

Scan me!



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DESCRIPTION

The Bariatric Program at Humber River Health (HRH) underwent a comprehensive digital transformation to streamline intake and triage workflows. By replacing paper-based processes with integrated digital tools within the Electronic Medical Record (EMR), the initiative significantly reduced administrative burden, improved remote accessibility, and enhanced patient experience. Staff will benefit from streamlined workflows and reduced manual tasks, with all intake and triage information consolidated in the EMR. The centralized workflow enables faster access to patient reported data, enhancing triaging, supporting communication between the interdisciplinary team and supports timely task completion through the use of a customized dashboard. This transformation supports sustainability goals and positions the program as a leader in innovative, patient-centered care.

OBJECTIVE

To enhance patient experience, reduce waste, and improve staff efficiency and access to allow seamless transition for staff to work from home by digitizing bariatric workflows.

ACTIONS TAKEN

The Bariatric (HRH) team implemented the following initiatives:

- Transitioning from paper-based documentation to digital intake process and triage workflows
- Integrating patient forms and data into the EMR for centralized access
- Enabling electronic faxing to streamline communication
- Uploading inbound eFax directly into patient EMR
- EFaxes sent to stakeholders, no printing required
- Utilizing My Humber Health portal for remote patient engagement
- Developing dashboards to support efficient triaging and task management
- Delivering targeted staff training and tip sheets for smooth adoption
- Providing at-the-elbow support during go-live for real-time troubleshooting
- Conducting post-launch evaluations to measure time savings and satisfaction

THE DIGITIZATION OF BARIATRIC INTAKE

SIGNIFICANTLY IMPROVED PATIENT EXPERIENCE

- COMPLETION BEFORE SESSIONS**
Completion before sessions rose from 84% to 98%
- EASE OF COMPLETION**
Ease of completion and form return saw over 30% improvement
- TIME EFFICIENCY**
63% completing forms in under 20 minutes (up from 1%)
- PROVIDER CONSULTATION**
Provider consultation dropped from 16% to 3%, indicating better form clarity

OUTCOMES OF GOING DIGITAL

Pre-Digitization	Post-Digitization	Estimated Savings
-1,000 sheets/week	Minimal (digital forms)	-52,000 sheets/year
\$22,000/year	Significantly reduced	\$22,000/year
0.2 FTE (1 day/week)	Near zero	-400 hours/year
40 minutes/patient	10-20 minutes/patient	-20-30 minutes saved/patient
10 minutes/form	3 minutes/form	7 minutes saved/form

Figure 2. Meditech Dashboard- A consolidated location where questionnaires submitted by patients in the MyHumberHealth portal and their status may be found. This allows for a single source of information with regards to triage completion and outcomes by the RNs and a single place for nurses and clerks to communicate with regards to the next steps for incoming patients.

Figure 1. Digitized Intake Infographics in the HRH Bariatric Clinic Infographic Improves Patient Experience.

Percentage of Bariatric Intakes Completed Before Session

Percentage of Bariatric Intake Forms Completed in Under 20 minutes

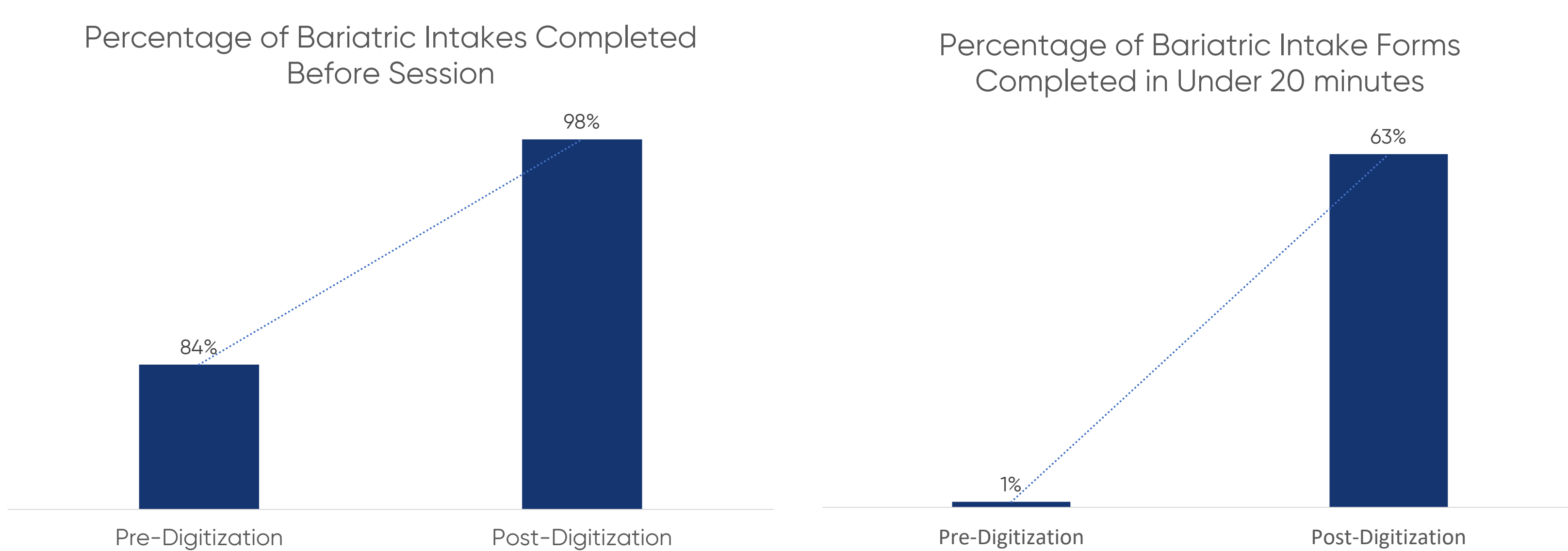


Figure 3. Digitization resulted in improvements in the number or bariatric intakes completed before session and the time to complete each intake.

