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The residents are light years happier.
And our handoff process isn't just more efficient, it's more robust."*

"Before CORES, residents had to wait in line twice a day for the computer where we kept the handoff spreadsheet. The manual transfer of data between the EMR and this spreadsheet resulted in some errors. Attending physicians never got involved. It wasn't secure, and no one noticed missing data because the empty data fields were buried in the EMR, only to be revealed later.

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When we switched to CORES, everyone started noticing missing data immediately, just because of how data fields were suddenly visible without multiple clicks. Physician Assistants would ask, 'What are those empty boxes?' Once they understood, they started collecting the data to fill them in. No one had to ask them to do that. They just did it on their own because they didn't want to look at empty boxes.

Another thing we've seen with CORES is a significant drop in missed medication reconciliations. Our process before was to send a pop-up alert if medication reconciliation was not completed within 6 hours of admission. The pop-up would come while providers were in the middle of something else, so they would click out of it and return to what they had been doing. They ignored that pop-up about 80% of the time.

Now, the moment the senior resident opens CORES in the morning to prepare for rounds, it's immediately apparent if a patient needs medication reconciliation. It's become part of our regular workflow, to catch medication reconciliations that were missed overnight and address them during morning rounds through CORES.

When I'm on service, CORES is the tool I use to know what's going on and work efficiently. We even have a customized handoff page in CORES for attending physicians, that automatically attaches ICD-10 codes to every diagnosis for easier billing.

As an aside, the people at TransformativeMed have been great. I've worked with a lot of vendors over the years and this team has honestly been the most nimble, capable of fixing our problems and receptive to our questions."



Baptist Health is Northeast Florida's largest locally owned and governed health system. The five nationally accredited Baptist Health hospitals in Northwest Florida are: Baptist Downtown, Baptist Beaches, Baptist Nassau, Baptist South and Wolfson's Children's, which is the only full-service tertiary hospital for children in the region.