



Common information sources help health system streamline workflow and align decisions

Froedtert elevates staff, student, and patient experiences with consistent, current decision support

With three hospitals and affiliated medical and pharmacy schools, Froedtert and the Medical College of Wisconsin health system has a broad range of the clinicians, caregivers, and instructors it needs to align behind common goals, guidance, and systems of communication.

For Froedtert, the daunting task of streamlining workflow for 2 teams, and subsequently elevating the patient experience, became a little easier years ago when its decision-makers asked: **What if we could find all our decision support in one place?**

A long-time user of Medi-Span® drug data and UpToDate® evidence-based treatment recommendations, Froedtert added UpToDate® Lexidrug™ drug reference and its Formulink integrated custom formulary database service in 2014, all drawing from a single source of evidence-based information. Since then, the health system has made advancements with aligned information resources delivering consistent and trusted evidence.

Medication utilization coordinator at Froedtert's Center for Medication Utilization, Megan Holsopple, PharmD, says that Froedtert originally chose to switch to Lexidrug after evaluating multiple competitors "to streamline integration" and as well as because of "the depth of the databases." By using a full suite of Wolters Kluwer solutions, Froedtert has been able to consolidate many products and services, creating efficiencies for team workstreams and value at the bottom line. The institution "got rid of separate subscriptions and optimized our formulary," she explains.

The suite features solutions with aligned clinical content developed by an expert, multidisciplinary editorial team. "Whenever you're in a large health system, you're trying to align information and resources," Holsopple says. "It's nice to have the same systems talking to each other for consistency of information."

"We definitely view that as a benefit," adds Amy Schuler, Froedtert's pharmacy informatics senior systems analyst, who maintains the Medi-Span data and Lexidrug integration within the health system's Epic® EMR system. "We like being able to rely on the information coming from the same source."

Froedtert clinicians' favorite Lexidrug features:

- The nursing staff "absolutely loves" the HCAHPS Considerations field in drug monographs, which provides verbatim language of questions asked in the nationally required Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) patient satisfaction survey.
- Staff members have expressed the 20 language options for medication education patient handouts are a vast improvement over its previous provider.
- Within the Lexidrug interface, healthcare professionals can also access the AHFS Drug Information® in-depth database when needed.
- Martindale add-on module provides multinational drug information to help clinicians treat Froedtert's large international population.
- The Drug Plans add-on module gives clinicians and Froedtert's Prior Authorization team access to insurance formulary information on more than 5,500 drug plans and saves time at discharge.
- Froedtert is affiliated with the Medical College of Wisconsin, where students have found Lexidrug valuable for performing Medication-use Evaluations (MUEs) and Drug-use Evaluations (DUEs).

Streamlining workflow

Using the UpToDate and Lexidrug solutions together gives Froedtert the ability to link directly from disease topics to the related drug therapy information or to access UpToDate searches from the blue tool bar atop every page of Lexidrug. This accessibility, along with aligned content within both tools, creates a holistic view of clinical decision support, providing care teams with greater clinical insights and context to inform their decision-making process.

Holsopple reports that Froedtert has observed another advantage: collaboration. The ability to easily “toggle back and forth between both” solutions has helped pharmacists connect to disease knowledge and physicians and allied health staff to delve deeper into pharmacology. This has enhanced communication between the hospital and the pharmacy, she says, helping to unite care team members and enabling them to operate from a common care playbook.

Aligning care decisions

Froedtert switched its three hospitals and 27 outpatient physician affiliates to UpToDate Lexidrug after choosing it over a previous electronic drug information resource. In its first 10 months of access, Froedtert’s usage numbers grew from 80,000 uses a month to 122,000 a month.

When comparing drug information databases, Holsopple saw several clear advantages to choosing Lexidrug over Froedtert’s previous resource. “The depth of knowledge, timely updates, and how concise it is. All of these factors definitely make Lexidrug a high-quality resource. Plus, we saw \$180,000 in cost savings, which made it a great value and fiscally more responsible.”

Reducing care variability and improving clinician satisfaction

Along with its subscription to Lexidrug, Froedtert chose to add Formulink, the custom formulary database service. Prior to Formulink, Froedtert relied on a “homegrown” formulary database staff had created themselves, Holsopple says.

