Electronic Documentation: Implementation and Impact

HCA 5003
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Literature Review

- Successful implementation requires planning, financial outlay, ongoing support
- Systemized method for implementation
- Communication
- Nursing time at the bedside
Methods & Procedures

- 7 interview questions
- 6 facilities
  - Medical Center of Lewisville
  - Parkland Health and Hospital System
  - Arlington Memorial Hospital
  - Baylor-Irving Medical Center
  - Baylor Health Care System
  - Presbyterian Hospital of Dallas (THR)
Methods & Procedures

- Evaluation of EMR prior to purchase
- Considerations prior to implementation
- Preparations necessary prior to implementation
- Date of implementation
- Support systems
- Challenges
- Improvements (surprises)
Results

- Considerations given to project
- Preparation prior to “go live”

The training for Epic was adequate for my daily job activities

- 5-Excellent: 21%
- 4-Good: 34%
- 3-Fair: 29%
- 1-Poor: 16%
Results

Ongoing support for Epic is available when I need it

- 1-Poor: 16%
- 3-Fair: 24%
- 4-Good: 35%
- 5-Excellent: 25%

I am satisfied with the help I get from the Epic support team

- 1-Poor: 16%
- 3-Fair: 22%
- 4-Good: 36%
- 5-Excellent: 26%

- Necessary support systems
- Challenges following implementation
Results

- Improvements
  - JCAHO requirements
  - Decreased medical errors
  - Increased accuracy
  - Concise charting
  - Time to order implementation decreased

- Surprises
  - Nursing time at the bedside decreased
  - Older physicians more interested than younger
  - Lowest rated questions related to patient care and outcomes
  - No impact on pt or nsg satisfaction
Discussion

- Decreased literature related to ED implementation
- Launch of complete systems is preferred over piecemeal launch
- Ongoing commitment of finances, support staff and improvement
Conclusion

- Multidisciplinary teams are integral to success
- Technology should support practice rather than taking over practice
- Future development of guidelines for evaluation and implementation of EMR for use by all facilities.
Our computers are down, so we have to do everything manually...