

Osceola Regional Wound Healing Center considers the WoundExpert® software “priceless” for enhancing patient care



“There are dollar values that can be assigned to what a truly excellent EMR can provide to a busy clinic, but the clinical empowerment—which allows one to constantly evaluate care provided—is priceless.”

Dot Weir, RN, CWON, CWS
Program Director, Wound Healing Center

Osceola Regional Medical Center is a 235 bed facility in Kissimmee, FL, that supports an interdisciplinary wound clinic. They have recently started their third year charting nearly 7,500 patient encounters for nearly 1,300 patients with WoundExpert Point of Service.

The Osceola clinic opened in December 2005 to provide care to an underserved population. The region was growing at a tremendous rate, and, at the same time, other wound programs had closed down or pulled out of the region.

Dot Weir, RN, CWON, CWS, had experience with the Outcomes Tracking capabilities of WoundExpert in previous clinic roles. At the time, charting was often completed after the patient visit—sometimes the next day. The staff was buried in paper. Information on patient progression, outcomes, satisfaction, and compliance was hard to ascertain. A full-time employee was needed to translate charted elements into critical outcomes and administrative reports.

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In the new clinic, efficiency was in mind from day one. A dedicated data entry staffer was not necessary, since electronic charting and scheduling replaced paper charting. Each treatment room had been designed with wall-mounted computers and Internet connections.

“WoundExpert makes for very easy chart auditing and charge reconciliation, saving me hours of manual look-up in paper charts.”

Dot Weir, RN, CWON, CWS Clinical Director, Wound Healing Center

WoundExpert’s Point of Service option was well-tested and HIPAA compliant. Regulatory requirements were all addressed. Staff also had access to on-site education prior to implementation of WoundExpert as an electronic charting source. Increased reporting is made possible by electronic charting, and provides valuable information to referral sources, home care, LTC, and coding partners.

Today, the Wound Healing Center at Osceola Regional Medical Center is a state-of-the-art outpatient department staffed by a team of physicians, nurses, and physical therapists specialized and committed to the healing of open wounds.

Their comprehensive approach to wound healing facilitates the utilization of aggressive approaches to achieve healing regardless of the length of time patients have had their wound.

The Wound Healing Center practice is based upon the premise of first identifying the cause of the wound, identifying the barriers to healing present in the individual patient, and then designing a treatment approach customized to meet that individual patient’s needs.

WoundExpert Point of Service empowers Osceola’s staff with the ability to perform thorough evaluations of each patient’s physical health, appropriate diagnostic studies, and wound evaluation.

Inpatient wound nurses also evaluate and chart patients with specialized care plans and assessments, with the added benefit of seamlessly transferring those patients to the outpatient clinic for follow-up.

Additionally, performance improvement initiatives are facilitated by WoundExpert's ad hoc reporting capabilities and Personal Dashboard Reporting, which places the most frequent reports—like benchmarked healing outcomes—on one page, reducing the amount of time to generate PI plans.

WoundExpert facilitates Osceola's staff partnership with each patient's primary physician in the coordination of the patient's care because reports of individual progress are sent to each patient's referring and consulting physician(s) and other interested parties—payors, family, or caregivers.

Dot concludes, "There are dollar values that can be assigned to what a truly excellent EMR can provide to a busy clinic, but the clinical empowerment—which allows one to constantly evaluate care provided—is priceless."

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