



From Old to New: Process of Integrating PACU Phase 1 Documentation & Workflow from Old Electronic Health Record (EHR) System to New Electronic Health Record (EHR) System

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Background

In 2019, a new Electronic Health Record (EHR) system via a new vendor was implemented to standardize and streamline access of patient health records across the health care system. An EHR provides benefits such as safety, quality & efficiency in patient-care delivery. The adoption of the new EHR system has created significant disruption in the complex workflow of busy units, as well as frustration to users – specifically in the usability functions of the new EHR system. The purpose of this project was to implement the new EHR system and ensure that resources are equipped to handle its complexity. By employing methods to familiarize users with the new system, users can navigate the system with ease, perform proper documentation, and reduce user frustration.

Methods

Prior to go live of the new EHR:

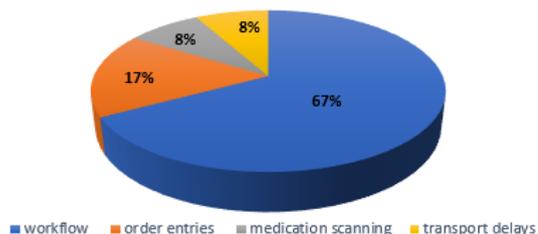
- Identified super users to complete extensive training to serve as resource for the new EHR system.
- Required bedside leaders to complete learning modules including post assessment tests
- Required bedside leaders to complete unlimited practice documentation sessions in practice simulations
- Designated bedside leaders to review, compare location of nursing flow sheets from old to new EHR systems & identifying the “must haves” to include in PACU documentation
- Created tip sheet to meet gaps in documentation, admission & discharge workflows
- Provided extensive education including 1:1 super user session with bedside leaders

During go live:

- Assigned minimum 4 superusers/shift as out of the count staffing to assist bedside leaders with documentation in addition to vendor allocated resources

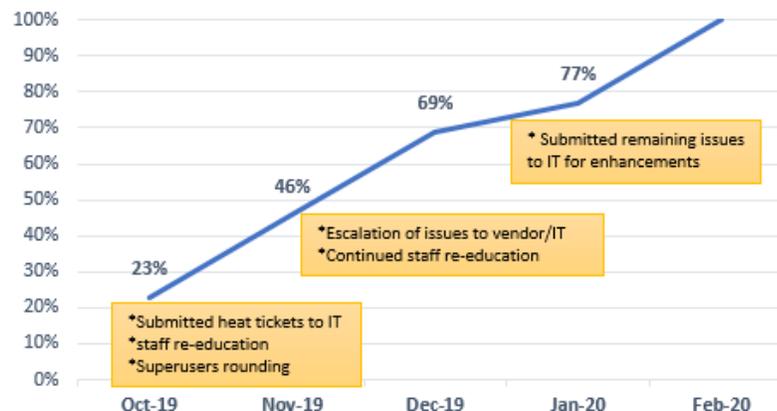
- Leveraged use of lean methodology to identify & generate ideas in addressing issues related to workflow & documentation
- Created an audit tool to measure RN documentation compliance

DRILL DOWN OF ISSUES

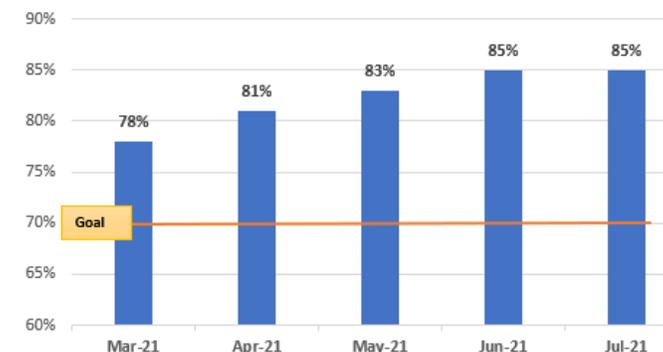


Results

Resolution Rate of issues by Month



Completion Rate of RN Documentation Audits



Conclusion

The goals of the EHR implementation were achieved by familiarizing users with the new system through education, hands-on training, and constant follow through via lean methodology.

Success was measured by rate of resolution of issues, which achieved 100% by February 2020, and completion rate of RN documentation audits, which exceeded the set goal by 12.4%

Furthermore, our tip sheets significantly improved the effectiveness of user workflow, and was spread to several PACU facilities within the healthcare system, & shared with vendor for their education & training.



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