

Implementation of a New Electronic Documentation System

The Problem

To achieve the highest level of health care quality and patient safety through the implementation of a new electronic multidisciplinary documentation system in the intensive care units. Educating five hundred clinicians on the new documentation system in a timely manner.

Aim/Goal

Over a nine month period, including a multi-month pilot, a new electronic medical record (EMR) was introduced to the nine critical care units in a rolling fashion replacing on older EMR in a seamless transition

The Team

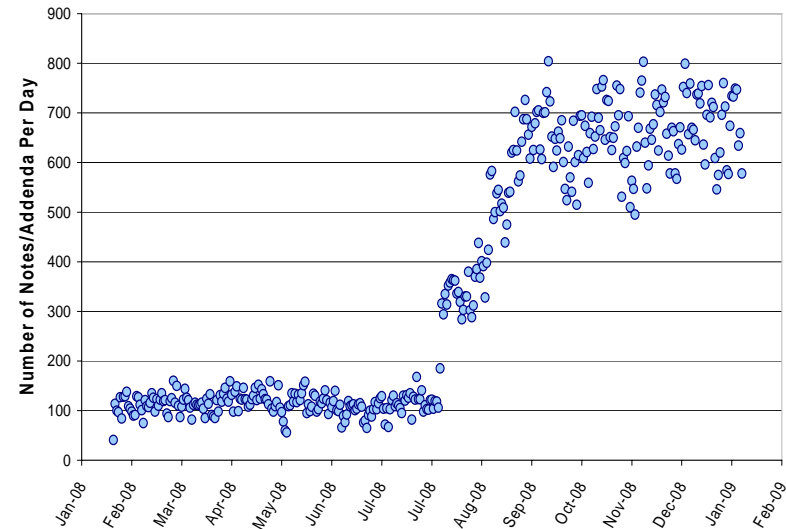
- Nurses and House Staff on Finard 4 involved in the Pilot
- Sharon O'Donoghue RN MS Barb Sheppard RN BS
- Rob Lombardo RN BS CCRN Deb Groh RN BS
- Danny Talmor MD MPH Pete Clardy MD
- Mike Howell MD MPH Woody Weiss MD
- Jeff Kemp Nancy Wilkinson RN BSN
- Critical Care Clinical Nurse Specialists Jane Foley RN MA
- Nurse Managers and Unit Based Educators in the ICUs
- Members of Critical Care Executive and Practice Committee
- Super Users from all units IS Staff

The Interventions

- Clinical Nurse Specialists and Unit Based Educators completed an eight hour class and competency
- Two Super Users chosen from each unit to become experts
- Super Users were given eight hours of training and a competency.
- Every RN completed a four hour tutorial and competency
- Every RN had a Super User assigned to them for a minimum of one twelve hour shift; more if requested
- Super Users covered 24/7 each unit for three weeks after Go-Live

The Results/Progress to Date

Electronic Clinical Documentation



Lessons Learned

- Face to Face discussions with all disciplines involved kept the project on track
- Support staff scheduling and ratio of Super-Users to staff to support work flow
- Inclusion of ancillary services to achieve an enhanced electronic medical record
- Technical support to optimize network to improve workflow

Next Steps

- Audit documentation
- Make recommendations for additions to database
- Format template notes for other services ex. Neurology, ID, and Renal



Beth Israel Deaconess
Medical Center



A teaching hospital of
Harvard Medical School

THE SILVERMAN INSTITUTE
For Healthcare Quality and Safety

For More Information Contact

S. O'Donoghue RN MS/sodonogh@BIDMC.harvard.edu
R.Lombardo RN BS/rlombar1@BIDMC.harvard.edu