Reducing Clinician Documentation Burden

Nursing Documentation Optimization
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Aligning Pillars of Nursing with HIT Strategy

Nursing Professional/Clinical Practice

Nursing Research

Health Information Technology
Mixed methods research to optimize electronic health record C-section documentation

- Focused Rapid Ethnographic Evaluation (FREE)
- Face Validity
- Content Validity
- Reliability and Consistency (Cronbach Alpha 0.92)

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C-Section Documentation Optimization

- Created and validated instrument to measure satisfaction (Cronbach Alpha 0.92)
- N=322 Obstetrics Nurses
- p < .0001 highly significant
Staff Members Responses & Celebrations

“I do want you to know that your hard work in developing this new workflow has brought many smiles and some very satisfied customers. You’ve delivered something that’s closer than anything yet to what was promised Caregivers in the beginning with iCentra. Way to initiate some positive change that counts!”

“This is the most beautiful thing I have seen.”

“I just looked over the charting band that replaced periop doc, and I have never loved you more than in this moment!! ...thank you so much for your strong work on that! You are beyond amazing!”
1. The **adult systems assessment information** content meets my clinical needs.
2. The **adult systems assessment** documentation is accurate.
3. The **adult systems assessment** is user-friendly.
4. The fields I am presented with are relevant for the **adult systems assessment**.
5. The default fields in the **adult systems assessment** is appropriate for my patient population.
6. I can easily correct documentation errors in my patient's **adult systems assessment**.
7. Documentation of the **adult systems assessment** is easy to learn, teach and maintain competency.
8. I feel the **adult systems assessment** is important for documentation.
9. The **adult systems assessment** process is presented in an order that fits my workflow.
10. The time it takes me to complete the **adult systems assessment** documentation for my shift is appropriate and reasonable.
11. Overall, I am satisfied with the **adult systems assessment**.
Pediatric Physical Examination

- N=795
- Significant improvement pre and post implementation P<0.001
- Continued strong - Reliability and Consistency (Cronbach Alpha 0.95)
Nursing Documentation Optimization Outcomes

MedSurg/ICU Adult and Peds
Project Timeline

BASELINE

09/01/20 to 11/30/20
(3 months of data)

POST GO-LIVE

Go-Live
(December 15th, 2020)

01/01/21 to 01/31/21
(1 month of data)

3 Months

1 Month
## Essential Clinical Data Project Expectations

- **Anticipated outcomes from Essential Clinical Dataset (ECD) implementation:**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Expected Outcome</th>
<th>Met?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decrease the average time it takes for nurses to complete a physical assessment...</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Decrease the average # of clicks used by nurses to complete a physical assessment...</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Increase the proportion of the total physical assessment data elements captured; this measures the completeness of capturing the data elements...</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Increase the proportion of the total <strong>FACE UP</strong> physical assessment data elements captured; this measures the completeness of capturing the data elements...</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Provide insight into question utilization</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>
Adult Outcomes
Total DTAs

Data Source: Millennium
Positions: RN - Float/Rural, RN - ICU, RN - Float/Rural Supervisor, RN - Supervisor
Baseline Bands: NSG Cardiovascular, NSG Gastrointestinal - Genitourinary, NSG Musculoskeletal, NSG Neurological, NSG Pain Management, NSG Psychosocial, NSG Respiratory, NSG Skin-Wound-Ostomy

Baseline: 09/01/20 – 11/30/20
1 Month PGL Bands: Adult ICU Systems Assessment - ECD, Adult Med Surg Systems Assessment - ECD
1 Month PGL: 01/01/21 – 01/31/21

Confidentiality Notice: This information is for an Intermountain Healthcare Peer, Care Review, Operations Review Committee to evaluate and improve health care. See Utah Code 26 25 1 et seq., or Idaho Code 39 1392 et seq.

39.1% reduction of DTAs
Minutes decrease in the Average Active Band Time per Patient per Day*


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Decrease in the Average Band Clicks per Patient per Day*

Data Source: Millennium
Positions: RN - Float/Rural, RN – ICU, RN - Float/Rural Supervisor, RN - Supervisor
Baseline Bands: NSG Cardiovascular, NSG Gastrointestinal – Genitourinary, NSG Musculoskeletal, NSG Neurological, NSG Pain Management, NSG Psychosocial, NSG Respiratory, NSG Skin-Wound-Ostomy
1 Month PGL Bands: Adult ICU Systems Assessment - ECD, Adult Med Surg Systems Assessment - ECD
Baseline: 09/01/20 – 11/30/20
1 Month PGL: 01/01/21 – 01/31/21

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ECD Outcomes

Yearly **Decrease** in IView documentation:

Adult ICU Systems Assessment - ECD

11,101 *hours*
27.4 *million clicks*

Adult Med Surg Systems Assessment – ECD

38,075 *hours*
78.6 *million clicks*

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Pediatric Outcomes
Total DTAs

Data Source: Millennium
Positions: RN - Pediatric
Bands: Pediatric Systems Assessment
Baseline: 10/01/19 – 12/31/19
1 Month PGL: 01/01/21 – 01/31/21

29% reduction of DTAs

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Decrease in Average Active Band Time per Patient per Day*

Average Active Band Time **per Patient per Day***

(hh:mm:ss)

Baseline: 00:18:20

1 Month PGL: 00:16:37

Minutes decrease in the Average Active Band Time **per Patient per Day***

(1 Min 43 sec)

Data Source: Millennium
Positions: RN - Pediatric
Bands: Pediatric Systems Assessment
Baseline: 10/01/19 – 12/31/19
1 Month PGL: 01/01/21 – 01/31/21

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Decrease in Average Band Clicks per Patient per Day*

Average Band Clicks per Patient per Day*

Baseline: 415.57

1 Month PGL: 361.02

Decrease: 13.1% (54 clicks)

Data Source: Millennium
Positions: RN - Pediatric
Bands: Pediatric Systems Assessment
Baseline: 10/01/19 – 12/31/19
1 Month PGL: 01/01/21 – 01/31/21

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ECD Outcomes

Yearly decrease in iView documentation:

1,644 hours
3.1 million clicks

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What’s Next

• Continue to build on the essential clinical dataset work
• Surgical Services
  o Peri-Op
  o ASC
  o NICU/SCN/NB
• Demonstrating ROI and Value
• Implementing EHR training and mastery
Thank You!