

Case Study: Healthcare, safety, not-for-profit

IU Health



Indiana University Health

Electronic Medical Record (EMR) Implementation

Named among the “Best Hospitals in America” by U.S. News & World Report for 13 consecutive years, Indiana University Health provides a unified standard of preeminent, patient-centered care.

Implementing an electronic medical record (EMR) system has been shown to improve patient care and patient safety, so it became a mission-critical project for IU Health. The initial effort did not have clearly stated goals, and compliance and outcome statistics were not meeting targets and expectations.

The IU Health training team turned to the Kirkpatrick Model as the framework for diagnosing and fixing the problems to ensure program success. By evaluating performance after implementation, they confirmed that training graduates knew what to do, but unit managers did not have the proper tools to hold them accountable on the job.

These necessary tools were created and implemented to support on-the-job performance. These enhancements to their implementation plan made all the difference.

Here is a summary of what they accomplished:

- Average on-the-job compliance scores increased from 71.5% to 93%
- Medication errors with a severity level E or higher dropped 67% over a three-year period, from approximately 1.5 defects per unit to 0.5 defects per unit
- Healthcare costs were reduced by eliminating medical complications and potential medical malpractice claims from medication errors



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