

Meditech Messaging/Task Functionality to Improve Interdisciplinary Communication and Reporting



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Lessons Learned

Transitioning from paper clipboard clinical communication into an electronic tool helps streamline interdisciplinary clinical workflows and processes, which optimizes patient safety and outcomes.

Description

Renal Outpatient Clinics and In-Centre Dialysis units have implemented the Meditech Messaging/Task functionality to digitize the paper clipboard with a re-designed process when communicating non-urgent clinical concerns to Nephrologists and Nurse Practitioners.

This approach has promoted standardization when reporting issues for the interdisciplinary team. Each discipline has defined a workflow to send and receive electronic messages/tasks, with indications of their status. This ensures communication loops are closed when there is a reported patient concern/issue. This functionality is embedded in the patient's Electronic Medical Record (EMR), promoting efficiency and safety by streamlining documentation and follow-up processes.

Actions Taken

Pilot testing of the Meditech Messaging/Task functionality was implemented before expanding across the program. Redesigned workflows and communication processes were adapted to suit clinical activities and the model of care. Policies were revised and sustainability plans were aligned into the department structure, including reports for auditing and staff education.

Summary of Results

Post-implementation survey of 28 individuals indicated high satisfaction rates and improved efficiency from the interdisciplinary team with the Meditech Messaging/Task functionality. High utilization rates were shown, as over 400 tasks were recorded in the EMR monthly, hence improving the process of addressing patient and clinical issues in a timely manner. Maximizing the EMR function strengthens communication and accountability. Future recommendations is to expand the functionality in various departments across the organization.

