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DESCRIPTION

At Humber River Health's (HRH) Medical Daycare Clinic (MDC), nursing staff perform and support a variety of patient procedures. Previously, nurses documented on paper forms and had several clipboards lined up for patients throughout the day. MDC utilized a hybrid documentation process, as they also entered notes in the Electronic Medical Record (EMR). In addition, when patients were discharged, clerical staff sent the paper chart to Health Records for scanning and archiving into the EMR. This resulted in duplicate actions and created inefficiencies. This project aimed to streamline documentation practices by digitizing forms and integrating vital signs results directly into a patient's EMR.

OBJECTIVE

Transform MDC processes through digitization to create efficiencies, streamline documentation, and enhance patient safety outcomes.

ACTIONS TAKEN

The project team collaborated with business leads and actively engaged the frontline nurses in analyzing their workflows, designing, prototyping, and testing their assessments in electronic form. The new digitized future state enhanced and streamlined the clinic processes with updated policies and guidelines in alignment with the corporate standard best practices.

Rate your experience with this project (1 star is low, 5 star is wow)

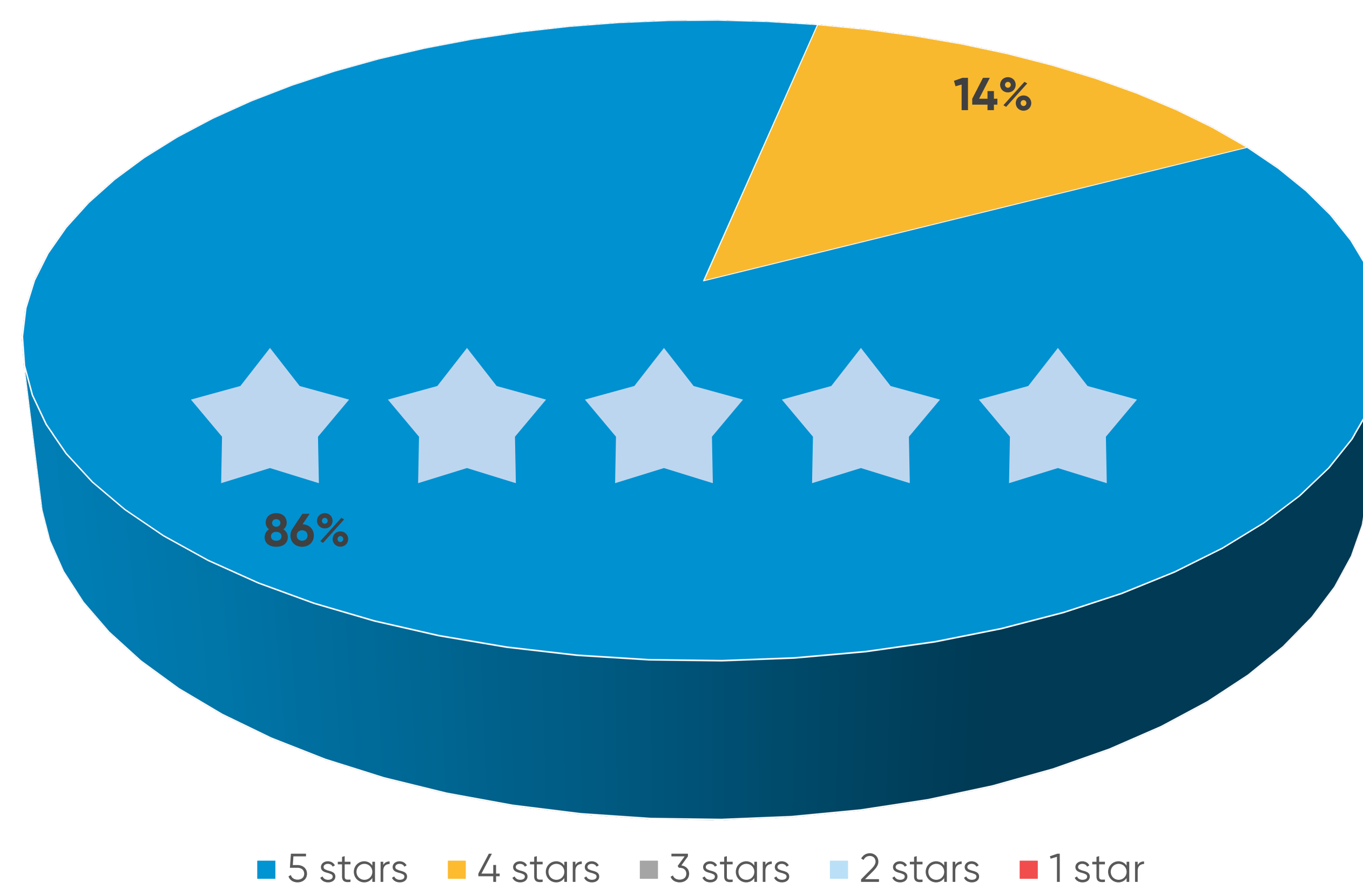


Figure 1. Nursing staff overall project experience and satisfaction rate.

