

A smooth HIT implementation with continuous communication

Enhancing the workflow for a health system to improve the patient experience



Our team appreciated the fact that Krames followed our timelines and let us drive the project for what worked well for our team.

Janell Goff
project manager at Singing River



Finally, we're moving to a system that's easy for us to use.



A patient care nurse at Singing River

Singing River Health System

Singing River Health System is a community-owned, not-for-profit health system on the Mississippi Gulf Coast. Comprised of one of the state's largest emergency departments, two hospitals, multiple community medical clinics, and outpatient centers, it's the second-largest employer in its county with more than 2,500 employees, physicians, and volunteers.

A healthy need

As part of its mission to improve health and save lives in its communities every day, Singing River holds the core values that its patients are its guests, quality is in its DNA, caring communication is key, and teamwork always wins. To help deliver on these values, its clinicians were seeking to replace their patient education solution from a third-party provider with a solution that would better fit their clinical needs and goals.

Key stakeholders were very interested in Krames' patient education solutions; and in particular, Krames On FHIR® for enabling:

- Automatic quarterly content uploads
- Integration with their existing EHR workflow
- Always-up-to-date education
- Video modules supporting different learning styles

A rewarding solution

Singing River worked with Krames to follow a proven, repeatable implementation process for Krames On FHIR, while tailoring the patient education solution to fit its clinical needs. The team ensured the solution's integration with the inpatient clinician workflow, connectivity to the patient portal, and printing capabilities of the after-visit summaries. They also tested the resource weight on the network and end-user experience in a true clinical application, working through issues, determining the areas for use, and optimizing the system based on their discoveries.

Throughout the implementation, Singing River leveraged Krames' technical expertise while exemplifying its core value that communication is key by keeping its staff informed along the way. The team educated them on the transition to Krames On FHIR and the application itself before its go-live, and continued to provide training on the system during and after the go-live. The Krames team also helped the health system develop tip sheets and emails and distribute them to employees.

With this proven process, extensive testing, and ongoing communication, Singing River was able to smoothly implement Krames On FHIR to efficiently deliver user and patient satisfaction, always-up-to-date content, and suggestions and a search library so patients receive the most-relevant information for their care.

Healthy returns

Using Krames On FHIR, Singing River projects:

Positively impacting user and patient satisfaction scores

Substantially improving the patient and end-user experience with patient education

Optimally educating patients, especially through the solution's helpful suggestions and efficient library searches