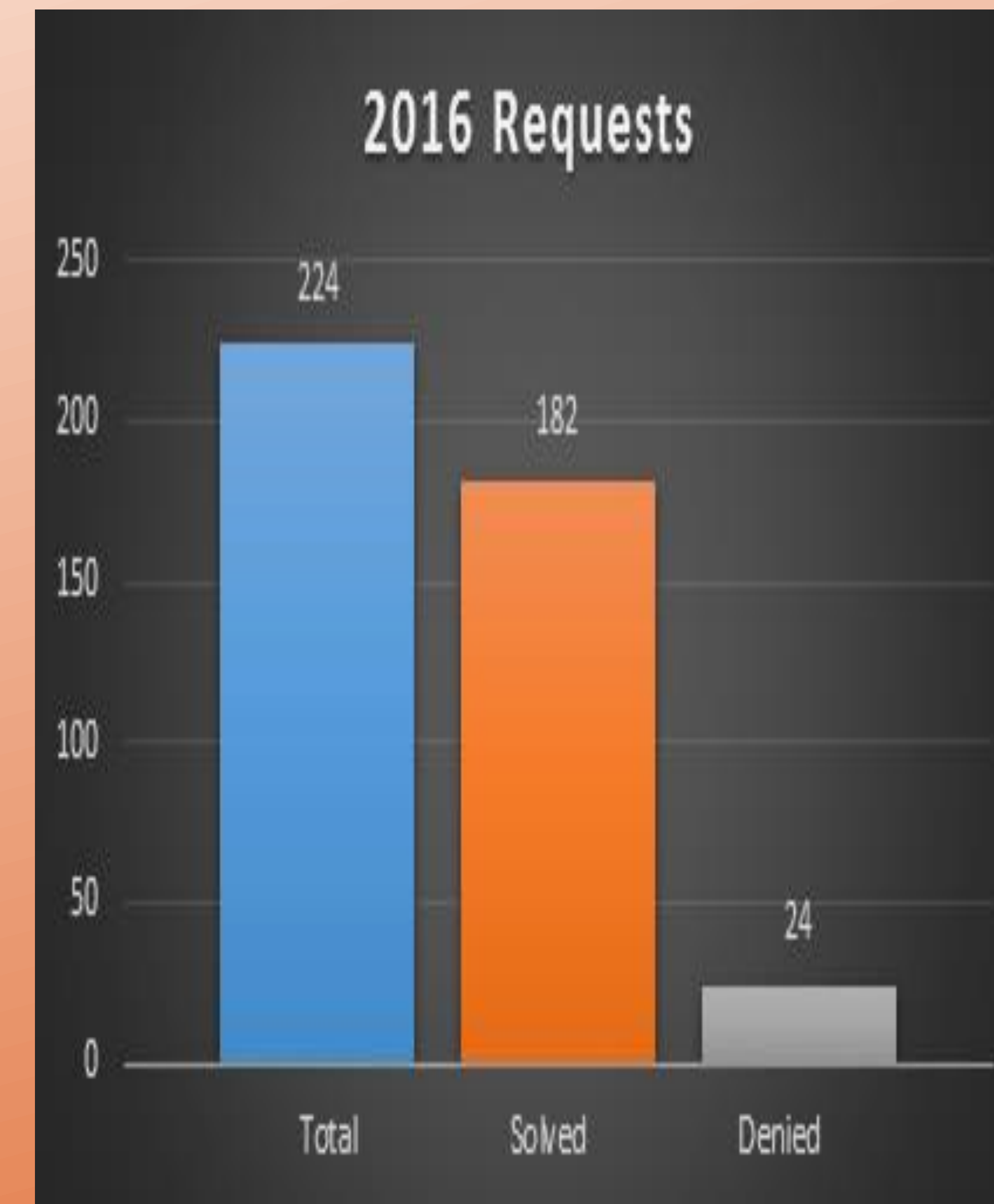