Figure 2. Optimized MDC Nursing Worklist .

	Care Item		Last Done	Status/ Due	NOW
A	All Measurements	PRN			
A	Intake and Output	PRN			
A	MDC - Nurse Treatment Visit	PRN	P 114m		
A	MDC - Patient Education	PRN			
A	Pain Assessment	PRN	P		
A	Physical Assessment	PRN			
A	Physician Communication	.PRN			
A	Transfer Internal/External	PRN	P		
A	Vital Signs and Oxygenation	.Q4H and PRN	I 3h		

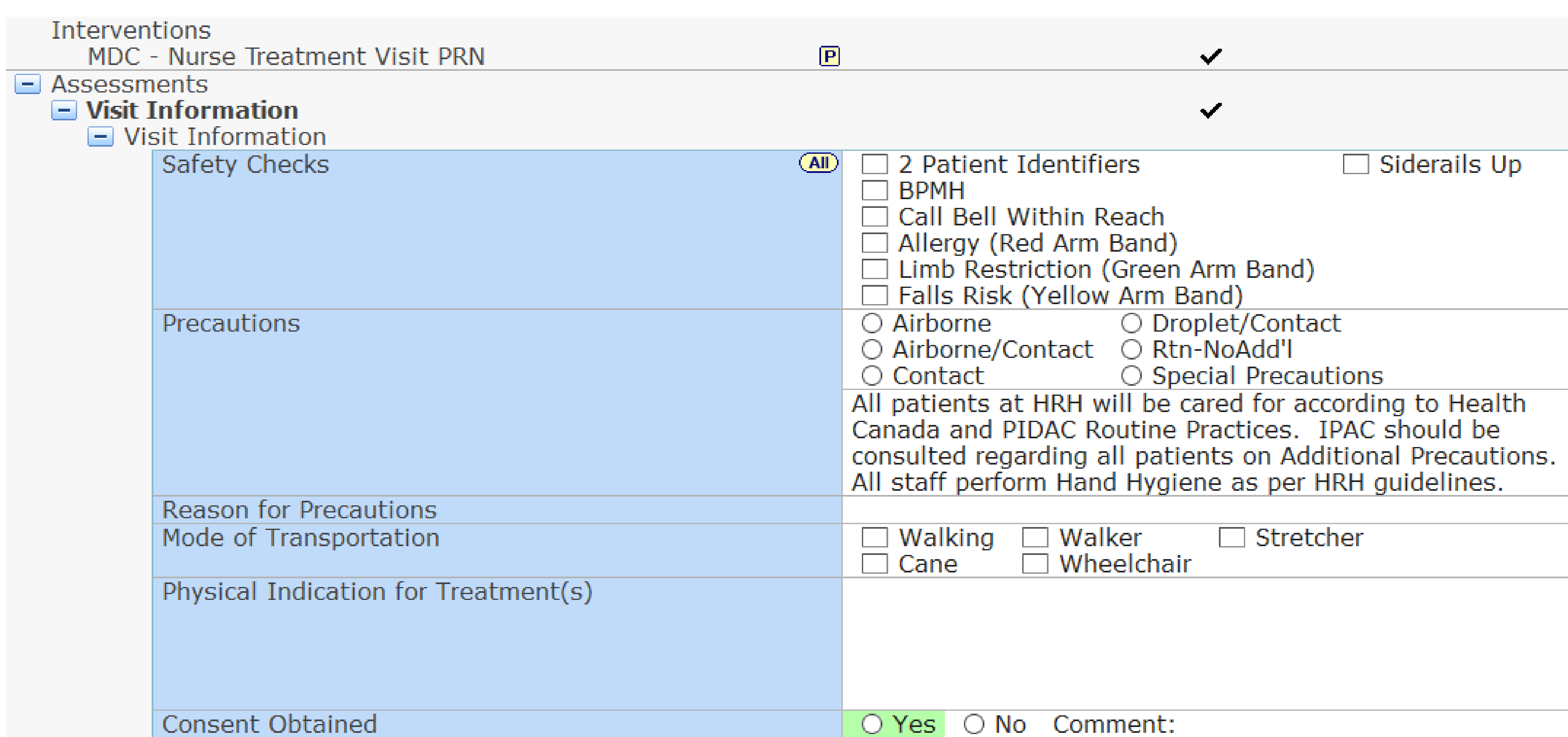


Figure 3. Digitized MDC Nursing Assessment.

