

STREAMLINING MULTIPLE DIALYSIS PATIENT ACCOUNTS IN OUTPATIENT NEPHROLOGY AT HUMBER RIVER HEALTH

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DESCRIPTION

The inter-professional staff at Humber River Health's (HRH) multisite renal and dialysis clinics highlighted a critical concern for patient safety with the existence of multiple dialysis patient accounts for treatment visits across two locations. In the past, when a patient visit any of the two locations, a new account is created. This resulted in patient information, medications and orders in different accounts needing to be reviewed, consolidated, and manually re-entered, which can attribute to errors and inefficiency. The goal was to streamline these multiple patient accounts and consolidate all existing medications and orders into one outpatient account by April 1st, 2023.

OBJECTIVE

To consolidate multiple patient accounts, consisting of orders and medication history, into one account to support interconnectivity of care.

ACTIONS TAKEN

The project team collaborated to identify patients with multiple accounts, conducting thorough reviews of patient information, orders, Medication Administration Records (MAR), and Standards of Care. Sequence of activities were established to consolidate the duplicate accounts, generated and reviewed reports, and benchmarked with other organizations to align with best practices.

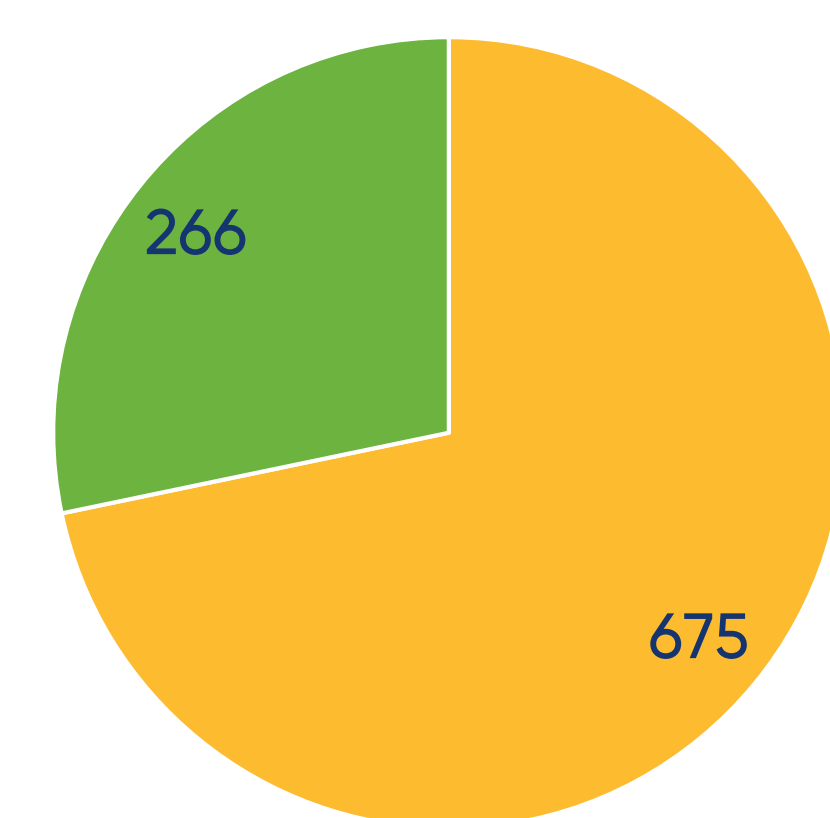
SUMMARY OF RESULTS

Consolidating multiple patient accounts into a single outpatient account enhances patient safety by preventing missed or duplicated orders and improving the medication reconciliation process. By eliminating manual order re-entry during patient transfers, record fragmentation was reduced improving information trending and continuity of care. As a result, the EMR system performance is enhanced by discharging inactive accounts. Furthermore, it supports future restructuring of Ontario Renal Reporting System (ORRS) data submission increasing efficiency, and cost-effectiveness.

