

Case Study: Compliance Issues within a Medical Surgical Unit

I. Description

A Los Angeles area hospital was faced with poor service levels, excess paperwork, and compliance issues from the misrouting of loose forms. A Medical/Surgical Nursing Unit was piloted for developing its Healthcare Information Management System (HIMS/IDX) tools for a more automated, one point of contact setup.

II. Key Findings

- No centralized location of the patient chart information.
- Some information/paper sources were outdated or inconsistent.
- Doctors, Nurses, Therapist, etc. were having difficulty accessing the charts (forms/paper) in a timely manner.
- High % of order delays caused by current process setup.
- Upon patient discharge/transfers, a high % of charts were identified as incomplete, causing increase in the billing cycle.
- No central source for all skilled staff orders (pending/current/historical) to identify workload at the beginning of the shift.

III. Methodology and the Road to Success

- Eliminate the “Kardex” and other redundant paperwork – some of which was automated in LINC.
- Established a Nursing team to be the central point for IDX updates.
- Developed Skilled Staff Reports and Work lists for shiftily review which summarized the tasks required for each patient.
- Setup a concurrent review and feedback loop process for identifying incomplete charts prior to the hand-off point.
- Deduced the patient chart locations from 5 to 3 (centralize it to one point with e-medical records) by automating the documents.
- Identified wireless devices for remote patient chart access (bedside charting).
- Incorporated flagging system for new orders and educated the doctors and secretaries reducing order entry delays.

IV. Results Achieved

- Automated critical tasks and order entry into IDX, installed wireless devices and moved to one source for patient information (LINC and chart).
- Reduced redundancies and errors for orders and daily patient tasks.



- Increased visibility of the stages of each chart (new order, processed, new patient, etc.).
- Realized over \$500K in savings.

**Specific project results are proprietary. For more information regarding this case study or to request an introductory meeting, email us at info@tefen.com.*