Nurses & Informatics: Transforming Healthcare Conference

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Designing New Clinical Systems: Innovative Approaches to Support Practice





Hospital for Sick Children, Toronto

300 bed Paediatric Academic Health Science Centre

Inpatient Visits 14,000

Ambulatory Visits 290,000

Surgical Procedures 12,000

Average Daily Census 270

Patient Days 97,000

ALOS 7 days

Staff 5500





Main Clinical Application - Kidcom

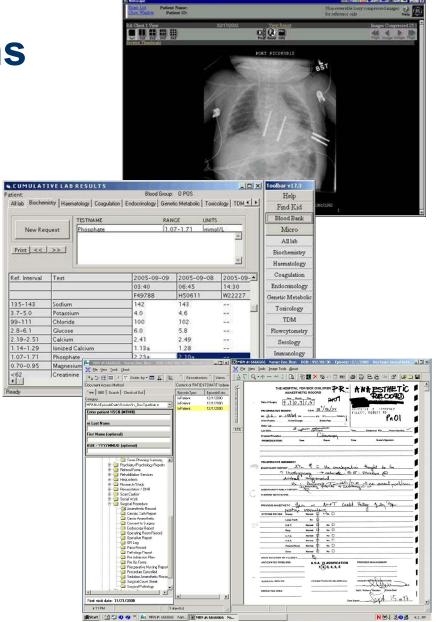
- Inpatient areas
 - ADT (1992)
 - Order Entry
 - MAR
 - Patient Summaries
 - Results Retrieval
- Outpatient areas
 - ADT (1992)
 - Results Retrieval
 - Lab Order Entry (in some outpatient areas)





Supporting Applications

- Toolbar lab results
- PACS
- EPC image of paper chart
- Transcription/E-Signature
- Schedule Book
- Specialty-specific databases
- Data Warehouse





Why Change?

- Designed in 1970's and installed in 1992
- Efficient but outdated technology
- Continuing enhancements require complex programming

 Cannot handle "intelligent" orders or documentation

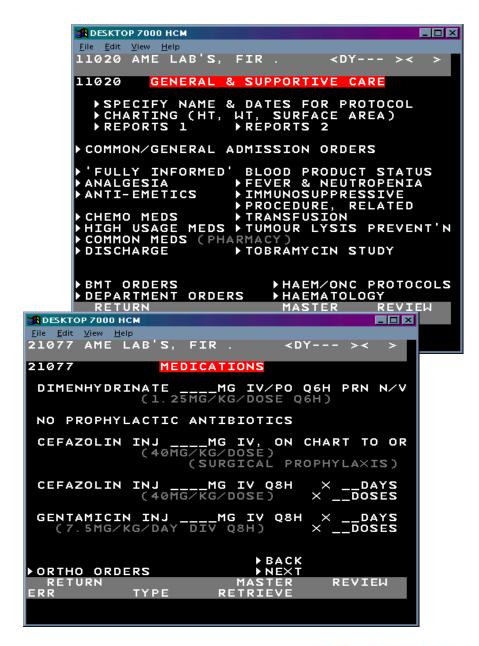






Why Change? cont'd

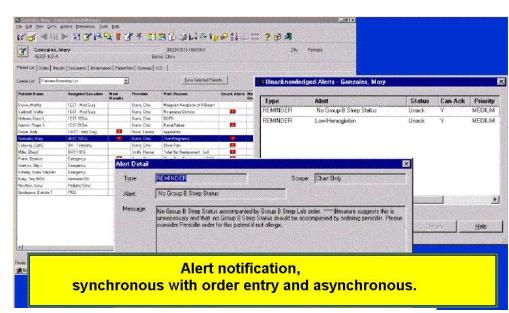
- Clinician Order entry not designed for ambulatory care areas
- Too cumbersome for use in three high acuity areas
 - NICU, CCU, Emergency