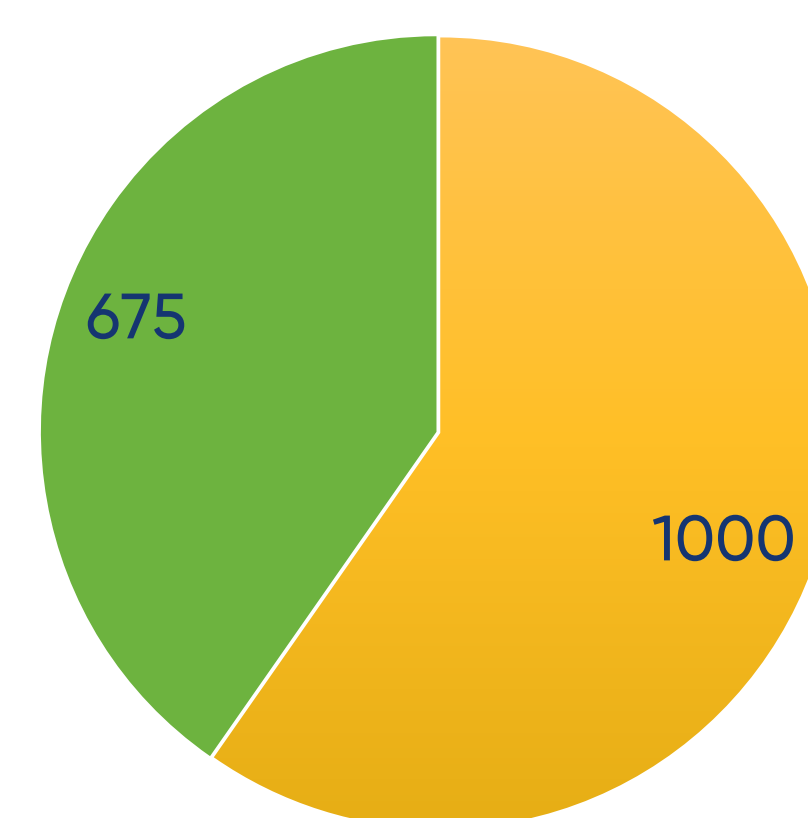
LESSONS LEARNED

The identification and consolidation of multiple dialysis outpatient accounts in the Nephrology department has been a crucial measure for optimizing patient safety in care delivery.

Nephrology Outpatient Accounts



Accounts Reviewed and Discharged



■ Multiple Accounts Reviewed ■ Discharged Deceased Accounts
■ New Accounts Created Post Review ■ Multiple Accounts Reviewed

Figure 1. Multiple Patient Accounts Reviewed and Discharged.