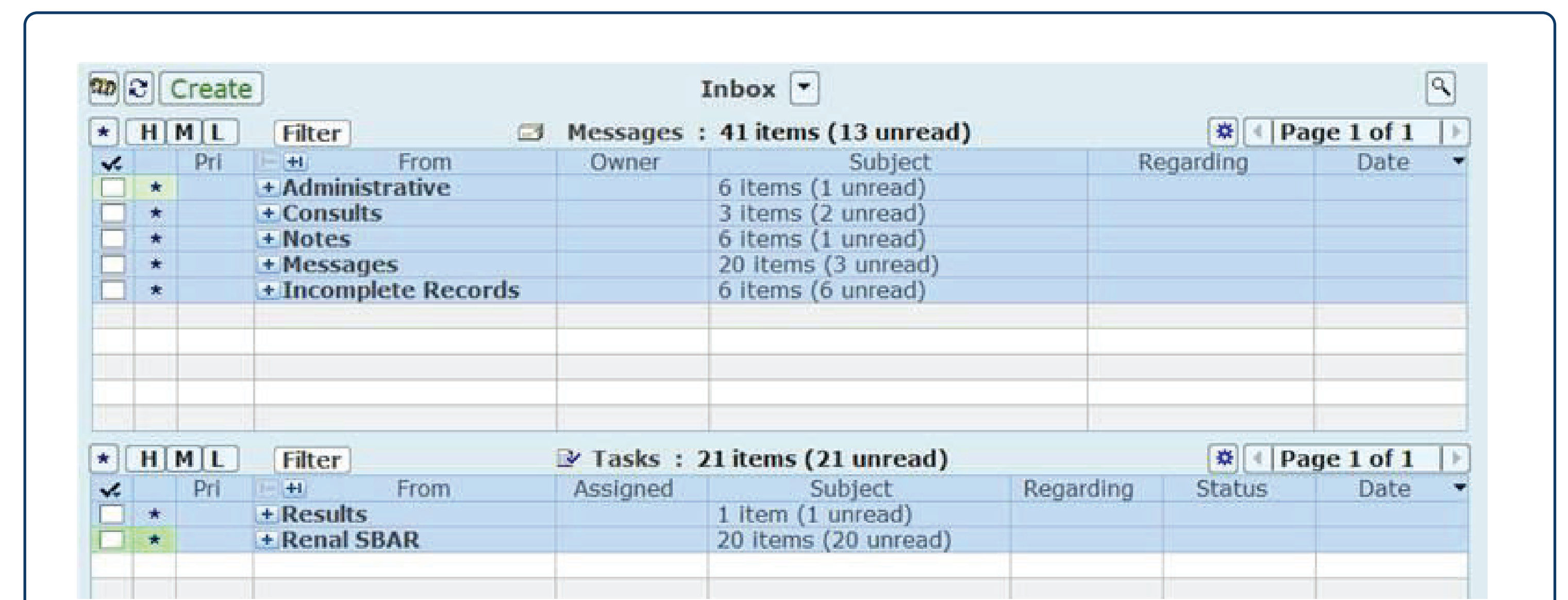
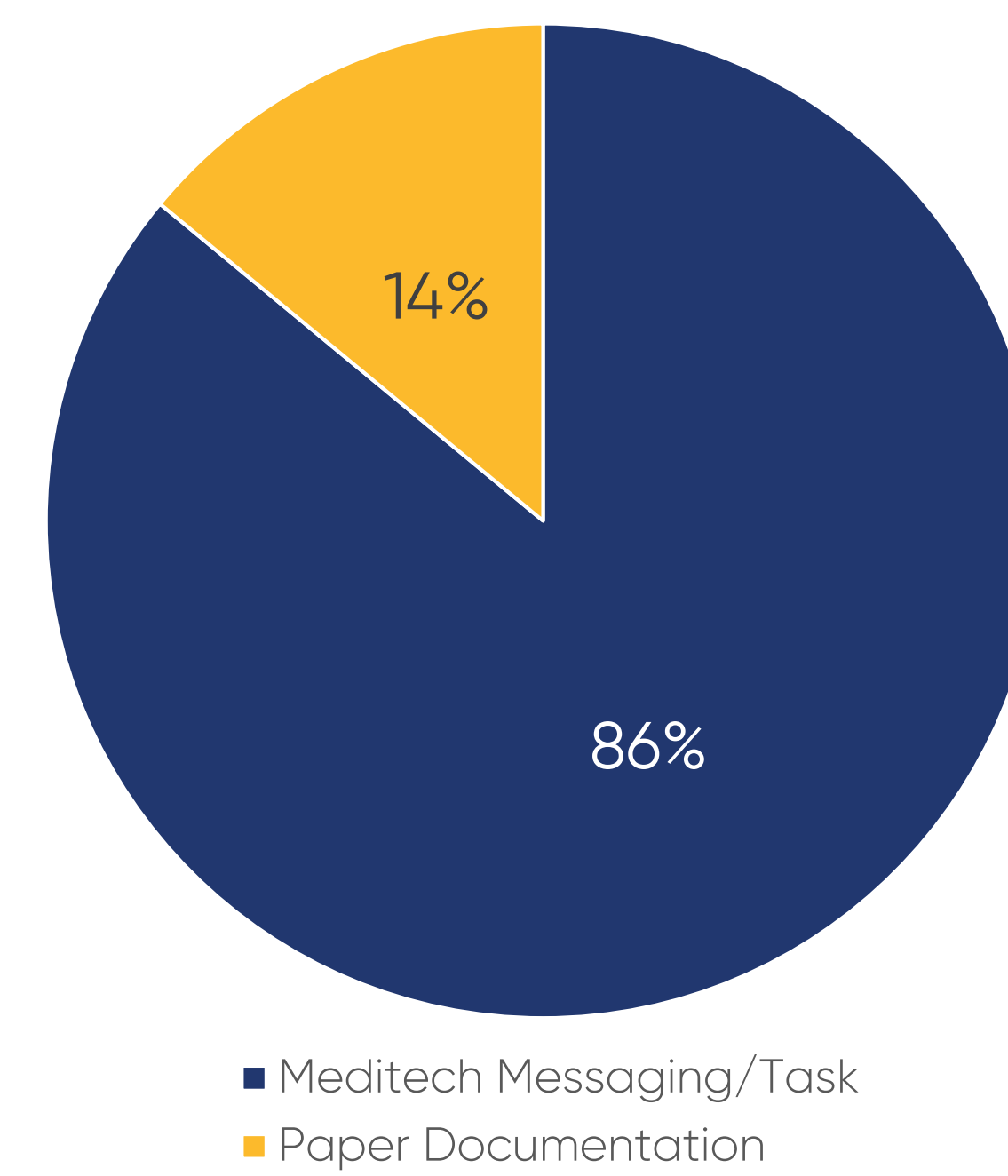
