

Case Study - Alegent Creighton Health



Enhancing Communications To Create Better Efficiency Across Departments

Challenge

Alegent Creighton Health is located in Omaha, Neb., and serves under the umbrella of the faith-based system Catholic Health Initiatives. Alegent contracted with CSI Healthcare IT to improve coordination between radiology departments at the hospitals and the other outpatient facilities. For example, employees were not sharing documentation amongst themselves, nor were they communicating patient care workflows.

Solution

CSI Healthcare IT worked with the regional chief nursing informatics officer to provide a knowledgeable and experienced radiology team lead. In addition, an experienced CSI professional floated between facilities to install and manage consistent practices, consolidate training efforts and implement common patient care workflows.

Result

Since working with CSI Healthcare IT, Alegent has seen an increase in workflow consistency and more efficient training methods, as well as a reduction of coordination challenges, as evident in the 40 percent decrease in support tickets logged.

“CSI Healthcare IT was able to meet our needs with staff that was very friendly and possessed the skillsets needed. They have acclimated very well to the Epic project team and behaved as if they were our staff. It was a pleasure to work with these individuals for the past several months and we would not have been as successful as we were without their contributions!”

Susan Lorkovic, RN, VP
Regional Chief Nursing Informatics Officer