Consolidated Duplicate Accounts

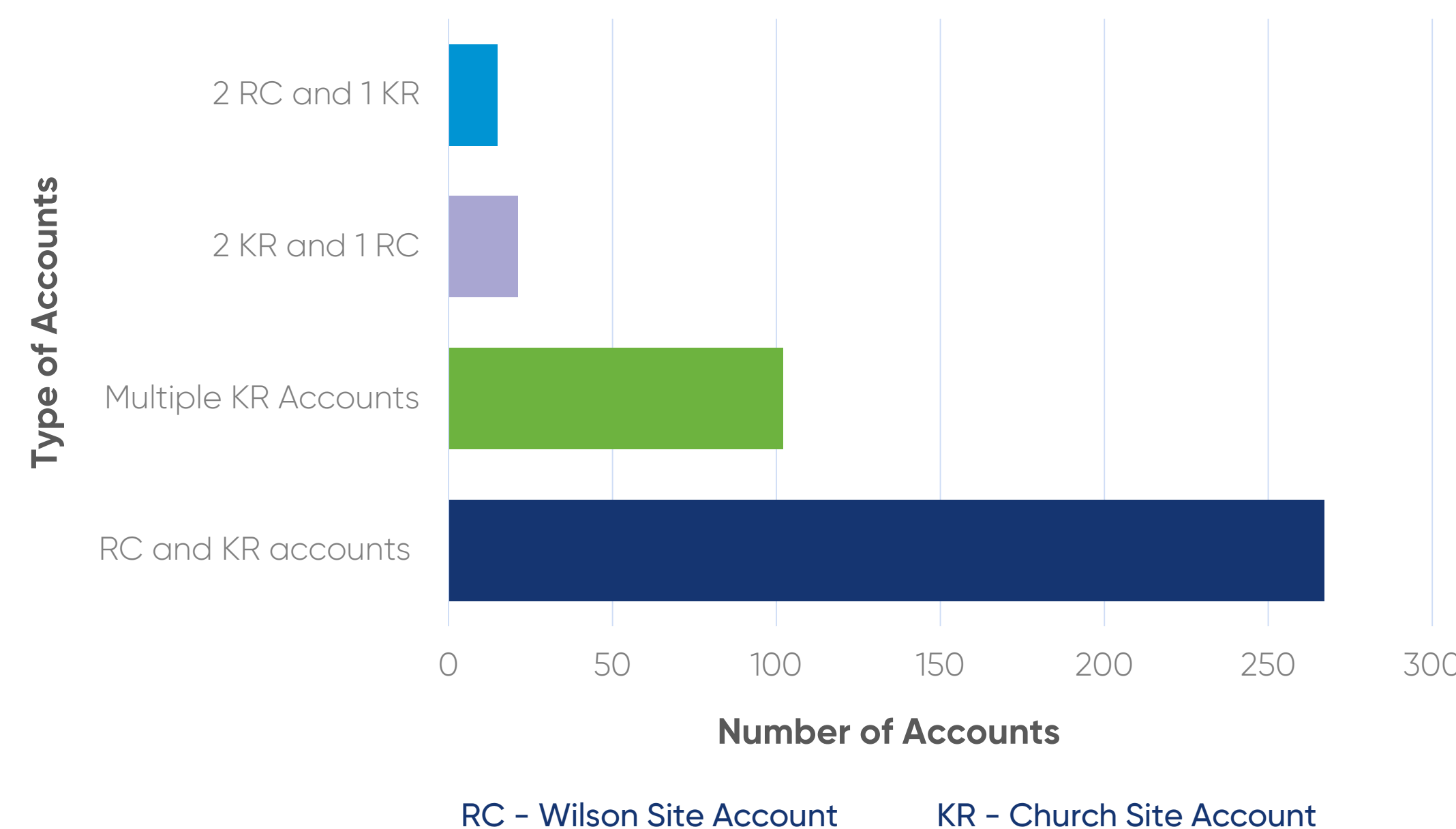


Figure 2. Types of Multiple Accounts Consolidated.