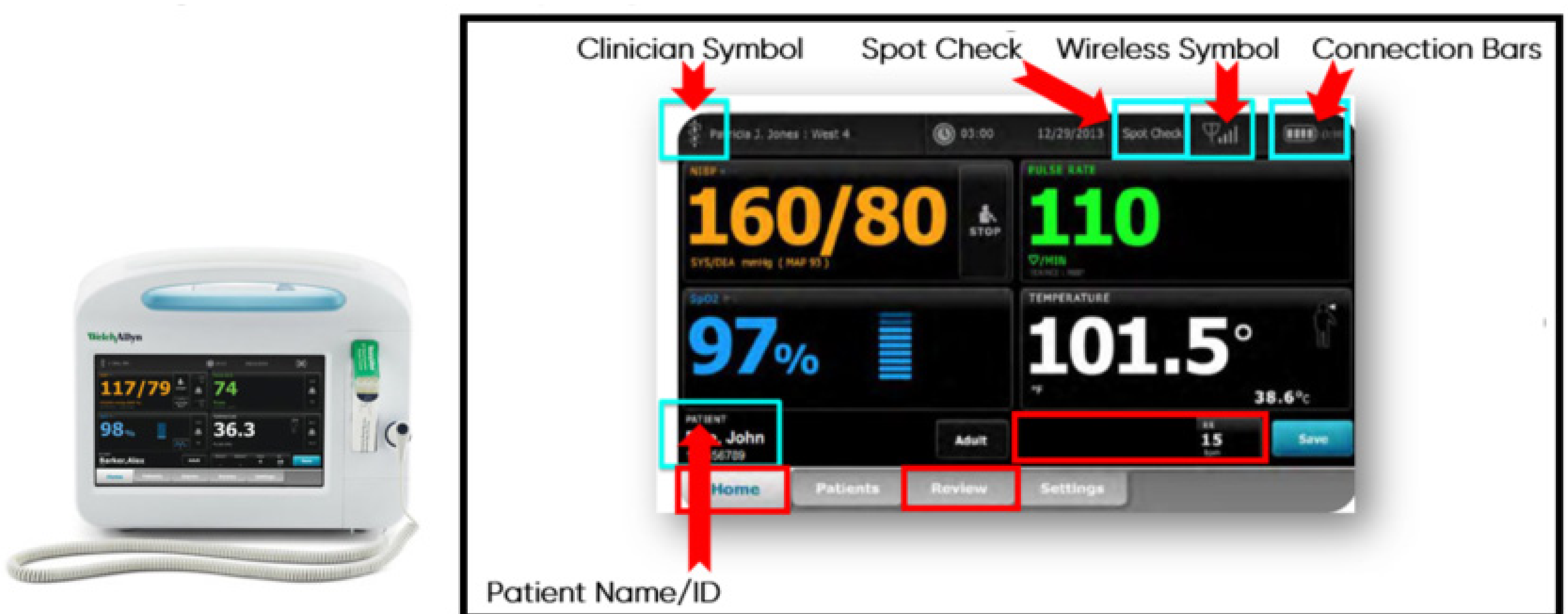


Figure 4. Welch Allyn vital signs monitor result interface to EMR.

SUMMARY OF RESULTS

The digitization of nursing assessments is in alignment with HRH's corporate strategic plan of advancing the empowerment of staff and patients. The frontline nurses were fully engaged and the designers of their newly optimized processes. This resulted in clinical ownership with staff empowerment, efficiency by eliminating duplicate documentation, enhanced record accessibility and legibility, improved communication, and cost effectiveness with 75% reduction in paper scanning in the first month post implementation.

LESSONS LEARNED

The digitization of paper documentation and standardization aligns with HRH's strategic direction of achieving consistently high quality, safe care, and exceptional patient and family experience.