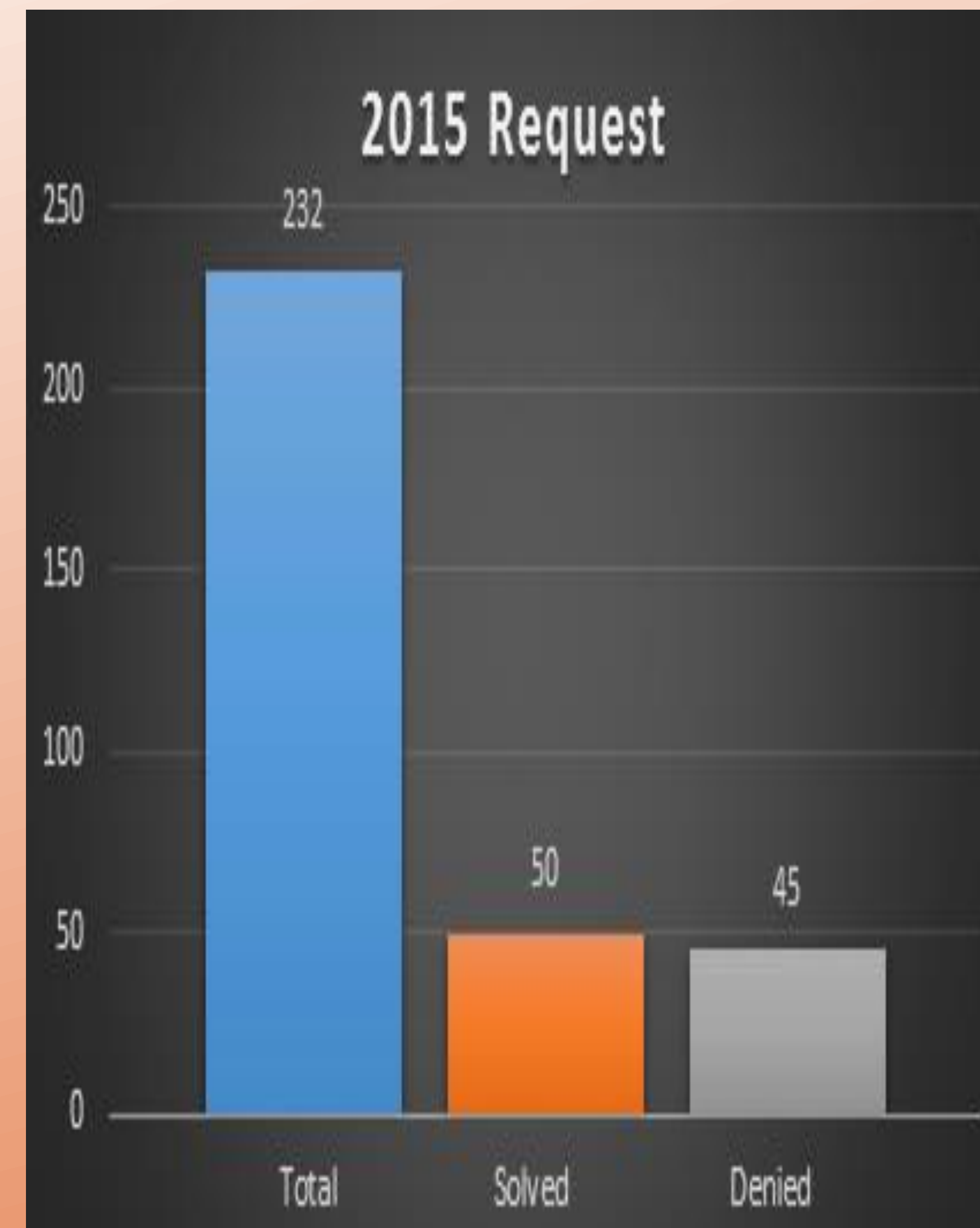