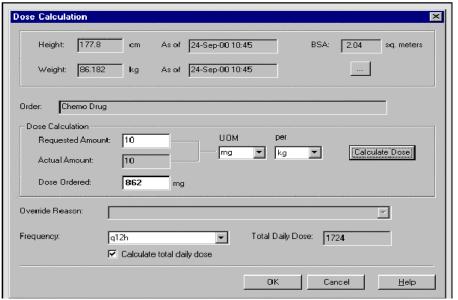


EPR Requirements

- Modern user interface
- Knowledge based orders
- Extension to ambulatory
- Full integration with other systems
 - Shared patient context
- Ability to integrate existing Kidcom data



Dose Calculation Dialog Box





Staff Engagement and

Communication

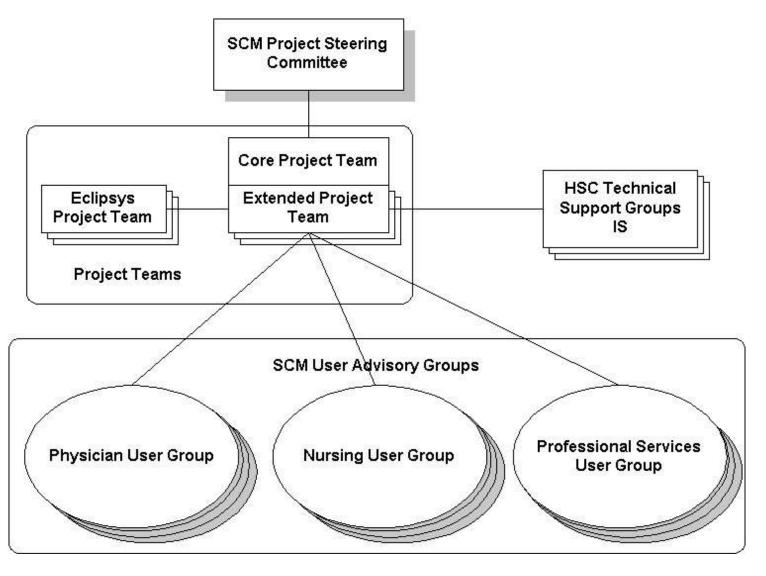


Staff Engagement and Communication

- Involvement in decision-making
- "Making SCM ours"
- Access to information



Engaging Staff: Decision-Making



Engaging Staff: "Making SCM Ours"

"Name the System Contest"

KidChart CliniKid

K.I.D.S. KidLink

S.K.I.P. SmartChart

K.I.S. InfoChild

EChild InfoKid

C.A.R.E.





Engaging Staff: "Making SCM Ours"

"KidCare Logo Contest"



