Mercy: Standardizing Clinical Processes to Improve Patient Care and Organizational Efficiency

Each year, Mercy serves millions of patients at its 43 acute care and specialty hospitals and 700 physician practices across Arkansas, Kansas, Missouri, and Oklahoma. Mercy understands the power of best practices in ensuring the highest quality care. Using the SAP HANA® platform, SAP® BusinessObjects™ business intelligence solutions, Epic's electronic health record, and third-party proprietary technologies, Mercy gained greater visibility into variations in clinical care for patients experiencing heart failure or pneumonia, or undergoing surgery at its facilities.

By providing clinical teams with more-accurate and timely information at the point of service, Mercy reduced heart failure and pneumonia mortality rates to less than half the national average. Physicians also improved processes around clinical documentation and the use of operating room supplies – saving nearly US$75 million. For these drastic improvements in patient outcomes and operational efficiency, Mercy won the HIMSS Nicholas E. Davies Award of Excellence, which recognizes healthcare organizations that use health IT to improve patient care while also reducing costs.

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Mercy honored as technology leader in healthcare

Organization
Mercy

Headquarters
Saint Louis, Missouri

Industry
Healthcare

Products and Services
Acute care hospitals, specialty hospitals, clinics and outpatient facilities; ministry outreach services

Employees
40,000

Revenue
US$4.3 billion

Web Site
www.mercy.net

Objectives

- Provide physicians and clinical teams with more-accurate and timely information at the point of care to improve patient outcomes
- Reduce variation in clinical care across hospitals and physician practices to standardize best practices and increase operational efficiency
- Improve data collection and the accurate capture of clinical diagnosis in the patient system of record

Why SAP

- Agility of the SAP HANA® platform to integrate internal and external sources of data
- High-speed performance of SAP® BusinessObjects™ business intelligence solutions and SAP BusinessObjects Explorer® software for on-demand analytics and visualization to prioritize high-value use cases

Resolution

- Enabled queries that can be adjusted and validated in real time
- Integrated SAP software with Mercy's Epic electronic health record system

Benefits

- Enabled opportunity analysis among dynamic physician and procedure combinations to determine highest-priority initiatives
- Enabled aggregate and drill-down visibility into clinical variation across process and service lines, leading to improved capture of clinical diagnosis and greater efficiency in the management of operating room supply costs
- Provided real-time data exploration, allowing faster decision making that is saving millions in supply costs

"Mercy has long been laser focused on bringing together all aspects of healthcare so we can collaborate and determine the best way forward for our patients and our organization. The HIMSS Nicholas E. Davies Award of Excellence demonstrates how we've been able to blend the best of technology, talent, and teamwork to bring better care and better health to our patients."
Gil Hoffman, CIO, Mercy

$65 million
Realized in additional revenue by improving clinical documentation to ensure physicians properly capture a clinical diagnosis

$9.42 million
Saved by eliminating or minimizing the use of certain surgical products, reducing variation in surgical protocols, and establishing best practices across surgical departments to ensure quality in postoperative results for patients

3 hours
Reduced from the time to administer critical medications to patients suffering from heart failure and pneumonia, helping Mercy achieve mortality rates that are less than half of the national average

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