

## NORTON HEALTHCARE CASE STUDY

### How Kentucky's Largest Healthcare System Integrated Advanced Technology & Analytics to Address the State's Opioid Crisis

#### INTRODUCTION

Over the past decade, the number of **Kentuckians who die from drug overdoses has steadily climbed to more than 1,500 each year, and the state's rate of opioid prescriptions is 55% higher than the rest of the nation.** Norton Healthcare, a Kentucky-based healthcare provider serving patients throughout Greater Louisville, Southern Indiana, and the region, is proactively addressing the opioid crisis. Part of the organization's response includes partnering with Bamboo Health to deploy leading technologies to integrate prescription drug monitoring program (PDMP) information into prescribers' electronic health record (EHR) systems, share PDMP information across state lines and provide advanced analytic insights to improve opioid stewardship.



#### ABOUT NORTON HEALTHCARE

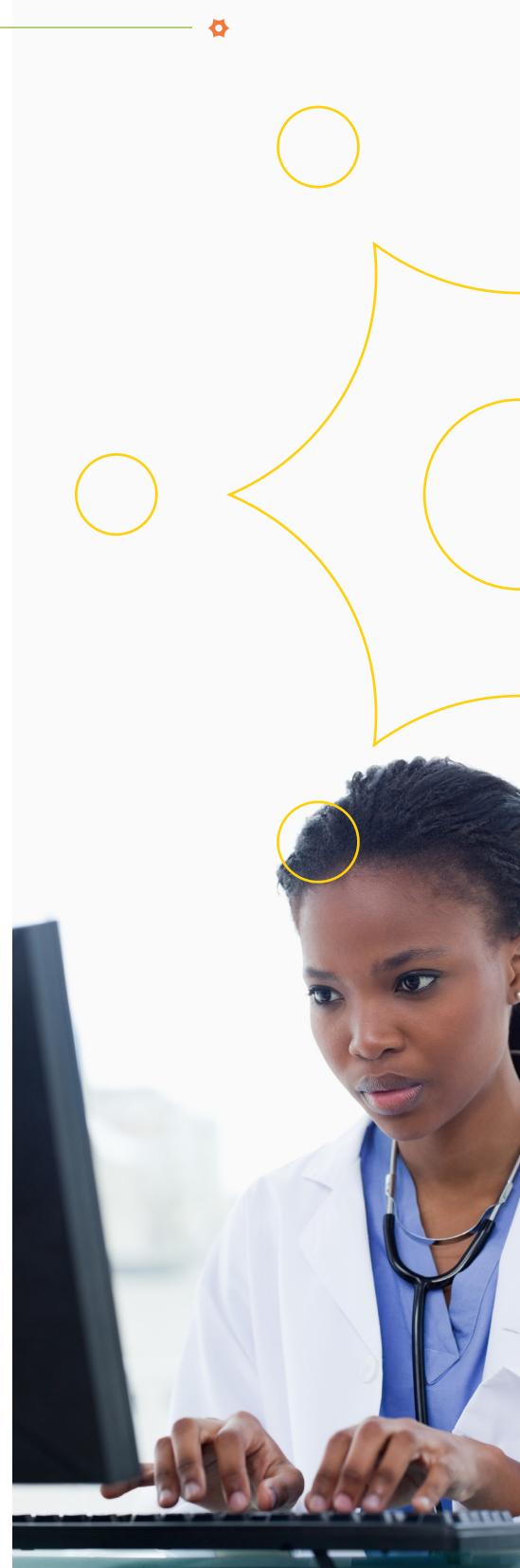
- Largest hospital system in Kentucky
- Provides care at more than 250 locations, including five Louisville hospitals with 1,837 licensed beds, seven outpatient centers and 14 immediate care centers
- Uses cloud-based EHR solution offered by Epic

# The Challenge

Norton Healthcare's Narcotics Matrix Committee has worked continuously to address and define the organization's prescribing levels and patterns and identify areas for improvement. **Committee members and other decision-makers understood that providing clinicians with access to the right data could impact Norton Healthcare's overall prescribing levels and improve patient outcomes.** The committee prioritized integration of actionable data and analytics into clinical workflows to provide prescribers with necessary data to improve clinical decision-making.