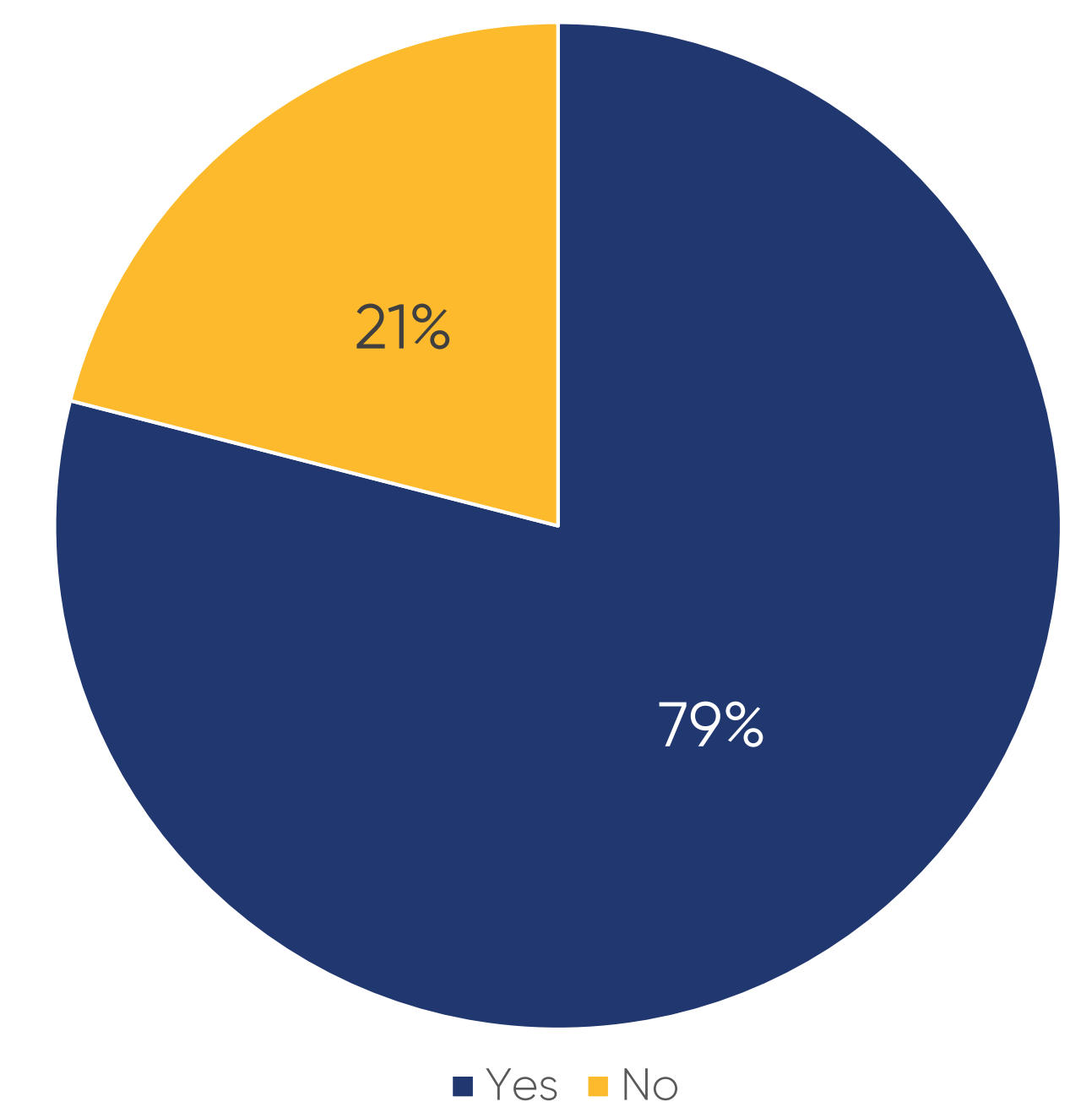