PROVIDENCE HEALTH AND SERVICES EHR OPTIMIZATION FOR EASTERN WASHINGTON



EXAMPLES OF QUALITY PROBLEM STATEMENTS

- Vitals Widget of the Provider Overview in Patient Summary does not highlight the O2 Device which makes the oxygen saturation (SpO2) number difficult to interpret.
- Patients not being referred to ACC clinic, esp. those on short term Coumadin use. Safety issue when INR not monitored. ITSM Incident XXXXXXX
- We have a calcium replacement protocol in our Heart Surgery Order Set (2855), but no calcium replacement order for the nurse to use if calcium falls below 4.75 mg/dl
- Weights entered as "pre dialysis" weight by dialysis nurses do not cross over to the I and O/weight flowsheet

MINIMUM DATA SET (MDS) for EHR OPTIMIZATION

Include the following information when creating an informatics ticket for EHR Optimization Queue

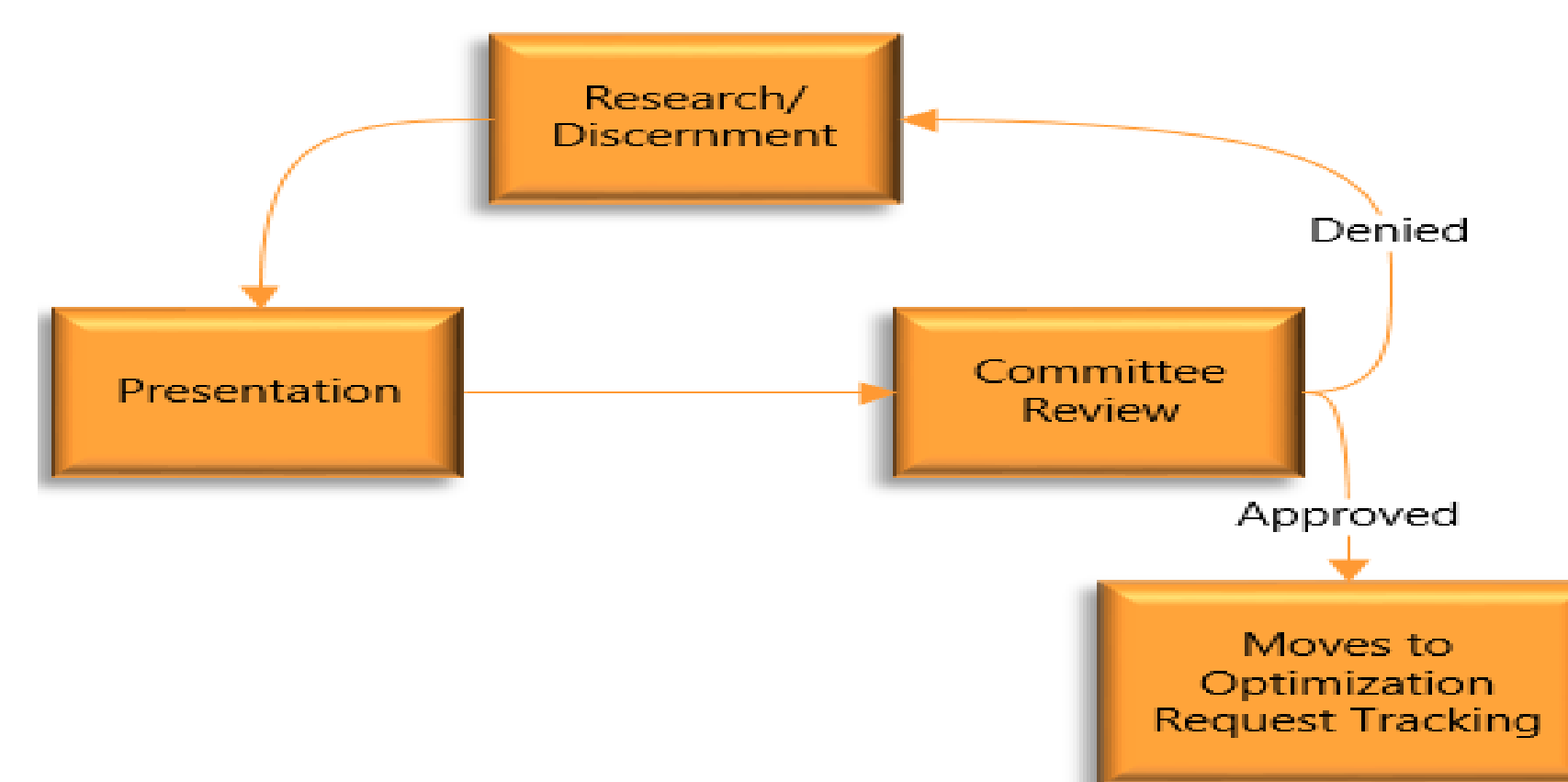
- **Problem Statement (Note: not what you want built, but what clinical/operational/financial problem you are trying to solve)**
- Proposed Solution (If you have a recommendation on how to address the problem)
- Requester's Clinical Title/Role (Affected End User)
- Need Assessment (LOW – HIGH): Patient Safety, include examples of incidents
Quality
Community Impact
Usability & Adoption
Compliance (please cite the regulation if ranked high importance)
Revenue
- Approved by CXIO (DATE with CNIO or CMIO, LAST NAME ONLY) Comments from CXIO (If the request came from system clinical leadership group (CPS, CDT) please identify the group/individual)

WEEKLY OPTIMIZATION REVIEW PROCESS FOR SPOKANE

Membership

- CNIO
- CMIO
- Physician Informatics
- Ministry Informatics Managers
- Ministry Informatics Team Members

Review Process



EA WASHINGTON OPTIMIZATION REQUEST PRIORITIES

- Regulatory, Quality, and Safety Directives
- Evidence Based Practice
- Standardizing the Data Flow
- Clinician Quality of Life Improvement
- Optimization of the Electronic Tool

