

## Upgrading from Coumacare to DAWN AC

Desert Oasis Healthcare, California, USA

*“Greater efficiency has allowed for more time to be spent on patient education and assessment”*

### Overview

Desert Medical Group, Palm Springs, was established in 1981 with 80,000+ lives in its care, 20,000 of which were seniors. 100+ Primary Care Physicians (PCPs) care for these patients and in 1996 the Coumadin Clinic was established.

Coumacare was utilised by the Anticoagulation Service for many years with information compiled in a running dialogue format and a heavy reliance on paper-based records, which at times resulted in the loss of patient details and a variety of lists that had to be maintained.

With the Coumacare system, each patient was contacted by phone with lab results and instructions. The workload also meant that enrolment of anticoagulation patients had to be closed, capping the number at 650.

Upon conversion to DAWN AC, only active patient data was converted from Coumacare and loaded onto the DAWN AC test system with the resultant data reviewed for accuracy by clinicians.

Several training sessions on the DAWN AC test system were carried out via the internet prior to ‘Go Live’ and a member of the 4S DAWN team arrived on site to guide the staff through the final part of the ‘Go Live’ process. The DAWN AC system went live two days later.

### Results

Six months after the data conversion from Coumacare to DAWN AC and the subsequent opening of enrolment for new anticoagulation patients, a further 600 patients were added, increasing the patient load to 1,250 in a very short space of time.

Stable patients now receive letters for instruction rather than phone calls.

These results have led to much improved satisfaction levels from physicians as they are now able to focus efforts on other aspects of patient care.

Just as importantly, out of 100 patients surveyed, 100 rated overall satisfaction as either ‘very’ or ‘extremely’ satisfied.

After the successful conversion to the DAWN AC system and subsequent service improvements, the Anticoagulation Centre Director was named Manager of the Year.

*“Patient satisfaction with the service is remarkable”*

### **'Go Live' and the Benefits of DAWN AC**

Go Live' of the new DAWN AC system enabled enrolment to be opened for new anticoagulation patients and marketing to PCPs to commence for referrals.

Further benefits included the ability to send results and instructions to stable patients via letter rather than phone calls and the development of a paperless process. Job functionality was also redesigned for clinical efficiencies.

***"Physician satisfaction is  
much improved"***

Desert Medical Group found that the list view feature of DAWN AC was flexible, easily customised, easy to sort and with manageable data.

Patients are now able to be sorted by:

- Physician
- Laboratory
- Pharmacy
- Specific insurance type
- Acute care hospitalisation details

The letters and DAWN Mailer allow the clinic to easily generate documents and email them or fax them via computer to several entities. It also enables users to save a document to a patient record; provide results/missed lab letters to patients; send enrolment and patient summary reports to physicians; produce lab orders and any other documents that the clinic need to create, resulting in a paperless process.

In addition, the dosing calculator greatly assists the clinic in determining doses for patients, aiding the clinician, which results in more time being spent on patient education and assessment.

*This case study is based upon a presentation given at a DAWN AC User Group by Desert Oasis Healthcare (formerly Desert Medical Group & Oasis IPA), Palm Springs, California, USA*

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