Figure 1. Example of the Meditech Messaging/Task Functionality screen.

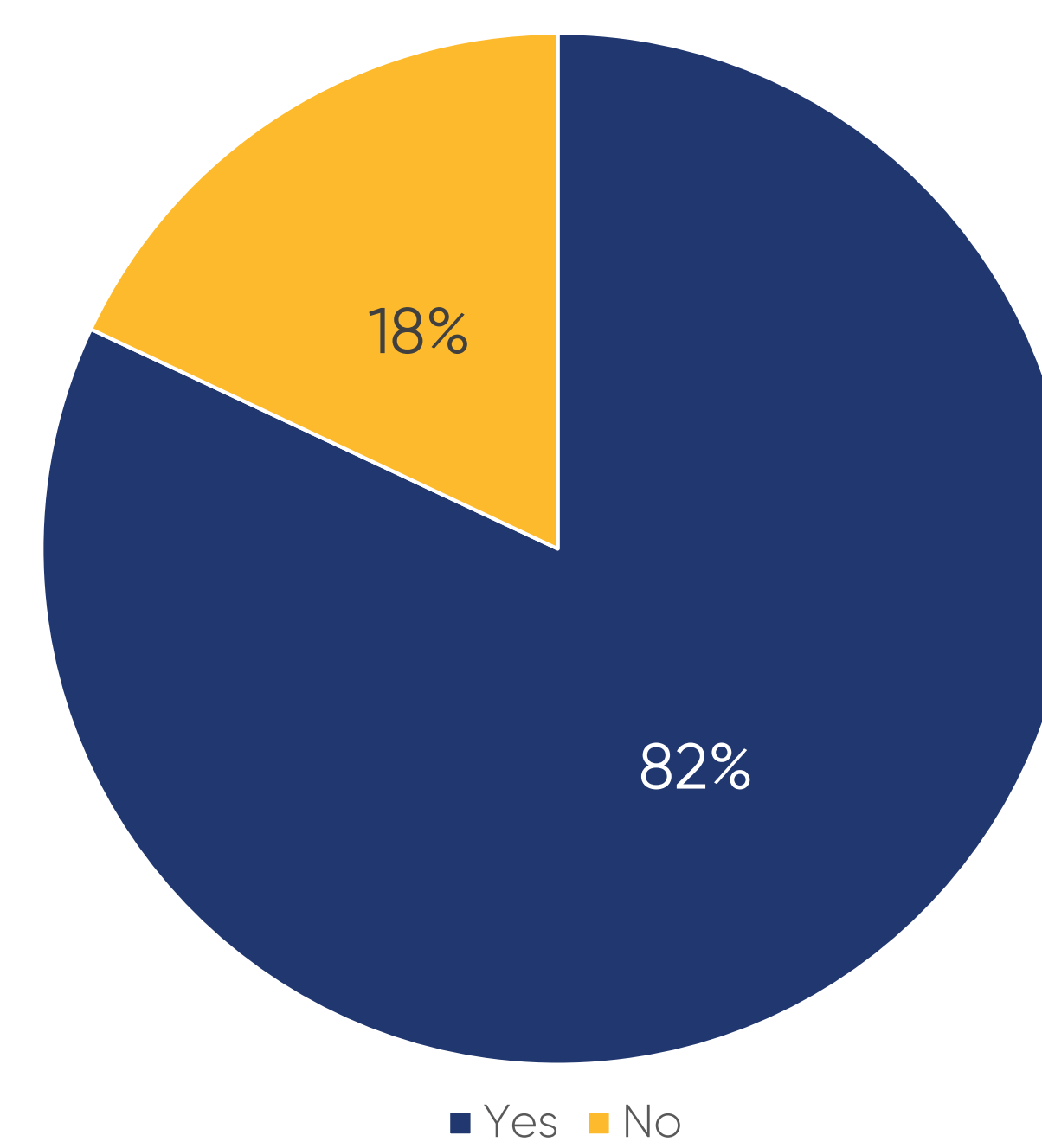
Workflow Preference



Perceived Improvement to Patient Care and Safety



