1st National Nursing Informatics Conference 2005 Proceedings
Nurses & Informatics: Transforming Healthcare
Sept 14 – 16th, 2005 – University of Toronto, Ontario

CONCURRENT SESSIONS THEME 1: Informatics Innovations in Nursing Practice

Regional Emergency department information tracking system (REDIS)

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ABSTRACT

The Regional Emergency Department Information Tracking System (REDIS) software was implemented in the four Calgary Health Region Emergency Departments in 2001- 02 and expanded to SCHC Urgent Care Centre in 2004.

Improvements to Clinical Care Delivery include:

- "At a glance" status summary for every patient/location in the ED. This streamlines communication and saves steps/time thus allowing ED staff more time for patient care.
- Electronic whiteboard contributes to reduced patient wait times from one segment of the ED stay to the next (e.g. automated lab results supports prompt clinical decision making).
- Real time data are available to quickly/objectively determine if criteria have been met to call in the on-call physician.
- Data is used to assist in identifying bottlenecks in patient flow and to adjust ED staffing/practices.
- Comparing indicator data between ED sites has helped to identify best practices.

Patient Safety has been impacted as follows:

- The potential for waiting room patients to be missed has been eliminated now that an electronic triage record is created.
- Downtime procedures are in place to support scheduled and unscheduled system/network outages. An automated census file is nearing implementation.
- Accurate patient identity is consistently monitored and followed up with admitting.

The impact on Patient Outcomes has been:

- The focus of REDIS has been to support patient flow and business practices in the ED. Outcome matrix is currently being explored with a view to enhance current functionality.

ABOUT THE AUTHORS

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Kim Jessen, RN is the Clinical Information System Coordinator for Calgary's Regional Emergency Department Information System (REDIS). He has been involved in all five (5) site implementations of REDIS since October 2001. He is also the Client Manager for a new project involving on-line clinical documentation for the Emergency and Urgent Care settings in Calgary. He has 18 years of Emergency nursing experience.

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Sharleen Luzny, RN is a Clinical Information System Coordinator for Calgary's Regional Emergency Department Information System (REDIS). Her role with REDIS has involved development, testing, implementation, and support since May 2002. At present she is also member of the project team for the Emergency/UCC on-line clinical documentation project and working casual as an emergency RN. She has 14 years of Emergency nursing experience.