

User news from The Menon Group

MenonNotes

PROGRESS NOTES AND POCKET PCs CUT RESIDENT DUTY HOURS



With real-time information from Centricity Enterprise at their fingertips, physicians at Wake Forest Baptist use Pocket Rounds and electronic Progress Notes to work faster and more efficiently. The results: real time savings for physicians and complete, legible notes.

This issue of *Menon Notes* highlights an organization at the forefront of using information technology: Wake Forest University Baptist Medical Center in Winston-Salem, N.C. Wake Forest Baptist, one of the nation's preeminent academic medical centers, is an integrated health care system that operates 1,298 acute care, rehabilitation and long-term care beds, outpatient services, and community health and information centers.

In order to support their rigorous residency program and comply with resident duty hour standards, they sought specific solutions that would save time for all of their physicians, especially residents. The information services team had full support from physician leadership to do whatever it takes to gain efficiency and to do it fast.

Beginning in May of last year, Wake Forest Baptist put three key measures in place with the goal to reduce resident duty hours: Pocket PCs with real-time patient information, electronic progress notes, and text pagers. They turned to The Menon Group for help with two of the three measures.

By November, Wake Forest Baptist had completed the pilot projects and had moved forward to roll out the Menon Group's *Pocket Rounds*® and *Progress Notes*™ applications to physicians throughout the organization. The results were immediate. Wake Forest Baptist had achieved their goal to reduce resident duty hours, plus electronic notes are now consistently legible, easily accessible and a more accurate reflection of services for reimbursement purposes. Read on to learn what made this project so successful.

In This Issue

- ELECTRONIC PROGRESS NOTES MAKES AN IMPACT
- POCKET ROUNDS MAKES PATIENT INFO MOBILE
- EXCITING NEW APPLICATIONS COMING UP

ELECTRONIC *PROGRESS NOTES* MAKE AN IMPACT

Few would question information technology's potential to improve care and Wake Forest University Baptist Medical Center in Winston-Salem, N.C., makes its use a priority. According to Dr. Russell Howerton, associate professor of surgery and associate chief of professional services, "Progress notes are an indispensable part of our aim to be fully electronic. The need for tools to help our house staff comply with the 80-hour work week gave this project additional urgency. We saw electronic progress notes as a way to decrease the time they spend while improving the quality of notes."

"WE ARE DELIGHTED WITH THE ELECTRONIC *PROGRESS NOTES* PRODUCT."

Dr. Frederic Kahl
Wake Forest University
Baptist Medical Center

Wake Forest Baptist decided in 2005 to work with The Menon Group on progress notes as soon as they completed their Centricity Enterprise (Carecast) upgrade. A key factor in their decision was that the Menon Group *Progress Notes*

application could take patient information already available in the Carecast record and place it directly into the electronic progress note form.

Pilot project with selected disciplines

They began with a pilot project for the surgery, cardiology and medicine departments. In the current environment, physicians had to look up information in the patient record, write it on the form and document their notes. To eliminate those manual steps, they put together a task force to design and gain consensus around adapting their standard form templates to an electronic process (see sidebar for details).

Once the forms were built, a pilot group of physicians began documenting their notes electronically. Determining pilot participants posed some unique challenges. Mickie Tisdale, Wake Forest Baptist director of systems and programming explains, "Once a house officer started using electronic *Progress Notes*, they didn't want to go back, even if their

rotation put them in a service that wasn't participating in the pilot. Pretty soon, we had attending physicians from other departments calling to find out how to get into the pilot." By the end of the pilot project, the number of physicians grew to 100 and they collectively created more than 6000 notes.