Issues Addressed in a Timely Manner



Recommendations Expanding to Other Clinical Areas

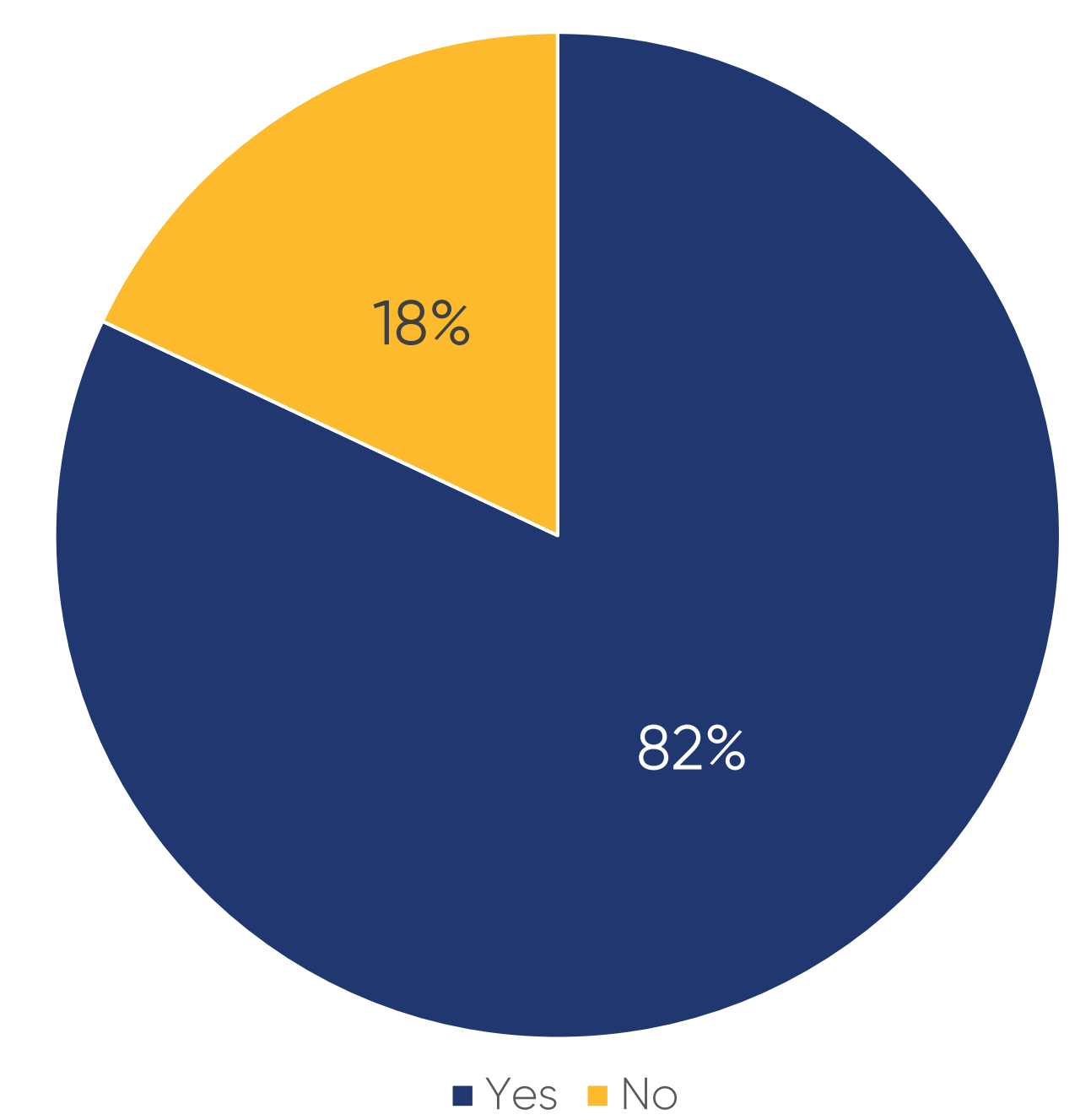


Figure 2. Post-implementation staff survey results of the Meditech Messaging/Task Functionality (n=28).

