

MenonNotes

RESPONDING TO JCAHO REQUIREMENTS:

CLOSE THE GAPS IN HANDOFF COMMUNICATION

Volumes have been written in recent years about medical mistakes and what to do about them. One area of significant concern is handoffs, because of the large number of mistakes and oversights that can occur when patients move between locations and caregivers.

Across the country, healthcare organizations such as OSF HealthCare, based in Peoria, Ill., continuously strive to reduce such mistakes. As Robert White, MD, OSF chief medical officer of clinical informatics, explains, "Our organization undertook a large patient safety push. One of the areas we are working on is the Joint Commission's National Patient Safety Goal Requirement 2E related to improving handoff communication.

"We took the approach, as the authors of 'Internal Bleeding: The Truth Behind America's Terrifying Epidemic of Medical Mistakes' concluded in their book, that faulty systems, not bad people are responsible for medical errors. With that in mind, we took aim at reducing harm by facilitating the underlying process for handoff communication. We think that will do more to improve patient safety overall."

Standardizing the process

OSF put together a multi-disciplinary

team to develop a standard process to address JCAHO's requirement. They adopted the SBAR approach for concisely summarizing information based on four checkpoints: Situation, Background, Assessment and Recommendation.

As they developed their work process, OSF talked with The Menon Group about applications to support their effort. Because their process was conceptually similar to progress

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At pivotal times when patients move from one setting to another, caregivers like OSF HealthCare team Whitney Clark, Michelle Smith, Dr. Patrick Murphy, and Kim Berg, need to relay critical information quickly. Whether it's a routine shift report or the emergency department, a standard process helps close the gaps in handoff communication.

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OSF PHYSICIANS IMPROVE DAILY DOCUMENTATION WITH SOAP PROGRESS NOTES

On the road to the fully electronic patient record, organizations need tools to help them accomplish valuable intermediate steps. For organizations that mix paper and electronic formats, such as OSF HealthCare, based in Peoria, Ill., writing daily progress notes can present a cumbersome challenge for physicians.

David Hall, MD, OSF physician informatics specialist, explains, "Our physicians were jumping back and forth between Centricity Enterprise (Carecast version) and the paper chart to write their notes, making it difficult to connect the dots. Transcription errors and illegible writing were inevitable. We knew we could improve the process by utilizing information already in Centricity Enterprise and augmenting it to insure that it's a complete picture."

A standard progress note format – SOAP (subjective, objective, assessment, plan) – was already in place at OSF. Therefore, their objective was to eliminate as much of the manual effort from the process as possible. They looked to The Menon Group to develop an application that could pull specific information from Centricity Enterprise into the note and format it for easy and efficient use by physicians.

Less is more in form design

Robert White, MD, OSF chief medical officer of clinical informatics, led the team charged with form design, which included physicians as well as expertise from information technology and The Menon Group. "Our goal," explains White, "was not to regurgitate everything that's in Centricity Enterprise onto paper. We wanted to focus on the data that

mattered most, while alerting physicians to additional details they can review in Centricity Enterprise."

With a defined data set and an objective to confine the note to two pages, the team developed the requirements. The team arrived at consensus for the content quickly. For example, they decided which vital signs and labs provide the best snapshot. They coupled that with alerts to potential areas to review in Centricity Enterprise, such as new lab results.

The team settled on two SOAP Progress Note forms: One for community physicians and one for residents.

Physicians use SOAP Progress Notes extensively

Physicians began using the SOAP Progress Note in May 2006. To create notes, the physician clicks on a chart tab and the application creates SOAP notes for all patients on a list. SOAP Progress Note pulls information from Centricity Enterprise and adds it to the SOAP form. In other words, when a physician starts a note for a patient, the Objective section is already filled in with labs and vital signs from Centricity Enterprise.

According to White, more than 800 physicians, residents and allied health providers use the application extensively. On average, providers collectively print 350 notes a day and more than 11,000 notes a month.

"Physician response to SOAP Note has been very positive," concludes Hall. For a closer look, attend the GE Healthcare User Summit session, "Panel Discussion: Save Your Physicians Time with Menon Progress Notes," by Hall and Stacey Clark from Wake Forest Baptist.

OSF IMPLEMENTS SPECIALIZED GRAPH FOR CRITICAL INFANT ASSESSMENT

A picture is worth a thousand words. For busy physicians, a simple graph can make a big difference in how quickly they can assess a patient's condition. At OSF HealthCare, based in Peoria, Ill., pediatric physicians use an online Bhutani Curve graph of infant bilirubin levels to assess this critical risk factor.



In the critical first days of an infant's life, physicians use the Bhutani curve to monitor bilirubin levels against the infant's age in hours. Rather than plot this graph manually, this sample screen shows how OSF physicians get it online.

The *Bilirubin Graph* grew out of a conversation between OSF physicians and The Menon Group last summer during the GE Healthcare CIO-PAG Forum. The two organizations decided to collaborate on this specific application of a general capability to plot data from the electronic record on a specialized graph format. The *Bilirubin Graph* application was developed to pull key data, such as lab values, from Centricity Enterprise (Carecast version) and plot it on an electronic version of the Bhutani curve.

