Specialty Task Force: A Strategic Component to Electronic Health Record (EHR) Optimization

Mary Rachel Romero MSN, Rn, CPAN, CAPA; Allison Staub BSN, RN

Background

- Optimization- next stage that follows after deployment of an electronic health record (EHR) system
- Concepts and designs planned and created by analysts may not be complementary to the users' workflow
- Stress, anxiety and dissatisfaction with the system ensues resulting in poor "buy in"
- Redundant ticket submission creates backlog for Information Technology (IT) personnel resulting in delays in resolving issues and concerns with system
- Ineffective decision making process creates inefficiency during the optimization period.

Literature Review

- Optimization allows for evaluation of system and reassessment of users' needs.
- A solid and well executed optimization infrastructure helps minimize unexpected end-user disruptions and tailors the system to meet regulatory agency goals and practice standards (HCI, 2014)
- Creating a specialty specific collaborative task force is efficacious and expedites resolution of users' concerns through a more structured process.
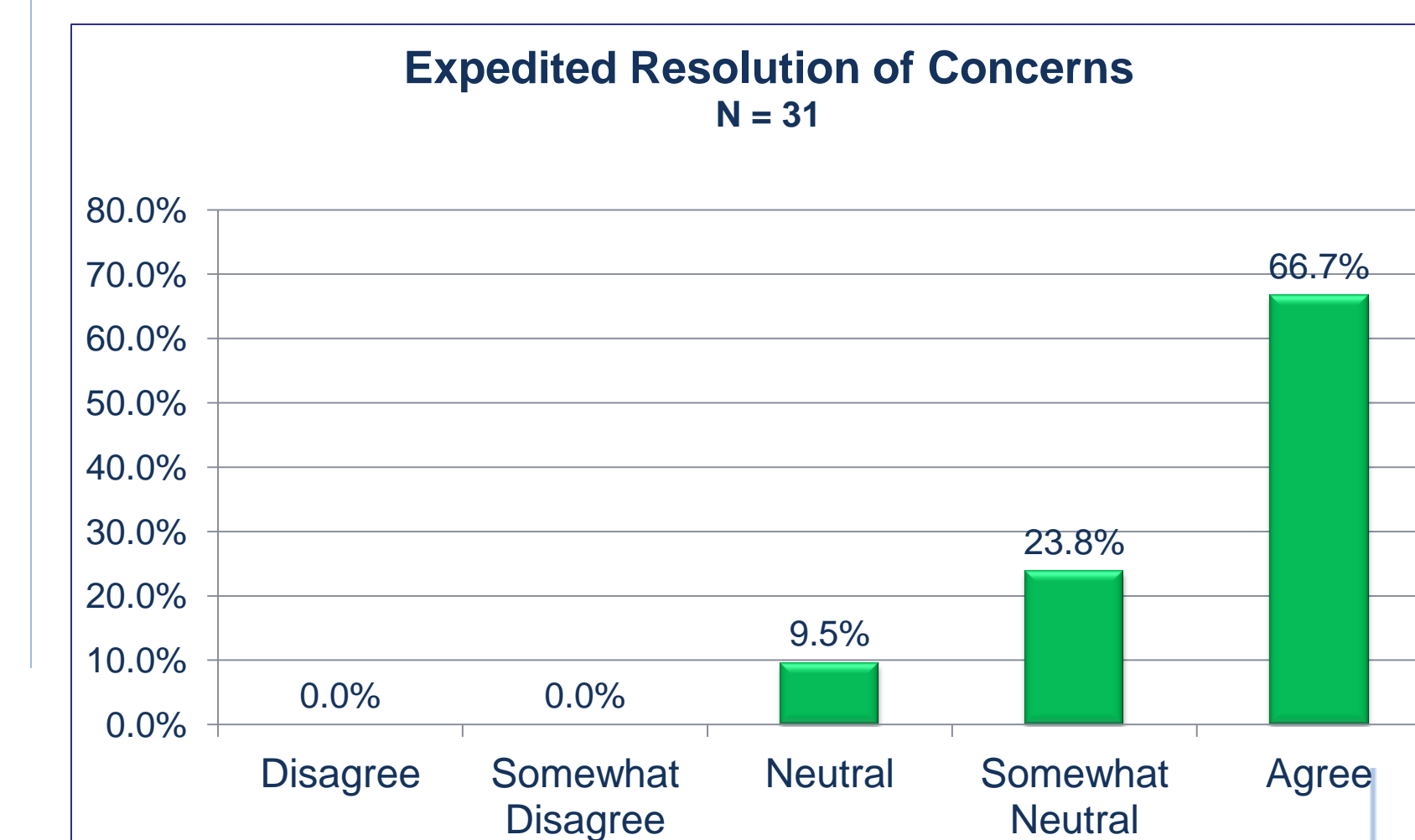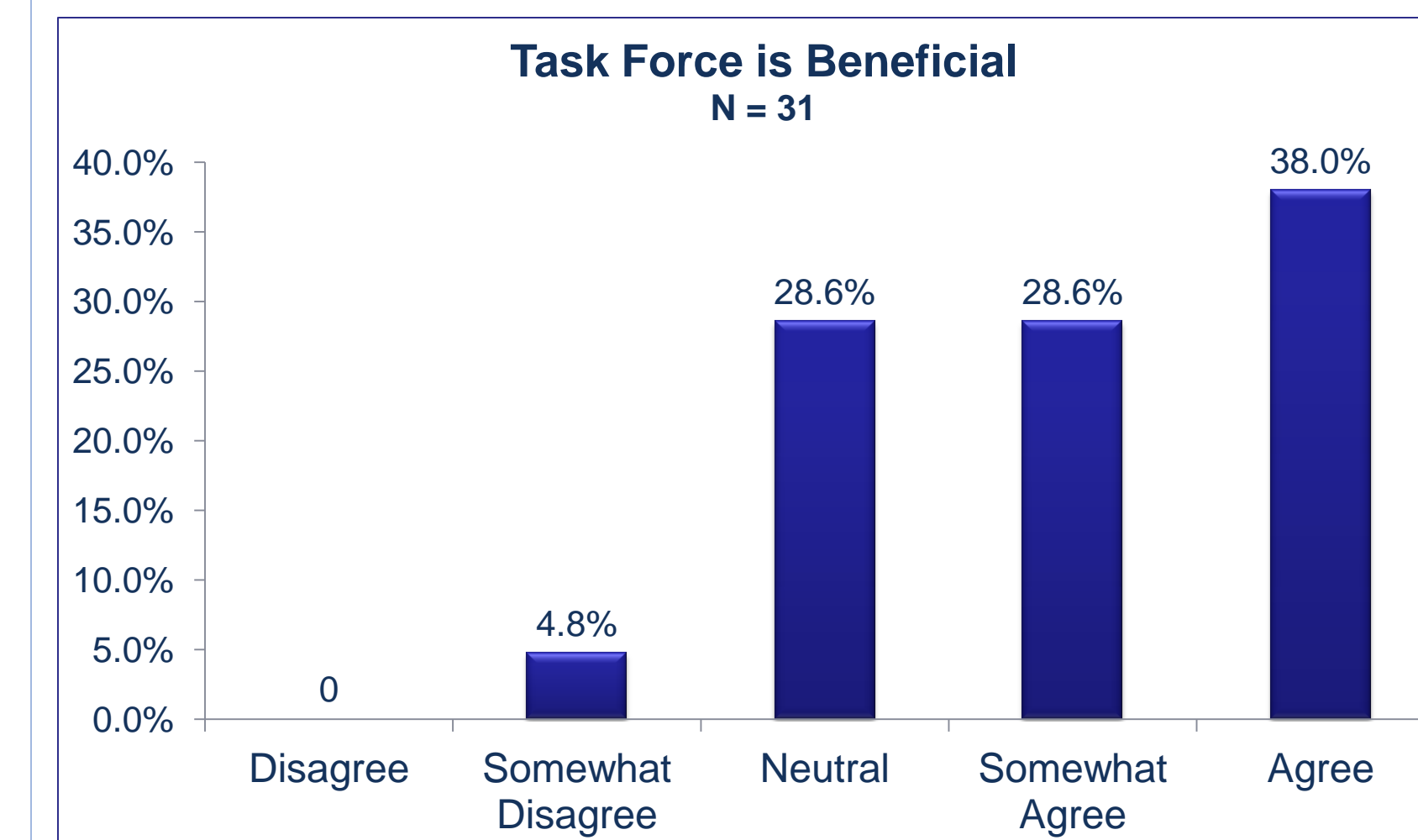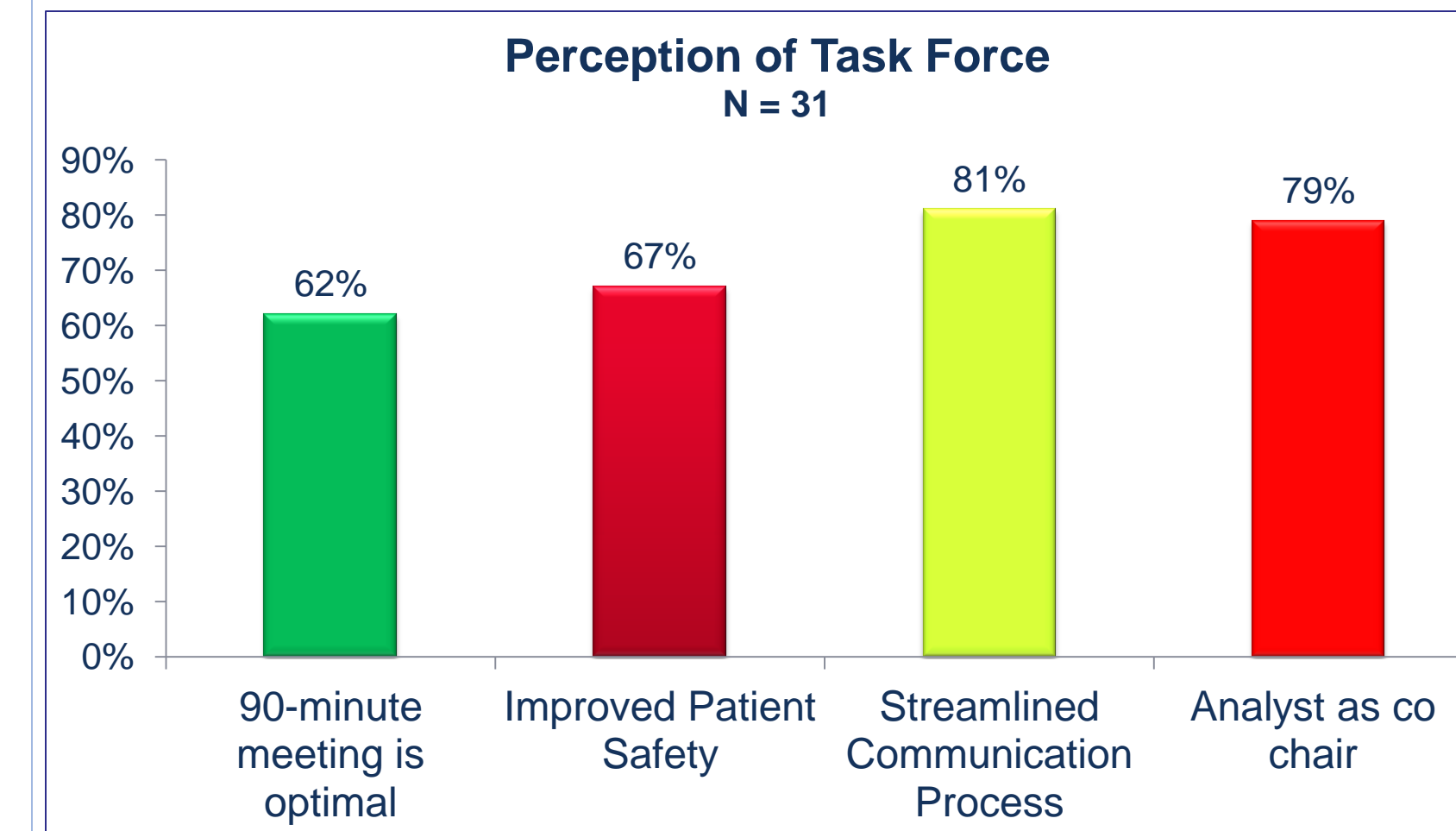
Objectives