Meditech Task Functionality Usage

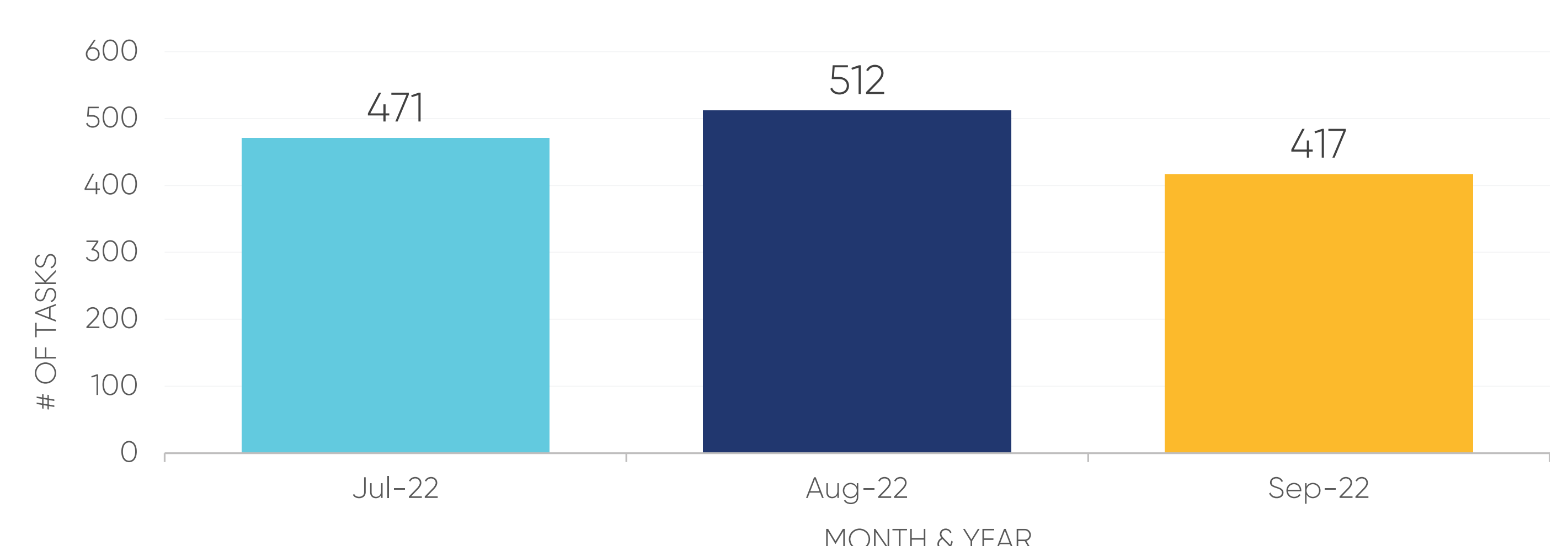


Figure 3. Number of tasks of the Meditech Task functionality in the Renal program over a three month period.