The *Bilirubin Graph* went live in February of this year. As David Hall, MD, OSF physician informatics specialist, explains, "Our standard of care at OSF is to use the Bhutani curve. Before, physicians had to plot the data on the curve manually. Now, it's plotted automatically directly from the data in the patient's record, and physicians can access it from anywhere they can access Centricity Enterprise. All of our pediatricians and family physicians – more than 150 providers – use it, and it has been extremely well received."

To learn more, attend Hall's GE Healthcare User Summit session, "Special Applications for Physicians: Bilirubin Curve."

NEED TO PRINT CENTRICITY ENTERPRISE RECORDS? INTRODUCING PRINT THE RECORD

The Menon Group, Inc. introduces the new *Print The Record*™ application, which lets customers extract patient information for a specific patient account and format it as an easy-to-use PDF file.

Print The Record went into production at a customer site in early June. Designed in conjunction with the customer and GE Healthcare, the application provides the following features:

- **PULL PATIENT RECORDS DIRECTLY FROM CENTRICITY ENTERPRISE:** *Print The Record* extracts patient information directly from the Centricity Enterprise record, including the use of aggregates for sections such as flow sheet assessments. It's compatible with all Centricity Enterprise (Carecast/LastWord) versions.
- **ORGANIZE PATIENT DATA FOR EASY READING:** *Print The Record* organizes information into logical sections,



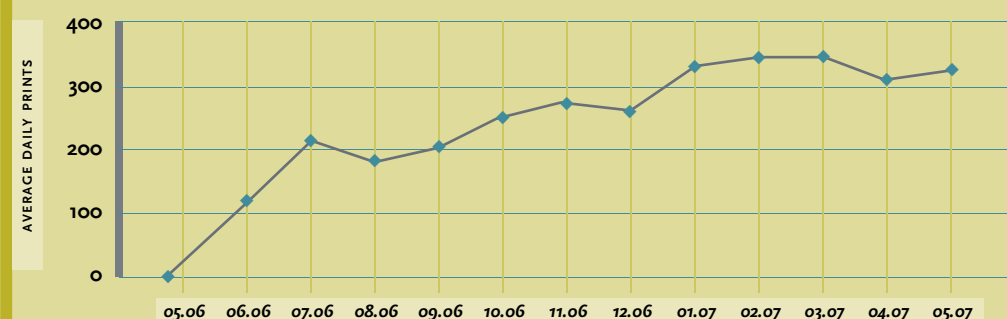
such as Demographics, Accounts, and Labs, in reverse chronological order.

- **CONVERT TO PDF:** *Print The Record* formats the record using flexible formatting features in Internet Explorer and converts the record to a PDF file.
- **USE STANDARD, UNIVERSAL PDF DOCUMENTS.** By converting the record to standard PDF format, *Print The Record* makes it easy to view a record online using Adobe® Reader, print it or send it to an imaging system.

SOAP PROGRESS NOTES ARE USED BY MORE THAN 800 OSF PHYSICIANS, RESIDENTS AND AHP'S

Physicians at OSF HealthCare use SOAP Progress Notes extensively, which not only saves them time but helps them write more accurate and complete notes.

FIRST YEAR USAGE OF SOAP PROGRESS NOTES BY OSF CLINICAL STAFF (MAY 2006 – MAY 2007)



HANDOFF COMMUNICATION

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notes, they decided upon a customized subset of the Progress Notes application, called *Nursing Handoff*.

Rolling out Nursing Handoff

“From the outset,” explains White, “we knew we didn’t want to recreate the medical record already contained in our Centricity Enterprise (Carecast version) system. We based our requirements on pulling data from our clinical system.”

The team developed specifications and requirements. *Nursing Handoff* gathers data from Centricity Enterprise and creates notes in SBAR format so they can be viewed online or printed. To make the notes easy to access, OSF uses quick-launch buttons and chart tabs on the Centricity Enterprise base screens.

Now that the application is available to all the OSF hospitals, nurses, physicians and other users are adopting it as part of their work flow. According to Kelly Anderson, OSF team lead for clinical development and clinical decision support, use of the application is growing steadily. Nearly 31,000 notes were produced in April, and that number surpassed 37,000 notes in May.

Cleaner Handoffs

Results are positive. One of the hospital patient safety officers reported, “[Our hospital] has implemented the *Nursing Handoff* tool in several departments now and staff loves it. They are using it for shift-to-shift, and they print it in CCC to accept transfers. It’s much faster, cleaner and more complete!”

Looking ahead, OSF is considering specialized notes for areas such as respiratory therapy and ICU. White concludes, “Overall, we like to think of ourselves as an innovative organization and this project is a good example of how working with The Menon Group has given us the opportunity to bring our ideas to life.”

“IT’S MUCH FASTER,
CLEANER AND MORE
COMPLETE!”

OSF HealthCare
Patient Safety Officer

Nursing Handoff went live in March 2007 in a pilot that included specific areas in four of OSF’s seven hospitals.



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Visit The Menon Group in Sponsor Fair Booth 213 at the GE Healthcare User Summit August 27-29 in Boston! Don’t miss educational sessions by customers about *Progress Notes*, *Nursing Handoff*, and the *Bilirubin Graph*.