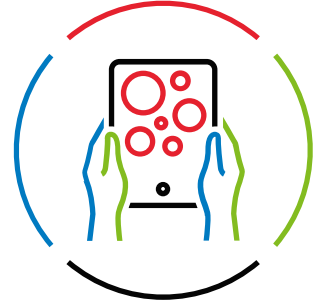




Clinicians request a return to UpToDate less than a year after trying an alternative

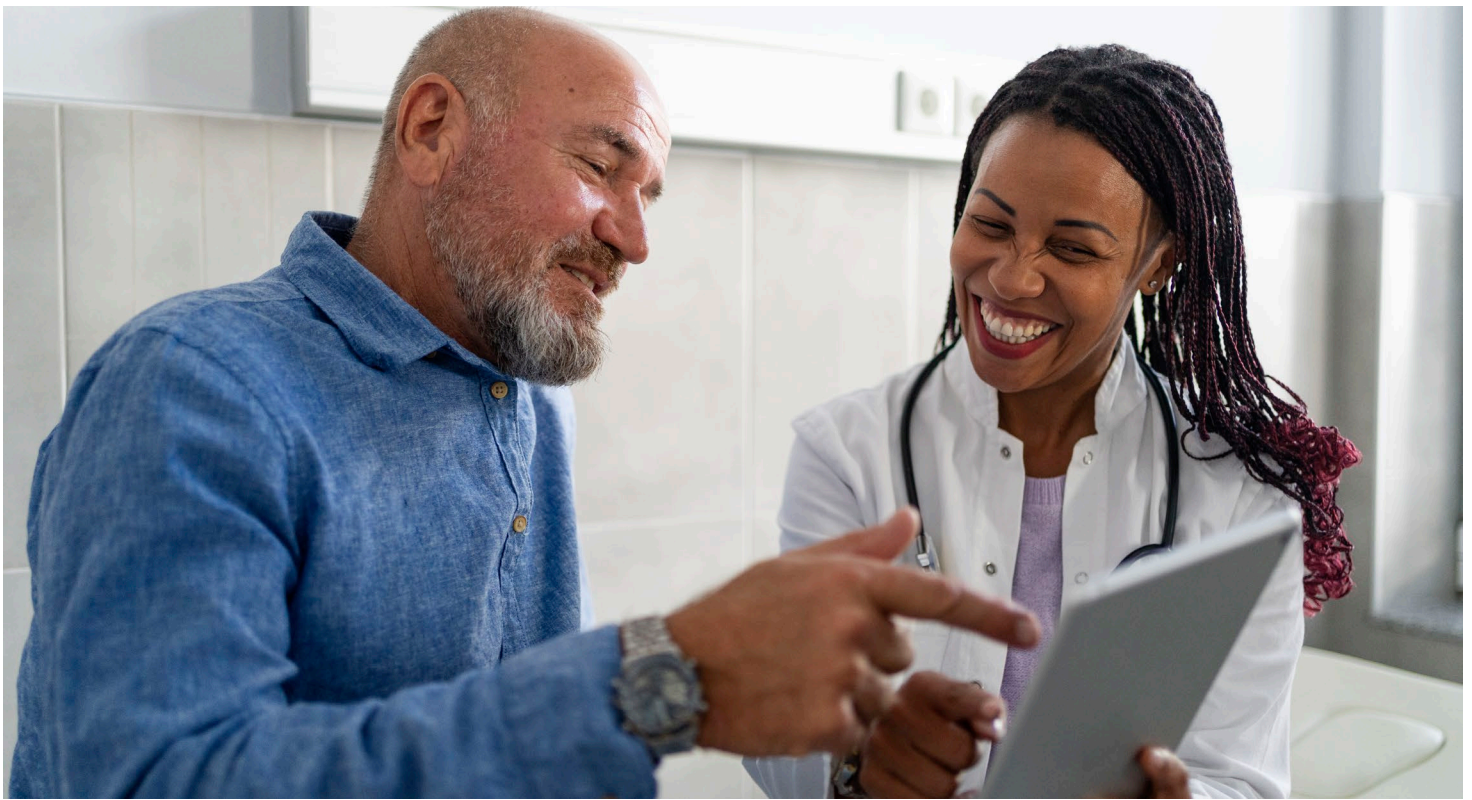


Riverside Health in Virginia prioritizes workflow integration, ease of use, and opportunities to grow with UpToDate Enterprise Edition.



