

PRISMA HEALTH CASE STUDY

Accessing Real-Time Insights in Clinical Workflows With PMP Gateway™

Introduction

South Carolina mandates prescribers to query SCRIPTS, the state's prescription drug monitoring program (PDMP) before writing or continuing a prescription for a controlled substance. South Carolina has consistently ranked among the 10 states with the highest opioid-related death rates¹. Recently, the state's providers wrote 60.4 opioid prescriptions for every 100 persons, compared to the U.S. average of 46.7 prescriptions for every 100 persons.

Prisma Health, the largest not-for-profit health organization in South Carolina, recognized this challenge of managing high volumes of opioid prescriptions with complex workflows and sought a solution. Prior to integration, there was a separate login and querying process for SCRIPTS. "(Physicians) had to jump out to that site, look up information, review the patient report, and come back into workflow," says Scottie Tooley, Manager of Ambulatory EMR Support at Prisma Health. "It required manual documentation of the fact that you had queried that database, in case we were ever audited. It just clicks and slowed them down."



The Challenge

Streamline the controlled substance querying process to save time traditionally lost to manual and complicated workflows.

The Solution

Bamboo Health's PMP Gateway™ solution provides real-time data and analytics with easy integration directly in clinical workflows.

1. https://www.cdc.gov/nchs/pressroom/sosmap/drug_poisoning_mortality/drug_poisoning.htm

The Solution



Prisma Health turned to Bamboo Health to provide over 1,000 clinicians with access to SCRIPTS through EHR workflow using PMP Gateway. PMP Gateway makes accessing data and analytics easy by integrating it directly in the clinical workflows of major EHRs. This level of interoperability means that clinicians can access patients' prescription histories much faster (in a matter of a few seconds) and spend more face-to-face time with their patients.

PMP Gateway Empowers:

- **Integration of multi-state prescription drug monitoring** program information
- **Simplified access to government-managed and regulated PDMP data** directly within existing clinical workflows, reducing the number of clicks required for providers
- **Streamlined adherence to state regulations** for monitoring controlled substance prescriptions
- **Quick and efficient results** for querying patients' prescription histories, freeing up valuable time for healthcare providers

"A combination of being able to check the PMP along with e-prescribing of controlled substances, it's definitely decreased the amount of fraud that we see. By far, the biggest satisfier is that I can click the link, I'll see the report, I'm done. And not have to go and log into a different system. It makes providers more inclined to actually take the steps of checking the database, because it is not difficult."

- Dr. Jeffrey Gerac, Chief Medical Information Officer at Prisma Health - Upstate

The Impact

“That really helped to streamline the workflow to becoming much more of a one click experience, for being able to review information, automate documentation and create a more compliant workforce.”

- Scottie Tooley, Manager of Ambulatory EMR Support at Prisma Health

“The overall sense is that PMP Gateway is working well and is a very helpful tool. There’s been a tremendous push to change provider behavior on appropriate pain management, alternative pain management therapies, and non-opiates medications. So, having insight into everything the patient has received inside and outside of your organization, it is incredibly valuable at making an appropriate decision. We’ve definitely seen a very significant downward trend in total opiates prescribing over the last few years. Our providers can now easily query neighboring states’ PMP in workflow. That’s been a great help, too.”

- Dr. Jeffrey Gerac, Chief Medical Information Officer at Prisma Health - Upstate

As Featured in *Healthcare Innovation*

In addition to leveraging Bamboo’s PMP Gateway solution, Prisma Health has expanded to utilize several additional collaboration tools from Bamboo Health to improve care coordination. Read more about them in *Healthcare Innovation: [Prisma Health’s inVio Health Network Getting More Real-Time Patient Data](#)*

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About Prisma Health

Prisma Health is a private nonprofit health company and the largest health care organization in South Carolina. The company has 29,309 team members, 18 acute and specialty hospitals, 2,827 licensed beds, 305 practice sites, and more than 5,400 employed and independent clinicians across its clinically integrated inVio Health Network. Along with this innovative network, Prisma Health serves almost 1.5 million unique patients annually in its 21-county market area that covers 50% of South Carolina.



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.

HOW CAN WE HELP?

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