IBM

Duke Health creates an organization geared toward improving patient care.

DUKE UNIVERSITY HEALTH SYSTEM
Duke Health Technology Solutions
patient safety and centricity.

"We wanted to change the culture so that technology is helping … in the delivery and decision making that goes into patient care…giving everyone — physicians, nurses, patients — fast and easy access to the information they need."

—Asif Ahmed, CIO, Duke University Medical Center

Consistently ranked as one of the top ten healthcare organizations in the United States, Duke Medicine is a large clinical and biomedical research enterprise that strives to translate advances in technology and medical expertise into improved patient care. For the sixth year in a row, Raleigh, Durham and Chapel Hill residents ranked Duke University Medical Center as the best-quality hospital. Duke Medicine's three focus areas are patient care, clinical research and education.

Challenge

DHTS develops technological solutions and provides ongoing support to Duke University Health System and Duke University Medical Center. DHTS realized there were discrete silos of information within the organization that would make it difficult to implement large scale projects and to deliver ROI. They recognized that the first step to enterprise-wide innovation was to improve IT governance. DHTS wanted to transform their organization into a powerful, unified team serving the diverse medical facilities associated with Duke.

Solution

IBM Global Technology Services worked with DHTS to lay the foundation for a continuum of patient care by combining multiple hospital IT departments into one; centralizing the management of medical devices; expanding the ranks of associate CIOs with clinical backgrounds; and, instituting multidisciplinary project teams to merge clinical and IT knowledge. These measures helped enable DHTS to successfully implement large-scale projects from Computerized Physician Order entry to Adverse Drug Event Surveillance.

Benefits

• Creates new efficiencies in workflow, bringing together various groups who never directly communicated with each other previously

• Improves the quality of patient care and patient safety.

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