Nurses & Informatics: Transforming Healthcare Conference

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Innovative Informatics Solutions in the Emergency Room

When the Information Highway meets the Crash

Cart



Guiding Principles

Keep it simple

Know your business



Keep it Simple



Minimal Typing Computer Literacy ■Age of Users Dynamic and chaotic environment ■Time Constraints Access Points



Know your Business What are the Issues?

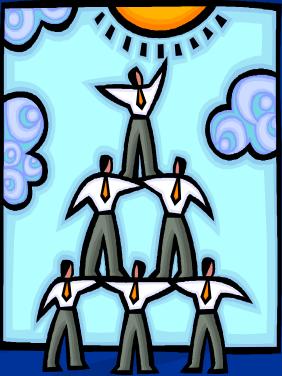
- 4 unique emergency departments
- Attain emergency department standards of care
- Increased patient complexity, acuity, and LQS
 Decreased throughput = Increased wait times

Heightened risk for adverse outcomes

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What were our goals?

Introduce an EHR that would: Improve standard of care Improve throughput ■Improve client satisfaction Improve efficiencies



What did we Implement? Electronic triage and tracking

Or.... In the words of nurses "Computers"!!



A Computer in the Exam Room?

"That it will ever come into general use, notwithstanding its value, is extremely doubtful because its beneficial application requires much time and gives a good bit of trouble, both to the patient and to the practitioner because its hue and character are foreign and opposed to all our habits and associations."

> from <u>The London Times</u> in 1834 Commenting on ... the "stethoscope"

Cutting Edge Solutions

Acuity Reassessment Timers Secure Acuity Enhanced communication Incorporation of alerts Mental Health Innovation Point in Time Reporting

Acuity Reassessment Timers

Based on Canadian Triage Acuity Scale

5 categories

Level	Color	Acuity	Timer
1		Resuscitative	Immediate
2		Emergent	Carchinutes
3		Urgent	30 minutes
4		Less Urgent	60 minutes
5		Non Urgent	120 minutes

Waiting Room Reassessment Timers

VGH A	ll Beds	V-Reg	V-Waiting Rm	V-Trauma	V-Area A	V-Area B	V-Area (V-Area 2	V- Nurse Assess	V-MD Assess	V-Await Admit	V-In Pt	V-Ckout	V-Provider
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Secure Acuity

Victims of violence

 Gang, Domestic, Sexual Assault, Child Abuse

High profile public figures

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Enhanced Communication

ARO/Violence Alerts

Involuntary status

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Medical Record Numbe 997/889	Last Name Rubble	First Name Betty
Fender	Birth Date 28-Feb-1939	Age 66Y
ALERTS!		
DISEASE ALERT		
MRSA-ARO		
PROCESS ALERT		
-INCOUNTER INFORMATION-		
Encounter Type	Arrive Date	Arrive Time
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	Gender:Female	Аде:66 у	/ears	LOC:KZ; ZU
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	Pacemaker? : Disease Alert :		MRSA-ARO	\rightarrow

"At a Glance" Patient and Departmental Status

Transparency cross-site Admitted patient volume Departmental acuity Diagnostics Nursing and physician tasks Occupancy

All Beds View

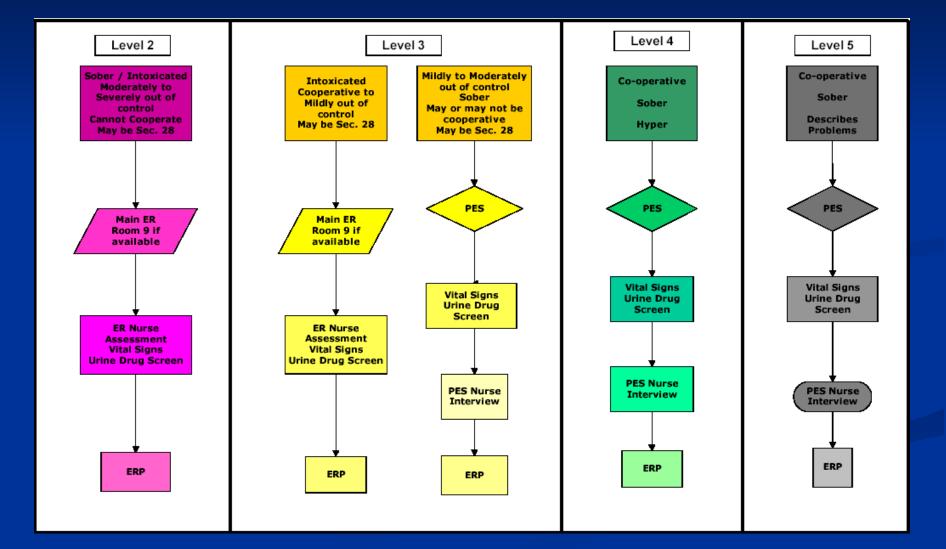
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Mental Health Innovations

Opened psychiatric emergency service 2004

 Psychiatric specific encounters
 Mental health and emergency partnerships that provide a framework for care and supports best provide initiatives

Psychiatric Triage Protocols



Psychiatric Emergency Service

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Reporting

Point in time Infection control Critical incident follow up Client Relations Staff exposure



Bouquet

We would like to take this opportunity to thank all of our colleagues for their involvement and dedication to this project...

Coming together is a beginning, staying together is progress, and working together is success –Henry Ford

Questions???

Thank-you!