Wolters
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Healthcare organizations prioritize quality, but also need to manage costs. For Riverside Health in eastern Virginia, healthcare technology decisions need to strike that balance while also meeting the needs of a diverse community of patients and providers across a variety of inpatient, outpatient, and residential settings.

Although Riverside Health had used UpToDate® clinical decision support (CDS) for some time, when they noticed several comparable large health systems and medical schools switching to a lower-cost competitor, its leadership opted to follow suit, explains Charles O. Frazier, MD, FAAFP, Senior Vice President and Chief Medical Information and Innovation Officer.

However, almost immediately after replacing UpToDate, the informatics team experienced strong pushback from physicians and other frequent CDS users. To find out exactly how the Riverside clinicians were managing with their new solution, Dr. Frazier's team conducted a user survey, and the results were clear:

- **95%** of respondents felt UpToDate was easier and faster to use.
- **0%** preferred the new solution for ease of use.

“Across Riverside facilities, we have more than 800 clinical providers, and they made it clear what they wanted,” Dr. Frazier says. “The most important indicator of success with a clinical solution is if it reduces friction for our providers and helps them be more effective and satisfied doing their jobs. The dollars and cents have to be balanced with clinician satisfaction.”

Riverside Health returned to UpToDate within a year of leaving.



UpToDate “reduces friction for our providers and helps them be more effective and satisfied doing their jobs. The dollars and cents have to be balanced with clinician satisfaction.”

**Charles O. Frazier, MD, FAAFP,
Senior Vice President
and Chief Medical Information
and Innovation Officer
Riverside Health**

Easy onboarding and workflow focus drive implementation

Dr. Frazier notes that when he evaluates healthcare IT vendors for whether they'd be a good fit at Riverside, he looks for:

✔ **Problem-solving clarity** ✔ **Workflow integration** ✔ **Affordability and ROI**

"The first thing we say to [vendors] is, 'What problem are you trying to solve?'" he explains. Without that targeted goal and benefit in mind, exciting tech isn't enough to make a solution worth the health system's time and budget.

Secondly, the team looks at workflow, including how well a solution integrates with their EHR, how accessible it will be for clinicians, and how easy it will be for users to learn and implement the solution into their daily patient-care routines.

When it came to implementing UpToDate back into Riverside's workflow, the team was pleased to find that, despite their brief time using another CDS solution, it was easy to switch back from a technology standpoint and simple for clinicians to pick back up where they left off. The intuitive interface didn't require much training or onboarding for users. And UpToDate offered EHR integrations to foster efficient access to needed clinical intelligence and decision-making tools.

Physician satisfaction with the quality of the information and the ease of use helps "cement loyalty for us," Dr. Frazier says.

Building for the future with UpToDate Enterprise Edition

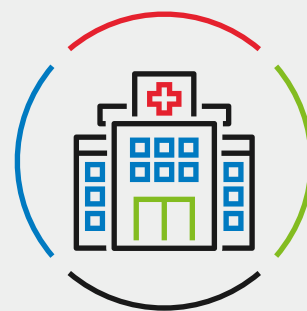
Upon returning to UpToDate, Riverside Health piloted the latest version of UpToDate Enterprise Edition, an advanced solution designed to support the care and administrative workflow needs of modern health systems.

As part of its UpToDate Enterprise Edition subscription, Riverside has access to an advanced analytics dashboard that allows their team to derive data-driven insights on community health, education needs, and more. It's an upgrade that Dr. Frazier believes will be more helpful to organizations like his than basic vendor metrics.

"With UpToDate, I can see who uses it, how often they use it, and what are some of the most common queries."

Looking ahead, Riverside is investigating and piloting more ways to enhance workflows to drive clinician satisfaction. That includes integrating clinical intelligence into AI-powered documentation support and drawing full value out of UpToDate Enterprise Edition advanced clinical pathways and monographs within the workflow.

"The volume of medical evidence is now beyond what any single clinician can keep up with," says Dr. Frazier. "AI will be part of the solution, but it has to sit on top of curated, expert-vetted content so clinicians can trust what it recommends."



About the organization

Riverside Health provides more than **2 million services annually to communities across 8,000 square miles** in eastern Virginia. The award-winning health system comprises five acute care hospitals, three specialty hospitals, more than 100 medical offices, and a variety of other services including home care, urgent care, and senior living communities.

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