

Cumberland

MEDICAL CENTER

Covenant
HEALTH®

CMC Information Technology

Behind The Patient Experience

- Introduction – Joe Lowe
 - Cumberland Medical Center, 1994
 - Director, 2001
 - Member of Covenant Health, 2014

CMC Information Technology Behind The Patient Experience



Patient Registration

- Order Facilitator
- Kiosk/Flow Board



OP CMC - MAIN - REGISTRATION - CHECK IN						
MISTY SELBY (MSELBY) Refreshed: 02/24/2016 16:26:05						
FLOW <input type="text" value="ALL FLOWS"/> LAST <input type="text"/> FIRST <input type="text"/> FILTER <input type="button" value="FILTER"/>						
PATIENT	MILESTONES		CURRENT (MIN)	FLOW (MIN)	COMMENT	ROOM
		1 OP PATIE 2	OP KIOSK CHECKIN (MAIN) 3m (10m)	0 of 5 3m (2h)	• TESTING --- PLEASE IGNORE • BOOTH 1	BOOTH 1
		PRE-REG	OP KIOSK CHECKIN (MAIN) 25m (10m)	0 of 2 25m (20m)	KIOSK WHY HERE? PRE-REGISTER	
			OP KIOSK CHECKIN (MAIN) 16m (10m)	0 of 3 16m (2h)	KIOSK WHY HERE? X-RAY	

Outpatient Services

- Radiology Services - PACS storage
- Lab - Send outs - Interface out/results/packaged
- Summit Imaging - Coldfeed
- Surgery – Stryker video
- C-Arm Imaging



Emergency Services

- EKG readings - LifeNet
- In Room Registration / Status Boards

RM	AGE SN	PATIENT CHIEF COMP	STATUS	SEP/CVA	STO	T	E	S	T	S	MED	BC	NSG	T/L	ADM	INC	PHYSICIAN PROVIDER NURSE
	55 📄	TEST,SEPSIS Fever	IN XRAY	+36m SEP			📄				MIC	MED	BC	NSG			Davenport,T
	32 📄	TEST,JULIUS RESP Complai...	LAB @ BS			Lab-O	📄	EKG			MIC		LA	NSG			Davenport,T
	61 📄	TEST,SANDRA RESP Complai...	PROV@BS			Lab-O	📄	EKG	RT		MED			NSG		📄	Caples,S

Emergency Services Cont.

- Lab – Positive Patient Identification



- Cardiac Monitoring

Inpatient Services

- Real Time EMR
- Status Boards
- Bedside Documentation



Inpatient Services Cont.

- Medication Process
- Food Service
- Glucose Monitoring
- Blood Products
- Smart IV Pumps



Inpatient Services Cont.

- Voice Recognition
- Electronic Prescriptions
- Tele-Stroke
- Tele-Nephrology - April 2019
- Mobile Rounding - Future state



Discharge Process

- Health Summary
- Patient Health Portal
- Patient Surveys



IT Infrastructure

- Data Center
 - Servers (Physical/Virtual)
 - Storage – Dell EMC
 - Redundancy – Internal/External
 - Fire Suppression
 - Temperature & Water Alert System



IT Infrastructure Cont.

- Devices
 - PC/Laptops
 - Zero Clients
 - Raspberry Pis
 - iPads
 - Printers/Scanners



IT Infrastructure Cont.

- Networking Equipment
 - Core / Edge Switches
 - Internet / Dark Fiber / Wireless



IT Infrastructure Cont.

- VPN
- Virtual Desktop



IT Regulations



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