OPTIMIZATION REQUEST TRACKING

ITSM#	Title	High level description	Action local CS completed	CS Team	CS Regional contact	Comments	ERT	Date Ticket Started	Date Ticket Moved to Optimization	Date Ticket moved to ERT	Date Ticket Reversed by ERT	Go live date
1000000001	Research Template	New type of business: Research Template	Completed 10/2/15	CS	CS	Completed 10/2/15	ERT	10/2/2015	10/2/2015	10/2/2015	10/2/2015	10/2/2015
1000000002	Order Entry	ADD CNA/CPNP and Secure Medication to the Order Entry System	Submitted 10/15/15	A. Brown	ASAP	One Ticket	Completed 10/15/2015	10/15/2015	10/15/2015	10/15/2015	10/15/2015	10/15/2015
1000000003	EMR Clinical Workflow	Make the Electronic Order/Prescription available in the Emergency	Approved	A. Brown	ASAP	Multiple Tickets	Approved by ERT	10/15/2015	10/15/2015	10/15/2015	10/15/2015	10/15/2015
1000000004	EMR	Request to have IT tag system in Patient Safety	Approved	T. Gill	PL	Dr. Durheim	Approved by ERT	10/15/2015	10/15/2015	10/15/2015	10/15/2015	10/15/2015
1000000005	Mobile App	Request to have IT tag system in Patient Safety	Approved	T. Gill	PL	Dr. Durheim	Approved by ERT	10/15/2015	10/15/2015	10/15/2015	10/15/2015	10/15/2015
1000000006	Mobile App	Request to have IT tag system in Patient Safety	Approved	T. Gill	PL	Dr. Durheim	Approved by ERT	10/15/2015	10/15/2015	10/15/2015	10/15/2015	10/15/2015
1000000007	Mobile App	Request to have IT tag system in Patient Safety	Approved	T. Gill	PL	Dr. Durheim	Approved by ERT	10/15/2015	10/15/2015	10/15/2015	10/15/2015	10/15/2015
1000000008	Mobile App	Request to have IT tag system in Patient Safety	Approved	T. Gill	PL	Dr. Durheim	Approved by ERT	10/15/2015	10/15/2015	10/15/2015	10/15/2015	10/15/2015
1000000009	Mobile App	Request to have IT tag system in Patient Safety	Approved	T. Gill	PL	Dr. Durheim	Approved by ERT	10/15/2015	10/15/2015	10/15/2015	10/15/2015	10/15/2015
1000000010	Mobile App	Request to have IT tag system in Patient Safety	Approved	T. Gill	PL	Dr. Durheim	Approved by ERT	10/15/2015	10/15/2015	10/15/2015	10/15/2015	10/15/2015
1000000011	Mobile App	Request to have IT tag system in Patient Safety	Approved	T. Gill	PL	Dr. Durheim	Approved by ERT	10/15/2015	10/15/2015	10/15/2015	10/15/2015	10/15/2015
1000000012	Mobile App	Request to have IT tag system in Patient Safety	Approved	T. Gill	PL	Dr. Durheim	Approved by ERT	10/15/2015	10/15/2015	10/15/2015	10/15/2015	10/15/2015
1000000013	Mobile App	Request to have IT tag system in Patient Safety	Approved	T. Gill	PL	Dr. Durheim	Approved by ERT	10/15/2015	10/15/2015	10/15/2015	10/15/2015	10/15/2015
1000000014	Mobile App	Request to have IT tag system in Patient Safety	Approved	T. Gill	PL	Dr. Durheim	Approved by ERT	10/15/2015	10/15/2015	10/15/2015	10/15/2015	10/15/2015
1000000015	Mobile App	Request to have IT tag system in Patient Safety	Approved	T. Gill	PL	Dr. Durheim	Approved by ERT	10/15/2015	10/15/2015	10/15/2015	10/15/2015	10/15/2015
1000000016	Mobile App	Request to have IT tag system in Patient Safety	Approved	T. Gill	PL	Dr. Durheim	Approved by ERT	10/15/2015	10/15/2015	10/15/2015	10/15/2015	10/15/2015
1000000017	Mobile App	Request to have IT tag system in Patient Safety	Approved	T. Gill	PL	Dr. Durheim	Approved by ERT	10/15/2015	10/15/2015	10/15/2015	10/15/2015	10/15/2015
1000000018	Mobile App	Request to have IT tag system in Patient Safety	Approved	T. Gill	PL	Dr. Durheim	Approved by ERT	10/15/2015	10/15/2015	10/15/2015	10/15/2015	10/15/2015
1000000019	Mobile App	Request to have IT tag system in Patient Safety	Approved	T. Gill	PL	Dr. Durheim	Approved by ERT	10/15/2015	10/15/2015	10/15/2015	10/15/2015	10/15/2015
1000000020	Mobile App	Request to have IT tag system in Patient Safety	Approved	T. Gill	PL	Dr. Durheim	Approved by ERT	10/15/2015	10/15/2015	10/15/2015	10/15/2015	10/15/2015

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"Simplify health for everyone."