- Develop a systematic approach to expedite resolution of problems encountered with documentation system
- Streamline system wide decision making process, avoiding delays in approving changes
- Improve communication between analysts, managers, subject matter experts and end users

Methodology

- Created perianesthesia practice task force (P4G): Pre-Admission Testing (PAT), PreOp, PACU, Phase II, GI Lab
- Members: Perioperative/Perianesthesia Analyst, Clinical Informaticist, Risk Management, Pharmacy, Unit Managers, Educators, Subject Matter Experts, Clinicians in three hospital facility
- Conducted 90-minute monthly meetings to discuss documentation and system concerns
- Utilized audio/video conferencing and emails
- Conducted survey to evaluate effectiveness of task force

Survey Results

Perception of Task Force
N = 31

- 90-minute meeting is optimal: 62%
- Improved Patient Safety: 67%
- Streamlined Communication Process: 81%
- Analyst as co chair: 79%

Task Force is Beneficial
N = 31

- Disagree: 0
- Somewhat Disagree: 4.8%
- Neutral: 28.6%
- Somewhat Agree: 28.6%
- Agree: 38.0%

Expedited Resolution of Concerns
N = 31

- Disagree: 0.0%
- Somewhat Disagree: 0.0%
- Neutral: 9.5%
- Somewhat Neutral: 23.8%
- Agree: 66.7%

Outcomes of Optimization

Creating access to view prescription status has reduced unnecessary phone calls to the pharmacy

Built documentation row to accurately assess nausea and vomiting

Implications for Practice

- Creation of a practice-specific optimization task force ensures efficiency in dealing with end users' problems and regulatory changes.
- Specialty/practice specific task force expedites deployment of enhancements, improving patient safety and users' satisfaction
- Inclusion of individuals from various levels builds a collaborative decision making process, ensures "buy in" and stakeholders satisfaction

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