

# Jackson Health System

## Integrating technologies to improve patient care



### About Jackson Health System

**Location:** Miami, Florida

**Solutions in use:** CarePort Care Management

**Profile:**

- Six hospitals in the Miami area
- 2,100 licensed beds
- 56,000 discharges per year
- 280,000 patient visits in FY 2013

Jackson Health System is an integrated healthcare delivery system servicing Miami-Dade County in Florida, a densely populated region with nearly three million residents. Its centerpiece is Jackson Memorial Hospital, a 1,500-bed teaching hospital. With five other hospitals and numerous urgent care, primary care, and specialty care centers, Jackson logs more than 56,000 patient discharges per year and is proud to offer quality care throughout Miami.

Jackson Health System's case managers were using two separate applications in their discharge process — CarePort Care Management to make referrals and Cerner's electronic health record (EHR) to view relevant clinical data. Recognizing that this was creating inefficiencies and left room for error in the referral process, Chief Information Officer (CIO) Michael Garcia partnered with CarePort to create a single sign-on integration between the EHR and CarePort Care Management.

### Disparate systems for discharge planning

Transitioning a patient out of the hospital to an appropriate post-acute setting is a complex process. Case managers must gather clinical and demographic data from multiple sources — both online and offline — and create an electronic referral packet with all the information that the post-acute provider needs to effectively treat the patient. With hospitals being held accountable for patient outcomes post-discharge, it's critical that case managers work efficiently and effectively.



“Together, CarePort and Jackson Health System came up with an integrated system where the end user is unaware of the fact that it's two systems, and has a truly seamless experience.”

**Michael Garcia**  
*Senior Vice President and CIO  
Jackson Health System*

## CarePort® case study Jackson Health System



“Whenever you can combine two technologies that are already well-used and ingrained in the culture of the workplace, everybody wins.

Promoting interoperability between systems will always have good outcomes.”

**Michael Garcia**  
Senior Vice President and CIO  
Jackson Health System

At Jackson Health System, case managers transition over 56,000 patients each year, whether that’s to a skilled nursing facility or to a patient’s own home. While Jackson had a streamlined process in place using CarePort Management to create and electronically distribute post-acute referral packets, its case managers were still required to log into the Cerner EHR to access relevant clinical data. The time and steps to log into two different systems and confirm patient identity in each – an important and necessary step for patient safety – slowed down the discharge process and created inefficiency.

### Extend care management capabilities through integrations

CIO Michael Garcia didn’t want to make a change just for the sake of change or burden case managers by asking them to learn yet another new system. The culture at Jackson Health System was to use CarePort Care Management, so Garcia’s team worked closely with CarePort’s engineers to come up with a solution. The teams built a first-of-its-kind integration that allows users to launch directly into the referral

creation workflow in CarePort Care Management via single sign-on (SSO) from Cerner. The bidirectional data flow also ensures that each patient’s final placement is sent back to the EHR.

### Improve patient safety and enhance clinician satisfaction with technology

Case managers are now able to confirm the patient’s identity once at the beginning of the discharge process and then complete the referral without any risk of bringing up the wrong patient record. The integration simultaneously improves patient safety and produces significant time savings. Case managers appreciate having a solution that allows them to continue using their preferred workflow tool and stay focused on the clinical side of their role.

“This integration has enabled us to improve the delivery of quality patient care while also enhancing clinician satisfaction through the use of this innovative technology,” said Garcia.



**Learn more!** Contact a CarePort® representative for more information.