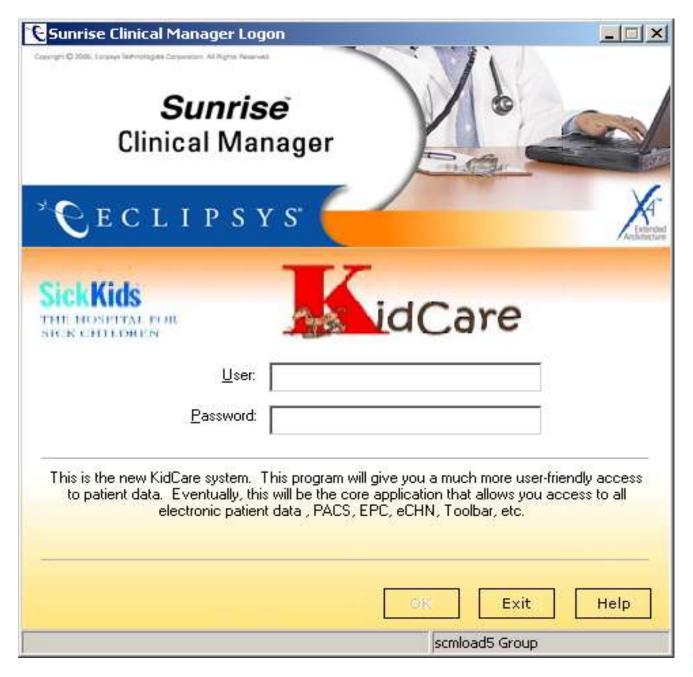
















The rest of the news - Microsoft Internet Explorer provided by HSC

your department's administrative assistant, or sent to the clinical systems educator via inter-departmental mail. The clinical systems education team will use the data collected to aid in planning the appropriate basic computer skills training classes in preparation for SCM. These classes will be offered before training on the new system begins to ensure that staff are able to use the new system effectively. If you have any questions or concerns contact the clinical systems educators via e-mail at clinical systems training @sickkids.ca or call 5462.

New name for SCM

The SCM Project Team and the SCM Steering Committee are looking for a name for SCM, the new KIDCOM replacement. The goal is to find a name that everyone will relate to, as staff currently do with KIDCOM. The name should reflect the system's role, and should not be long or difficult to pronounce. To submit your idea, go to the SCM Web site or contact Helen Edwards via e-mail or at 8302 with your name, idea, and how you can be reached. Deadline for submissions is October 10. Members of the SCM Project Team will review all submissions and the SCM Steering Committee will make the final selection. The winner will receive a gift certificate from Best Buy.

Join the Terry Fox Run Corporate Challenge

You are asked to join the hospital's efforts to raise funds for cancer research through the 2003 Terry Fox Corporate Challenge, part of the 23rd annual Terry Fox Run on Sunday September 14. For participants, there are two ways of collecting pledges. To register as an HSC participant for online pledging, visit the

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Links

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Practice and Process Review

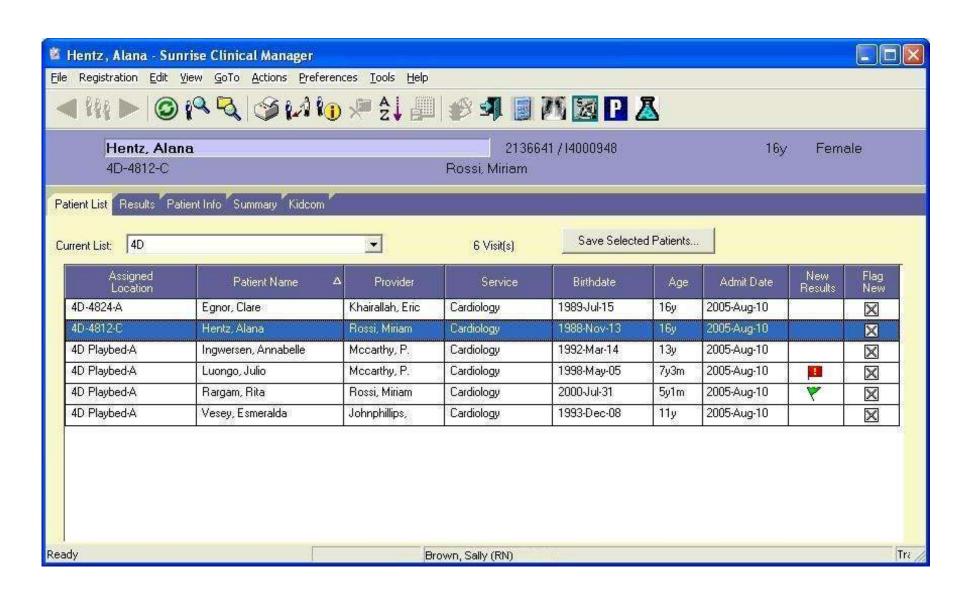




Why review Practices and Processes?

"Old" system limitations

- Changes in processes not captured over the years
- Supporting and reflecting current, evidence based practice





<u>SCM Questionnaire – Urinary Catheters/Tubes; Surgical Tubes/Drains and Enteral Tubes</u>

Dear

Work is well underway in developing the screens and functions for SCM. We need your help in determining what is required on some of the new ordering screens to ensure that current practice is reflected. Your area has been chosen because of your knowledge/skill in providing care to patients with catheters, tubes or drains in place.