Additionally, the committee sought to make it easier for providers to comply with Kentucky and Indiana mandatory use laws, which require providers to check the PDMP before prescribing or dispensing a controlled substance. Serving patients in a metro area spanning two states often makes it necessary for Norton's physicians to query both states' PDMPs — Kentucky's KASPER and Indiana's INSPECT — to view the prescription history for patients who may live in one state and receive treatment and prescriptions in another.

Prior to integration, the process to view a patient's prescription history involved a physician's delegate searching the KASPER and INSPECT systems separately and loading the results into the patient's chart — a process that could take as long as 10 minutes.





# The Solution

Norton Healthcare utilizes the cloud-based EHR solution offered by Epic, a longtime partner of Bamboo Health. According to Steven Heilman, M.D., Senior Vice President and Chief Health Innovation Officer with Norton Healthcare, knowing that Bamboo Health had completed numerous successful PDMP integrations for other large health systems on the Epic platform was an important factor in the decision to partner with Bamboo Health.

Joshua T. Honaker, M.D., MBA, FAAP, Chief Medical Administrative Officer, and James T. Jennings MD, Medical Director of Norton Medical Group – Adult Primary Care, serve on Norton Healthcare's Narcotics Matrix Committee and championed the implementation throughout the organization.

The implementation involved integrating PDMP information and Bamboo Health's advanced analytics tool directly into the Epic platform at the point of care. The tool provides patient risk analysis and other information in a visually interactive format that helps Norton Healthcare prescribers provide better patient safety and outcomes.

"We now have perspective of what goes on outside of our four walls and with doctors outside of our network," Jennings said.





“It was unwieldy to have someone order the KASPER report and have it scanned into the patient’s chart,” Jennings continued. “That’s where Bamboo Health has been really helpful. It’s now easily visible when I’m seeing a patient.”

As the first healthcare system in Kentucky to complete a PDMP-EHR integration of this size and scope, the project was not without risk.

Judy Holcomb, Associate VP of Patient Information Services, worked closely with the Bamboo Health implementation team and staff at KASPER and the Kentucky Cabinet for Health and Family Services to coordinate testing scenarios and work through state policies to complete the project.

“It was challenging to be the first, but we were able to work through the issues and complete the project successfully,” Holcomb said.



## Norton Healthcare Treating Locals in Need

According to the Overdose Fatality Report from the Kentucky Office of Drug Control Policy, **1,333** **people died in Kentucky from drug overdoses in one year**. Jefferson County, which includes Louisville and borders the state of Indiana, had the most resident overdose deaths of any county in Kentucky.





# The Results

Post-integration, Norton Healthcare charted an increase in physician compliance with mandatory use requirements, and providers applauded the Bamboo Health technology for its support during telemedicine visits, which increased considerably in the wake of the COVID-19 crisis.

“We’re up to more than 1,500 virtual visits per month with primary care providers and even some specialty providers.” said Steven Heilman, M.D., Senior Vice President and Chief Health Innovation Officer with Norton Healthcare. “In terms of how that affects prescribing, it’s been beneficial having the data visible in workflow while the doctor looks at the chart and the meds, while also interfacing with the patient. They have a complete view with all the systems working together.”

Heilman said the feedback received from Norton providers has been overwhelmingly positive.

“We knew it would be good for the orthopedists, spine surgeons and primary care physicians who treat patients looking for something to treat pain or anxiety. It really helps them with their assessments and reduced a lot of the time and effort and personnel required to get the data they need.”



# About Bamboo Health

Bamboo Health empowers healthcare organizations to improve behavioral and physical health outcomes through the most powerful care collaboration network with Real-Time Care Intelligence™. By providing real-time insights during pivotal care moments, clients are enabled to perform life-improving actions and deliver seamless, high-quality and cost-effective whole-person healthcare. From coast to coast, **Bamboo Health partners with all major retail pharmacy chains, 52 states and territories, 100% of the top 10 best hospitals and more than half of the country's largest health plans to improve more than 1 billion patient encounters annually.**



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