demonstrate their commitment to provide Mercy Health with exceptional service and a superior offering. "I was really impressed," commented Mutnick, "It was a testament to the kind of company (Wolters Kluwer) is that the general manager took the time to discuss my needs and answer my questions with honesty and professionalism."

SITE-WIDE MOBILE ACCESS PAVES WAY FOR INCREASED EFFICIENCY AND EXCEPTIONAL PATIENT CARE

Mobile access to Lexicomp drug information gives all clinicians at Mercy Health the ability to quickly and conveniently access medication decision support on the go and wherever access is needed. Lexicomp content, stored on mobile devices, provides uninterrupted access to drug information and has proven to be far more user-friendly than Mercy Health's previous app.

"Based on feedback from our clinicians, I knew that our previous mobile solution was difficult to manage and update," Mutnick stated. "Time is absolutely critical for our clinicians, and we couldn't afford time-consuming software updates. We needed a mobile solution that was system-wide and easy to use. We have been able to rely on Lexicomp mobile software to provide fast access to the information we need to positively affect patient care," he added.

INTEGRATION CAPABILITIES CRITICAL TO PATIENT SAFETY

System-wide online access to Lexicomp is facilitated by its unique relationship with Epic, which allows access to Lexicomp drug reference content within a patient's medical record with just one click. Mercy Health also has direct access through Lexicomp Online to Wolters Kluwer patient education leaflets, which the hospital system accessed more than 10,000 times in its first year of subscribing. Available in 19 languages, these leaflets can be personalized, printed and stored in a patient's record.

"We do not want our healthcare workers leaving the computerized system in order to access various databases," Mutnick explained. "Integration is critical in our ongoing effort to reduce the risk of avoidable mistakes and increase the quality of patient care. Patient education leaflets have allowed Mercy Health to not only improve but ensure the safety of our patients."

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SUPERIOR CUSTOMER SERVICE MEANS A SEAMLESS TRANSITION

Difficulties from switching resources are always a concern when evaluating a new drug information solution, but an easy-to-use interface, superior customer service and training support provided by Clinical Drug Information made the switch both seamless and painless. During Mercy Health's first live month with Lexicomp Online, usage statistics were incredibly high.

"System-wide training played a huge role in the high usage," Mutnick commented.

"The support team did an excellent job covering all hospitals to ensure the appropriate education was in place. They executed an aggressive training schedule throughout all of our hospitals, and I am confident all Mercy Health clinicians have had every opportunity they need to quickly and efficiently learn the Lexicomp offerings," said Mutnick.

About Mercy Health

Mercy Health is the largest health system in Ohio and one of the largest nonprofit health systems in the U.S. Mercy Health is one of the top health systems in the nation for quality and efficiency as rated by Thomson Reuters. With \$5.59 billion in assets, Mercy Health employs more than 37,000 associates in more than 100 organizations, including 31 hospitals which serve the health needs of people in Ohio, Tennessee, Kentucky and contiguous states. Hospitals operate as Mercy Health Partners, Humility of Mary Health Partners, St. Rita's Health Partners and Community Mercy Health Partners.

For more information about Mercy Health, please visit www.health-partners.org.



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