



## Jackson Health System, Miami, FL

*Capsa Healthcare Mobile Computing Carts support the successful transition to MIRACLE, Jackson's new electronic health record system.*



*"Our clinical excellence, customer service, and medical safety are essential elements of our promise to you. We call it the Jackson Miracle Experience, and we strive to provide it for every patient."*

### The Challenge

An integrated healthcare delivery system, the Jackson Health System consists of the Jackson Memorial Hospital; multiple primary care and specialty care centers; long-term care nursing facilities; Corrections Health Services clinics; a network of mental health facilities; Holtz Children's Hospital, Jackson Rehabilitation Hospital, Jackson Behavioral Health Hospital, Jackson North Medical Center and Jackson South Medical Center. With more than 2,480 licensed beds, Jackson Health System is a referral center, a magnet for medical research, and home to Ryder Trauma Center.

In 2014 Jackson Health System relied on a hybrid EHR process, using both paper and electronic documentation for health records and medicine reconciliation. As it took steps to advance clinical excellence, workflow processes, and to meet Meaningful Use requirements, Jackson began the process of rebuilding its EHR system and rolling out barcode medication administration. The initiative named MIRACLE, or Medical Information Record Advancing Clinical Excellence, would need to be mobilized – literally – within two months.

The information technology team realized its current fleet of mobile computing carts would not provide the proper platform for the new EHR system. Additionally, the age of the carts and cart batteries were creating a number of ongoing

maintenance issues taking them out of service for extended periods of time. MIRACLE's successful deployment was at risk without an advanced mobile cart solution.

Jackson quickly launched a competitive search and selection process for evaluating cart solutions. Requirements for new cart platforms were based on input from both Clinical and I.T. stakeholders to ensure both clinical and operational needs were met. Features considered included the size and weight of the cart for ease of maneuvering, the stability, and ergonomic adjustments. Beyond the usability and ergonomics, vendor service, maintenance and warranty programs were also taken into consideration. Following the evaluation of a number of vendor products, Jackson concluded the right solution was mobile computing carts from Capsa Healthcare.

### Implementation & Deployment

With the deadline for implementation quickly approaching, Jackson Health System developed a program to introduce the facilities to the new initiatives, and established a classroom training program to educate and prepare users for the transition to the new EHR system. MIRACLE, and the new standards of excellence were introduced at a series of town hall meetings within the many facilities.

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**Top 5 Ways MIRACLE Will Change Your Life**

MIRACLE, Jackson's new electronic health record system, will bring many new improvements that will significantly and positively transform your day-to-day operations at the unit level. These are Top-5 improvements that will impact all of you on Monday, June 16 – the day we launch MIRACLE. These are major innovations that you should discuss with your colleagues.

- #1 **Computerized Provider Order Entry (CPOE) Is The New Standard**
- #2 **Provider Documentation Will No Longer Be Performed On Paper**
- #3 **New Functionality For Medication Reconciliation**
- #4 **Improved Admit Order Timing And Use Of PowerPlans (Order Sets)**
- #5 **Minimum Use Of Verbal & Telephone Orders**

Register for classroom training now at [JacksonMiracleTraining.com](http://JacksonMiracleTraining.com)  
Classroom training will continue through **Friday, June 13.**

**Got a question, or need assistance logging in?**  
Reach out to our training coordinators at [MiracleTraining@jhs.miami.org](mailto:MiracleTraining@jhs.miami.org) or call **305-585-6761**.  
Phone assistance is available Monday through Friday from 8 a.m. to 5 p.m.

Miracles made daily.

**MIRACLE**  
Medical Information Record Advancing Clinical Excellence

Jackson

*MIRACLE, or Medical Information Record Advancing Clinical Excellence*



The Top-5 Innovations reviewed in the meetings included:

- Computerized Provider Order Entry (CPOE)
- Barcode Medication Administration
- Provider Documentation Will No Longer Be Performed on Paper
- New Functionality for Medication Reconciliation
- Improved Admit Order Timing and Use of PowerPlans

During the meetings, clinicians and staff members were given the opportunity to test-drive and “look under the hood” of the mobile computing carts that would soon change the way they work. Clinicians were asked to evaluate a variety of configurations of the M38 cart platform to determine the best fit for each department and facility. Following their input, both clinical and physician document carts, and carts with drawers were chosen.

Jackson’s leaders found that nurses were excited about the new mobile computing carts; the carts became the “face of change”. With new carts came new technology, new processes and a new way of doing things. The Capsa computing carts were a symbol of new initiatives, but also eased the transition to different workflow processes. “MIRACLE would change the way they work, but Jackson’s goal was to bring many new improvements that would significantly and positively transform the day to day operations at the unit level” said Michael Garcia, SVP & CIO of Jackson Health System.

With only 2 months until launch of the new EHR system, and 800 mobile computing carts to deploy, a coordinated effort between Capsa Healthcare, the vendor performing the technology integration and Jackson’s IT staff was crucial. Limited space at Jackson to stage hundreds of carts for integration before deploying to the different facilities presented a logistical challenge. Able to receive only 66 carts every 2-3 days, the new carts were lined up in hallways, staged, integrated with technology, and then deployed to the appropriate facility. Once ready for use the IT staff was “rolling carts across the campuses, while nurses applauded,” said Garcia.

Within five weeks, all mobile computing carts were deployed throughout the facilities. On June 14, 2014, with the new Capsa mobile computing carts and technology in place, Jackson Health System transitioned from the legacy hybrid EHR to the new EHR system in just 30 hours. Jackson’s deployment process worked like a “well-oiled machine” said Luis Encinosa, IT Service Manager, contributing to the organization’s success in meeting the deadline for implementation of the MIRACLE program.

## The Benefits

### Improved workflow and ergonomics

The design features of Capsa’s mobile computing carts provide flexibility while working with patients, enhance workflow, and streamline clinical documentation and medication delivery processes. Contributing to clinical excellence,

Jackson’s leaders have observed that the carts bring nurses closer to patients, enable more interaction, and prevent the nurse from leaving the room to document patient information. Nurses found that the carts bring improved ergonomics and maneuverability through hallways and patient rooms, reducing physical strain.

### Achieved Meaningful Use requirements

Jackson’s use of the mobile computing carts from Capsa has been “instrumental in helping us meet our Meaningful Use objectives” said Scott Judd, AVP of Information Services. The implementation of the MIRACLE EHR program and concurrent deployment of the new carts has also helped Jackson to meet additional regulatory requirements and achieve other goals, including moving from HIMSS Stage 3.5 to Stage 6.

### Service & Support

Playing an integral role in the deployment of the carts throughout Jackson’s facilities, Capsa Healthcare was “with us throughout the entire MIRACLE implementation process and beyond; they met expectations and exceeded them” said Michael Garcia. Capsa continues to provide support following implementation and deployment with a large network of technicians offering next day onsite service to the many Jackson Health System facilities.