Scenario 4: Patient with Multiple RC and KR Accounts

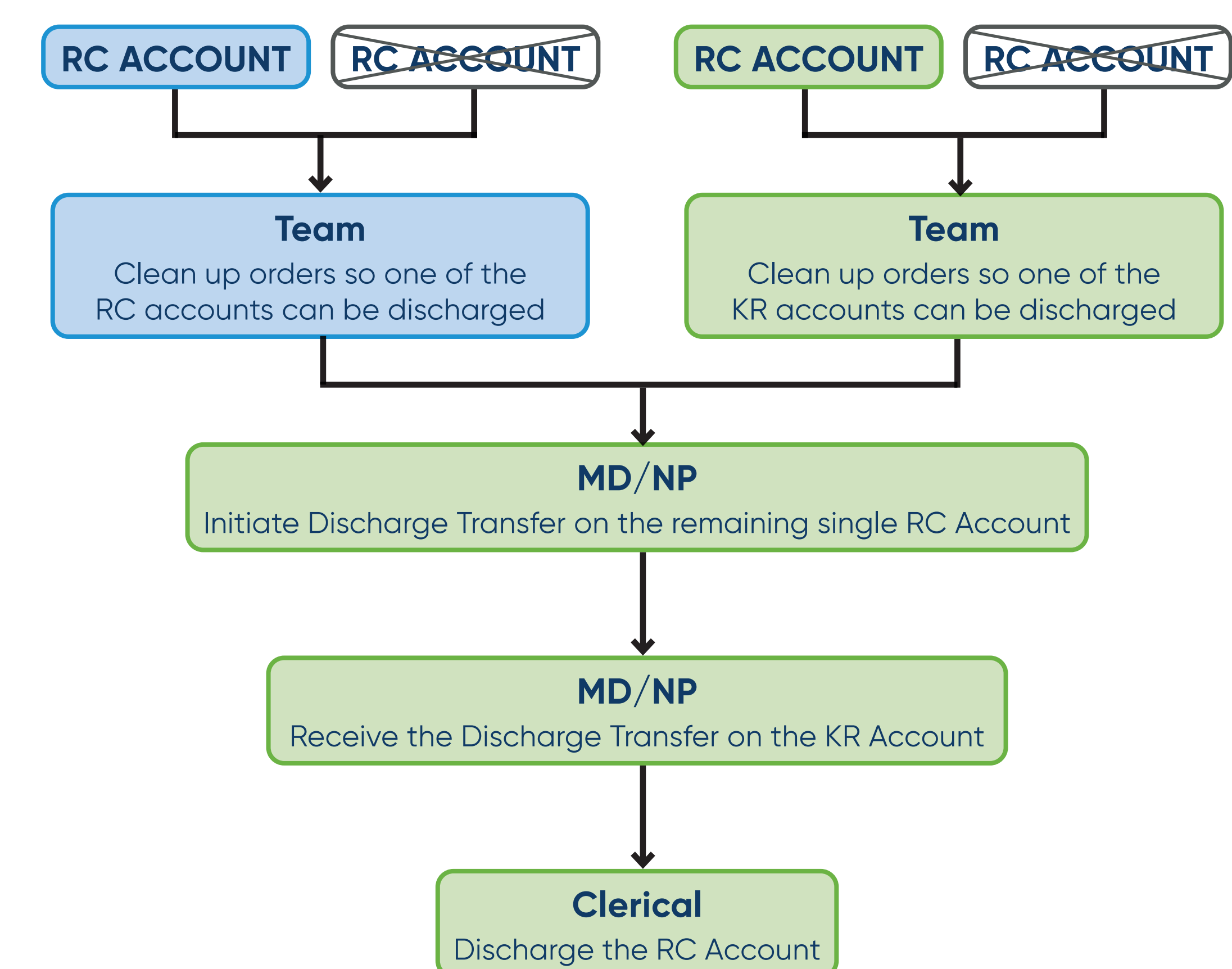


Figure 3. Sample Streamlining Scenario of Patient with Multiple RC (Wilson site) and KR (Church site) Accounts.

Canned Text for Nursing Notes:
to capture the original timestamp and ordering provider of the Goals of Care from RC account to the new KR account.

Steps:

1. Nurse to place the Goals of Care (Resuscitation Status) order with an Order Source of existing order with same provider. Try to backdate order if possible to original date.
2. Add Nursing Note and enter Canned Text NEPH GOC Order

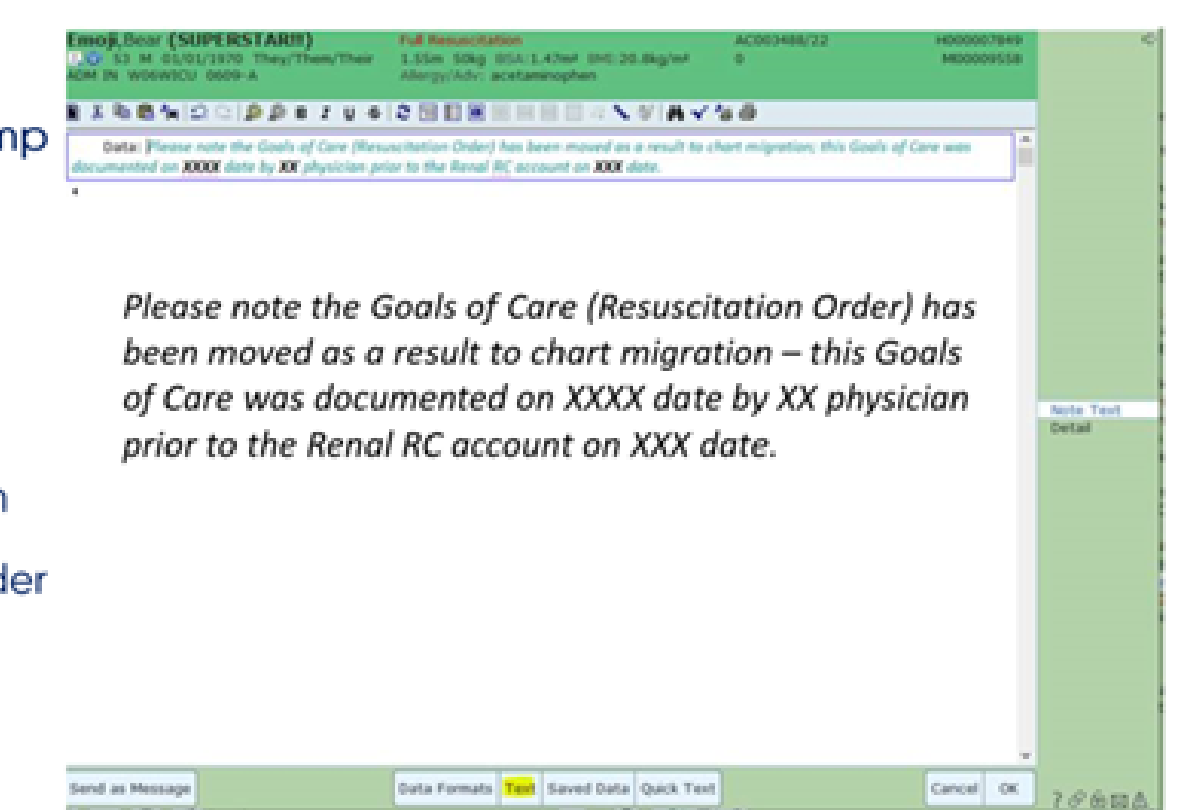


Figure 4. Sample Goals of Nursing Care Canned Text.