Time Efficiencies Gained Post Digitization

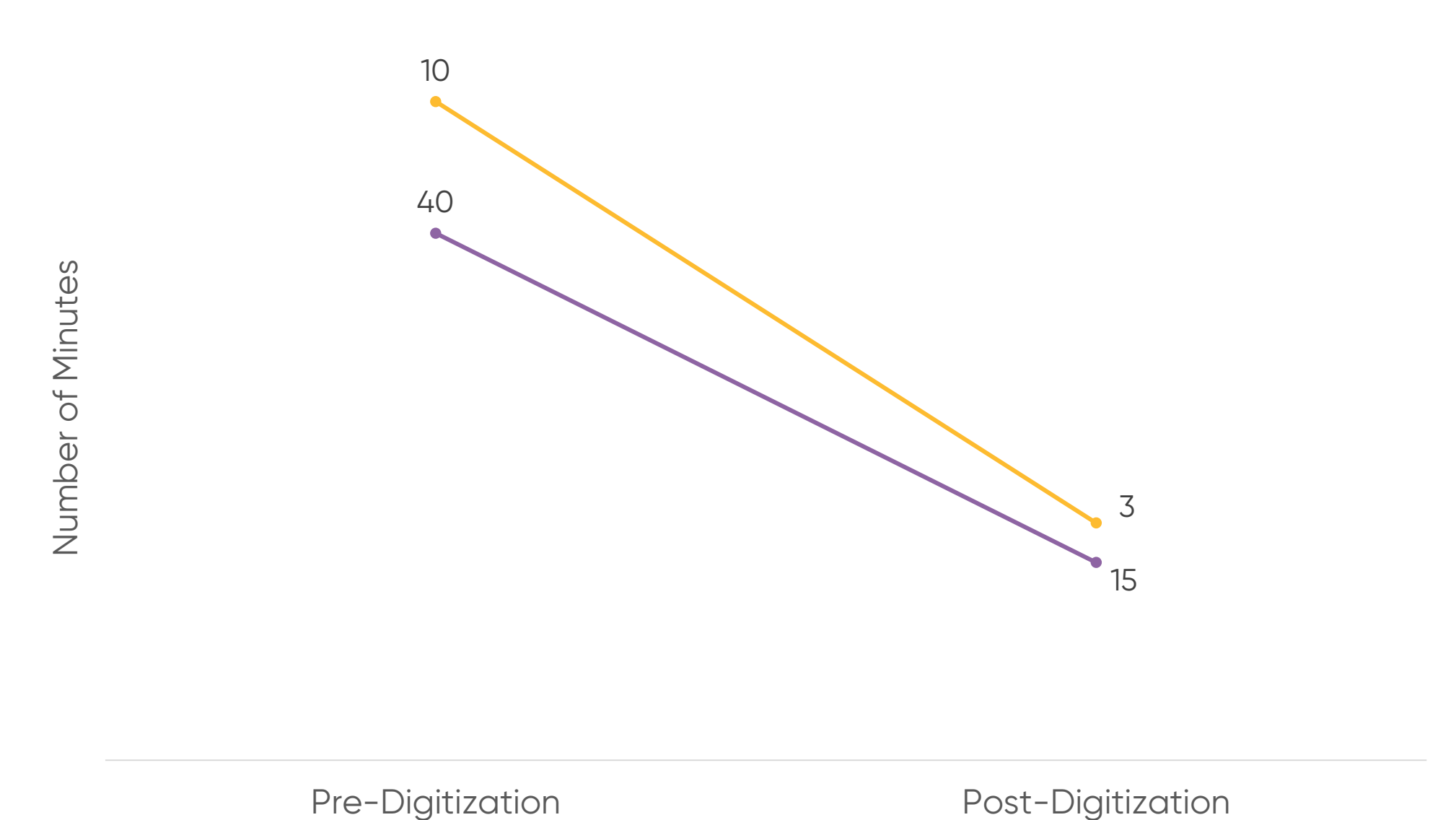


Figure 4. The digitization of the bariatric intake process significantly reduced the time to complete required tasks.

SUMMARY OF RESULTS

- Digitized intake and triage workflows reduced manual tasks and paper usage
- Over 1,000 sheets saved weekly, leading to \$22,000 in associated annual cost savings
- All patient data consolidated in the EMR, improving access and coordination
- Dashboard enabled efficient triaging and task completion for staff
- Patient portal improved transparency and remote accessibility
- Staff workflows became more efficient and streamlined, allowing for seamless hybrid work for the Bariatric Program team
- Enhanced patient satisfaction and experience
- Significant reduction in environmental footprint

LESSONS LEARNED

Clear goals, phased planning, and role-based testing are vital in the Bariatric Program. Early scope alignment and diverse workflow scenarios improve confidence, collaboration, and implementation success.