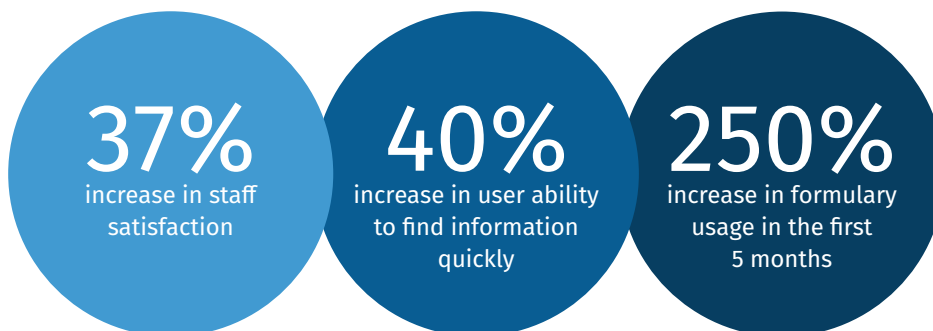


The database was also not accessible on the multitude of platforms accessed by clinical staff across the enterprise.

“Lexidrug made [our formulary] universal,” she says. “It helps us promote proper therapeutic use of medications that translate into fiscally responsible medication spend.”

With Formulink, Froedtert was able to create its own customized database within UpToDate Lexidrug, allowing clinicians to instantly ascertain from a single search whether a medication is on the health system’s formulary. They could also access valuable dosing and administration information, precautions, and customized internal medication use information. Formulink enables Froedtert to include its hospital policies, guidelines, historical P&T tracking, and links to hospital intranet resources within drug monographs, fully integrated with drug information from Lexidrug.

*Froedtert observed significant improvements after implementing Formulink**



* Van Rossum A, Holsopple M, Karpinski J, Dow J.

“The Missing Link: evolving accessibility to formulary-related information.” P&T. 2016; 41(11): 698-702,725.

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5083077/>

Integration increases access to information

Froedtert has taken advantage of the strong relationship between Wolters Kluwer and Epic, using Medi-Span drug data as the backbone of its EMR clinical screening functions and integrating direct links to UpToDate Lexidrug referential drug content in its Medication Administration Record (MAR) and Computerized Prescriber Order Entry (CPOE). Medi-Span data has been a fixture at Froedtert since it first implemented its Epic EMR in 2004. "The volume of information in Medi-Span – if we had to put that in manually, it would be an unbelievable undertaking," says pharmacy informatics specialist Schuler.

In addition to Medi-Span data, having links to Lexidrug references integrated in Froedtert's Epic EMR system has made reaching valuable drug content "easy," says pharmacist Holsopple. "We use links from the patient MAR directly to what we

need in Lexidrug. That wasn't always the case with [other drug references]. We used to have to go out to a database and look up a drug."

Lexidrug linking "was extremely easy to implement," Schuler says. "It was simple to set up, and the support was great. We had several direct contacts [at Wolters Kluwer] we could email or call, and the response was quick."

Overall, the implementation of this full solution suite has assisted Froedtert in achieving several important goals, Holsopple says: "It's a platform to improve transparency and accessibility of information that has enabled us to streamline access to point-of-care guidance and improve safe medication practice."

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**Megan Holsopple, PharmD,
Medication Utilization Coordinator,
Center for Medication Utilization,
Froedtert and the Medical College
of Wisconsin**

Information is the best medicine

Information is at the heart of every clinical decision, treatment plan and patient experience. With consistent access to a common source of trusted, current evidence from its suite of Wolters Kluwer clinical decision support solutions, Froedtert & the Medical College of Wisconsin has been able to effectively streamline workflows, align care decisions, reduce care variability, elevate user satisfaction with their formulary, and enhance access to information through smart integrations.

About Froedtert & the Medical College of Wisconsin

Froedtert & the Medical College of Wisconsin regional health network delivers highly coordinated, cost-effective healthcare to residents of southeastern Wisconsin and beyond. It is made up of Froedtert Hospital, Milwaukee; Community Memorial Hospital, Menomonee Falls; St. Joseph's Hospital, West Bend; and more than 25 primary and specialty care health centers and clinics. The network's three hospitals have 781 staffed beds, nearly 40,000 annual admissions, and more than 900,000 annual outpatient visits.

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