Please review each screen and provide input for those questions with which you have experience. Physicians will also be asked to provide input about current practices.

You can provide input in at least two ways:

Detach the word document and type your responses beside each question, indicating N/A if you cannot answer for that particular question. Return it to me via an enclosure in e-mail, or as a print-off via HSC mail, addressed to Helen Edwards, Room #4103C. Print off the document and write your answers in. Put it in the HSC mail addressed to Helen Edwards, rm #4103C.

My thinking is that the area's expertise plays out as follows, but please provide input into anything you are comfortable with:

8C – urinary catheters/tubes, surgical tubes/drains

6A – urinary catheters/tubes, surgical tubes/drains, enteral tubes

5A/B - surgical tubes/drains

7B/C/D – enteral tubes, surgical tubes/drains (for chest tubes)

4D – surgical tubes/drains

On the SCM screens, we are tentatively planning to divide catheter/tube/drain associated orders into:

- Urinary Catheters/Tubes
- Surgical Tubes/Drains
- Enteral Tubes

For each of the questions below, indicate whether the items on the screen still reflect current practice by providing input for each of the questions. If you want to provide additional input about practice related to these topics just add it in after the question responses.



1. Urinary Catheters/Tubes

1a) Indicate which of the following **urinary** catheters/tubes are still used.

Urology Catheters and Tubes	Yes	No	N/A
Red Rubber			
Mentor			
Foley			
Tiemann			
Coude			
Malecot			
Depezzar			
Feeding Tube			
Mushroom			

List any other types of Urology Catheters and Tubes you use that are not mentioned above: _____

1b) Indicate if there are any changes required to the sizes for **urinary catheters/tubes**.

Urology Catheters and Tubes sizes	Yes	No	N/A
#3			
#5			
#8			
#10			
#12			
#14			
#16			
#18			
#20			
#22			
#24			
#26			
#28			
#30			
#32			

List any	other sizes of Urology Catheters and Tube
vou use	that are not mentioned above:



1c) Indicate if there are any changes required to the location options for **urinary catheters/tubes**.

Urology Catheters and Tubes Locations	Yes	No	N/A
Urethral			
Perineal			
Suprapubic			
Nephrostomy			
Ureteral			

List any other locations of Urology Catheters and Tubes you use that are not mentioned above:

1d) Indicate if there are any changes required to the uses listed below for **urinary catheters/tubes**.

Urology Catheters and Tubes uses	Yes	No	N/A
Catheter to be used for indwelling			
Catheter to be used for once only			
Catheter to be used for intermittent clean (CIC)			
Catheter to be used for intermittent sterile			

List any other uses of Urology Catheters and Tubes that are not mentioned above:



2. Surgical Tubes/Drains and Enteral Tubes2a) Indicate which surgical tubes/drains and enteral tubes are still used.

Phrase	Yes	No	N/A
Inflate and Clamp Gastric Balloon with cc air			
Inflate and Clamp Gastric Balloon to a pressure of MM HG			
Inflate and Clamp Oesophageal Balloon with cc air			
Inflate and Clamp Oesophageal Balloon to a pressure of MM HG			
Deflate Gastric Balloon			
Deflate Oesophageal Balloon			
Deflate both Balloons			
Deflate if no Bleeding forhrs			
Check Balloon Pressure Q1H			

2b) The following are phrases on Kidcom for **Blakemore Tubes**; indicate which ones are used:

Types of Tubes, Drains and Enteral Tubes	Yes	No	N/A
Blakemore Tube			
Chest Tube			
Hemovac Drain			
Jackson-Pratt Drain			
Penrose Drain			
T-tube			
Nasogastric Tube			
Gastrostomy			
Jejunostomy			
lleostomy			
Colostomy			

