

Expanding OPPE Evaluations with Fewer FTEs

Case Study: Western Maryland Health System

About the Organization

- 275-bed community hospital in Cumberland, MD
- Crimson member since 2009

Challenge

- Joint Commission mandate created significant data collection burden for quality improvement staff
- Prior systems lacked custom metrics or ability to track performance by role
- Staff spent hours aggregating data, manually calculating performance

Solution

- Crimson technology automatically aggregates relevant OPPE metrics, minimizing staff workload
- Access to OPPE Measure Library increases breadth and depth of specialty-specific measures

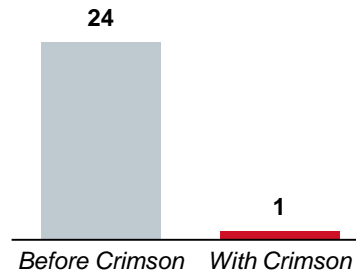
Impact

- Joint Commission deems institution fully compliant in 2010
- Staff time reallocated towards key quality initiatives, improving service to physicians

Enabling Efficiencies in OPPE Management through Technology

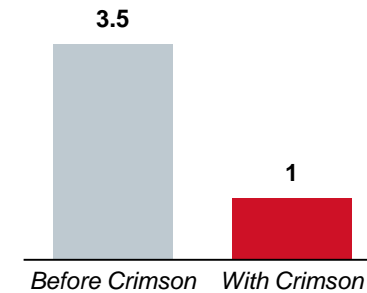
Minimizing Time Spent on OPPE Tracking

Number of Hours Required to Print Profiles



Reducing Staff Resources Required

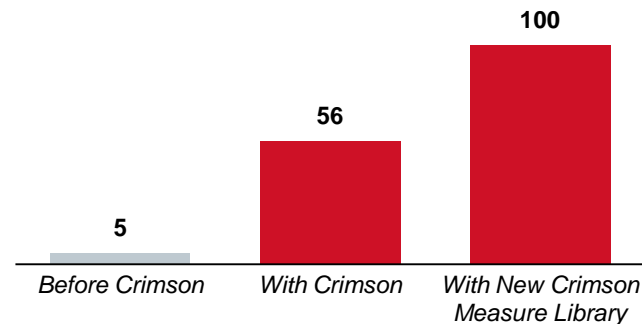
Number of FTEs Used in Preparation



Ensuring Rigorous Review with Specialty-Specific Measures

Expanding the Scope of Clinical Evaluation

Number of OPPE Measures Captured



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When I read other Crimson case studies, I really didn't believe or understand how an institution could get to this level of detail and make the amount of change noted. But when I sat through our training, I finally understood. The more I use this tool, the more excited I get.”

Director of Medical Staff Services