

Upgrading from a legacy/existing anticoagulation system

The 4S DAWN team has carried out numerous upgrades that have involved converting customers' patient data from a range of systems to the DAWN AC software. Read about Desert Oasis Healthcare's upgrade experience from their existing Coumacare system to DAWN AC in the case study included below.

We haven't yet encountered any systems with data that we could not convert and these include:

- Charles
- Coumacare
- Eider
- Hillingdon
- OPAS
- PADL
- Standing Stones
- Telepath/PAS/HIS/LIS
- Williams Woodward
- Warwick

We operate under tight procedures to ensure that data is kept safe and confidential and have never had a data security breach. As 4S DAWN require a copy of the customers data to be on-site for the conversion work, necessary paperwork needs to be completed in relation to data confidentiality.

Data would ideally be provided to 4S DAWN in an agreed spreadsheet format and a Data Dictionary is provided for guidance with this.

The **data migration process** is made up of three stages which need to be scheduled into the project plan:

Stage 1: Data Inspection

The 4S DAWN team will closely inspect the data for any issues that will need to be resolved before proceeding with the conversion (e.g. duplications in the data). A data inspection report is then produced which needs to be read by the customer and any questions discussed and answered.

Stage 2: Trial Data Migration

After the data has been inspected, it is then migrated on a trial basis to enable customers to familiarise themselves with the system, using it with data that closely matches the data that you would have at 'Go-Live'. Training also takes place using this trial data, allowing you to identify any data that will need altering following the conversion, along with any site specific configurations that are required.

Stage 3: Final Data Migration

The final data conversion needs to be scheduled to coincide with the 'Go-Live' date when customers are due to start actually managing their patients on DAWN AC. 4S DAWN receive up-to-date data from the customer which is then converted as quickly as possible, reporting any problems or issues that arise from the final conversion.

The most important aspect of this final conversion is to ensure that the data is turned around quickly, enabling the customer to move from one system to another as quickly as possible. Sites will not be able to use DAWN AC on the date of 'Go-Live' and customers are therefore advised not to book any clinics / patients in on this day.



Upgrading from Coumacare to DAWN AC

Desert Oasis Healthcare, California, USA

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.

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

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.

“Patient satisfaction with the service is remarkable”

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.

‘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.

“Physician satisfaction is much improved”

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.

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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