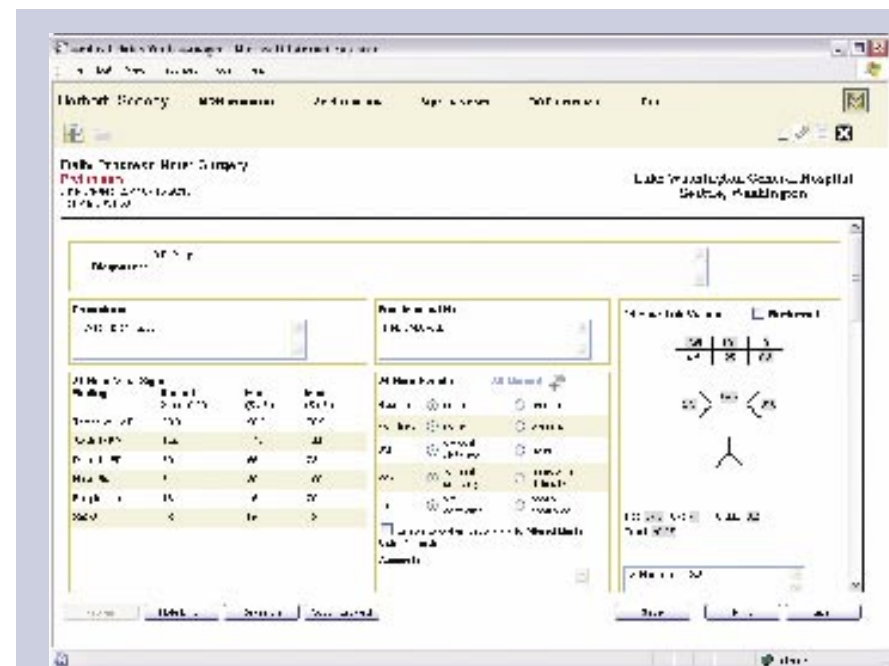
Ease of use was a big contributor to the speed with which physicians adopted the new process. "We put together a one-page document for house staff and that was enough to get them going," explains Stacey Clark, Wake Forest Baptist staff specialist supervisor. "Typically, one resident would get started and then show others. It was intuitive enough not to need much training."

Real time savings for enthusiastic residents

The pilot group went live in November. "We achieved our goal to reduce duty hours almost immediately with our pilot group," says Ruth Saalweachter, Wake Forest Baptist associate director of information services.

"Residents tell me they reduced time spent on notes by anywhere from 35 to 40 minutes each morning," adds Dr. Frederic Kahl, Wake Forest Baptist professor of cardiology. "This means that our house staff are easily getting more work done within 80 hours a week."

Kahl continues, "There isn't a house officer I've talked with who hasn't been thrilled with electronic *Progress Notes*. The descriptions I hear most often are 'awesome,' 'love it,' and 'I can't imagine not having it.'"



A critical factor for Wake Forest Baptist in choosing Menon Group's *Progress Notes* application is its ability to add patient information to the form directly from Centricity Enterprise (Carecast/LastWord). Any data, such as lab values, medications, vital signs, etc., can be displayed on the progress note form. What's more, specific data can be displayed in the format most useful to physicians, for example, the "fish bone" diagram of lab values used by Wake Forest Baptist surgeons.

Accurate notes mean accurate reimbursement

As for the bottom line, physicians at Wake Forest Baptist suspect that reimbursement is improving, although it's too soon to substantiate with figures.

"In the past, if documentation was incomplete, illegible or questionable," explains Saalweachter, "coders had to code to a lower level of care or 'down code.' Now that notes are legible and the templates provide documentation standards, coders can code more precisely. After about a week on the pilot, compliance was begging to have everyone use it."

From a physician's perspective, *Progress Notes* supports their routine. "In surgery," explains Howerton, "We don't stop after each patient, but typically do our notes later. Now we can add to our notes and sign them from home if we want. Things we used to let slide, that didn't get documented, get documented now, which allows coding to be more accurate."

Looking ahead to more notes

Once cardiology, surgery and medicine completed the pilot, Wake Forest Baptist made the current forms available to all physicians. They estimate the number of physicians to be a few hundred, including all house staff as well as attending physicians in general medicine, family practice, urology, and various specialties.

Looking ahead, Kahl concludes, "We've had tremendous positive feedback to move ahead. Our goal is to organize notes so they look similar across disciplines and so far the templates are working well. Menon Group has been good to work with and very responsive. Overall, we are delighted with the product and are setting priorities to roll out more notes as quickly as possible."

