Implementing a cPOE Order for Inpatient Infectious Diseases Consultation

The Problem
The ID division has recognized a lack of standard process for the communication of requests for inpatient consultation. This lack of a standard process leads to challenges in the communication of when consultation has been requested and the expected time frame for assessing the patient.

Aim/Goal
Our goal was to develop provider order entry programming for requesting inpatient ID consultation as well as a system for distributing and tracking consult requests. In structuring our system, we also prioritized creating a standard order that could be easily spread across clinical services in the future.

The Team
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The Interventions
- The design of the cPOE order for consultation began in 10/12 with serial meetings with the ID division leadership to gain agreement on transitioning to an electronic order system for consultation
- Programming for the cPOE system was added to the test system in 10/13 to allow for education and a trial of the new system
  - The cumbersome nature of reviewing the consult queue on a regular basis was identified and raised concern for the potential delay in the notification of new consult request for ID providers
- In 9/14 the function of automatic paging of each new consult request was added to the cPOE programming
- The cPOE consult order went live for all providers in 11/14

The Results/Progress to Date
Representative images from the cPOE test system are shown below:

ID Consult Order:

ID Consult Queue:

Lessons Learned
Implementation of a cPOE order has led to standard process for placing an ID consult request. Specifically, it has created a structure for standard written documentation of the reason for consultation, attending of record, level of urgency and date/time of consult request.

Next Steps/What Should Happen Next
- Our goal is to spread this programming across additional consult services
- Continued upgrades to the user interface to provide closed-loop communication of the processing of consult requests

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