



Customer Snapshot

Crouse Hospital improves transition of care and bolsters clinical outcomes with Infor Cloverleaf



Facts at a glance

Solution: Healthcare

Products: Infor® Cloverleaf Integration Suite, Infor Cloverleaf Direct Adapter

Industry: Healthcare

Country: USA

“Part of the impact of MU is that almost everyone in the hospital, especially doctors and nurses, have to take extra steps to send documents to multiple facilities. The last thing you want to do is create extra hoops for your clinical team to jump through. Cloverleaf automates the process so doctors spend their time treating patients vs. completing data entry tasks.”

—Peter Heggie, Supervisor, Data Integration, Crouse Hospital

About the company

Serving a 15-county area in central and northern New York, Crouse Hospital is a private, not-for-profit hospital licensed for 506 acute-care beds and 57 bassinets. The hospital treats more than 23,000 patients on an inpatient basis, 76,000 emergency-services patients, and 250,000 patients on an outpatient basis annually. To learn more, visit www.crouse.org.

Challenges

- Fulfill the federal Meaningful Use (MU) requirement for hospitals to securely exchange Consolidated Clinical Document Architecture (CCDA) documents electronically via Direct Project standards for 10% of all patients.
- Provide a process that is simple for providers to execute, and that can also be used for automated trigger events, such as discharges.
- Identify and deploy one Direct-compliant solution that addresses all clinical systems in the hospital; create a center of excellence for Direct.
- Identify and deploy a solution that fits in the existing clinical workflow.
- Securely exchange other non-MU documents, such as radiology images, with other affiliated facilities.
- Choose a solution that uses familiar technology and can grow with expanding needs.

Benefits

- Currently working on a project to meet MU requirements using Direct standards for securely sending summary-of-care documents to other providers, therapy facilities, or any entity involved in a patient’s care after discharge.
- Identified a solution—Infor Cloverleaf® Direct Adapter—to work with the HIS clinical system at the hospital.
- Identified Infor Cloverleaf Direct to address both ad hoc, and automated requests, so that in many cases, providers do not have to type or click to send a document.
- Chose Infor Cloverleaf Direct to reduce additional training required by the IT team because the team was familiar with the Infor Cloverleaf platform.
- Infor Cloverleaf Direct Adapter utilized to meet MU requirements.
- Resolved a protocol compatibility issue with another facility using Infor Consulting Solutions and Infor developers to provide a custom solution.

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