COLLABORATION KEY TO WELL-DESIGNED FORMS *Faculty, residents, compliance and IS*

Wake Forest Baptist successfully moved a process fully dependent on physician buy-in and critical to both patient care and reimbursement from paper to electronic in a few short months. How'd they do it?

"We worked very closely with a select team of residents, faculty, and compliance experts to design the progress note forms," explains Stacey Clark, Wake Forest Baptist staff specialist supervisor. "We took the approach that the design needed to start with those doing the day-to-day work – the residents. They designed the forms initially, and then we worked with faculty, compliance and Menon Group to gain consensus on the final forms. This approach was critical to getting the form ready in such a short timeframe."

This collaboration also allowed them to organize notes to look similar across the disciplines in the pilot project. That foundation will carry forward as they design and implement new progress note forms.

In addition, according to Dr. Frederic Kahl, Wake Forest Baptist professor of cardiology, collaborating on the design in this way, especially having compliance involved from the start, made the process more transparent. "Faculty and house staff now have a much better understanding of the importance of attestations," Kahl explains, "which results in clear, accurate documentation for coding and billing."

POCKET ROUNDS MAKES PATIENT INFORMATION MOBILE

In conjunction with *Progress Notes*, Wake Forest Baptist pushed to give physicians wireless, mobile devices. Two things made the *Pocket Rounds* application from the Menon Group stand out. First, it pulls patient information directly from Centricity Enterprise (Carecast) in real time.

“We like this approach,” says Ruth Saalweachter, associate director of information services. “We don’t have to gather or maintain data in another database, which saves time and money from a maintenance standpoint. In addition, physicians appreciate that the information is really the Carecast record, not a replication of that data.”

The second reason was that it was essentially ready to go. Wake Forest Baptist took only about three months to roll it out, including selecting the pilot participants, selecting and purchasing Pocket PCs, testing and implementation. The pilot included 60 physicians and ran less than a month before the product was rolled out to all physicians.

As Mickie Tisdale, Wake Forest Baptist director of systems and programming explains, “*Pocket Rounds* was a quick win. We rolled it out quickly, and it provided momentum as we worked to bring up the more complicated *Progress Notes* product.”

Feedback has been positive. “House staff can look up patient information from anywhere – labs, medications, virtually anything they can see in Carecast,” explains Dr. Frederic Kahl, Wake Forest Baptist professor of cardiology. “Surgeons in particular want the nitty gritty, and *Pocket Rounds* lets them see what they need.”

To date, they have distributed around 600 Pocket PCs to physicians and continue to issue one to each new resident.

Wake Forest Baptist physicians get real-time patient information from Centricity Enterprise with Pocket Rounds on Pocket PCs.



2737 - 78th Ave SE Suite 203
Mercer Island WA 98040
menongroup.com
206 275 0335

AGILE | INTELLIGENT | ENGINEERED

PRSR STD
U.S. POSTAGE
PAID
PERMIT 2169
SEATTLE WA

Menon Notes is published by Menon Group, Inc. for its customers. Please direct any comments, questions or mailing list changes to: Maria Meredith, Editor
maria_meredith@menongroup.com
425 775 7494
For product information:
Dennis Lacy
206 780 5533

© 2007 The Menon Group, Inc. All rights reserved. *Pocket Rounds* and *Progress Notes* are trademarks of Menon Group, Inc. All other trademarks are the property of their respective owners.

**MENON
GROUP
APPLICATIONS
SPREADING
FAST**

Many GE customers have purchased or are evaluating Menon Group applications, especially clinical applications: ■ Progress Notes ■ Discharge Instructions ■ Medication Reconciliation ■ Pocket Rounds ■ Portable Health Record ■ WebNAI ■ WebReports

The Menon Group is also working with GE Healthcare and customers on these new applications:

■ Print the Record ■ Patient Complaint Log ■ Nursing White Board ■ Medication Administration Record