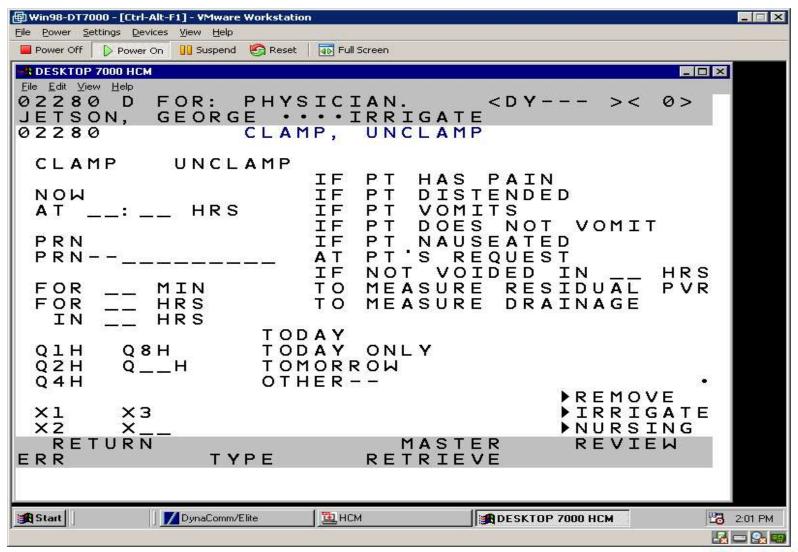
Indicate if any additional tubes/drains should be added to the list for:

- Surgical Tubes/Drains
- Enteral Tubes

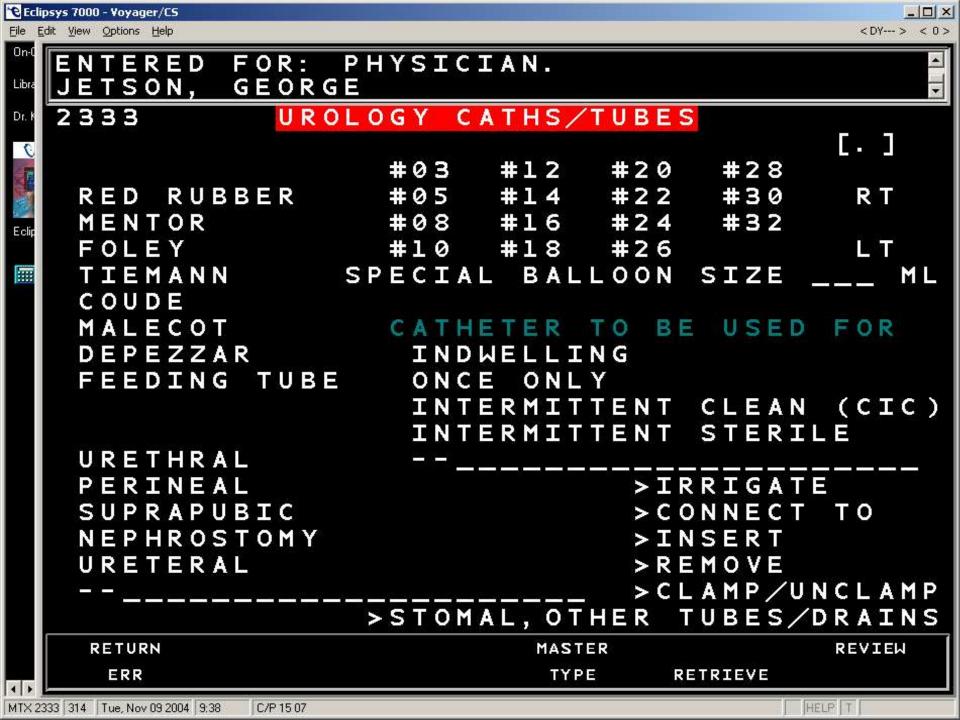
List any other phrases that are not mentioned above: _____

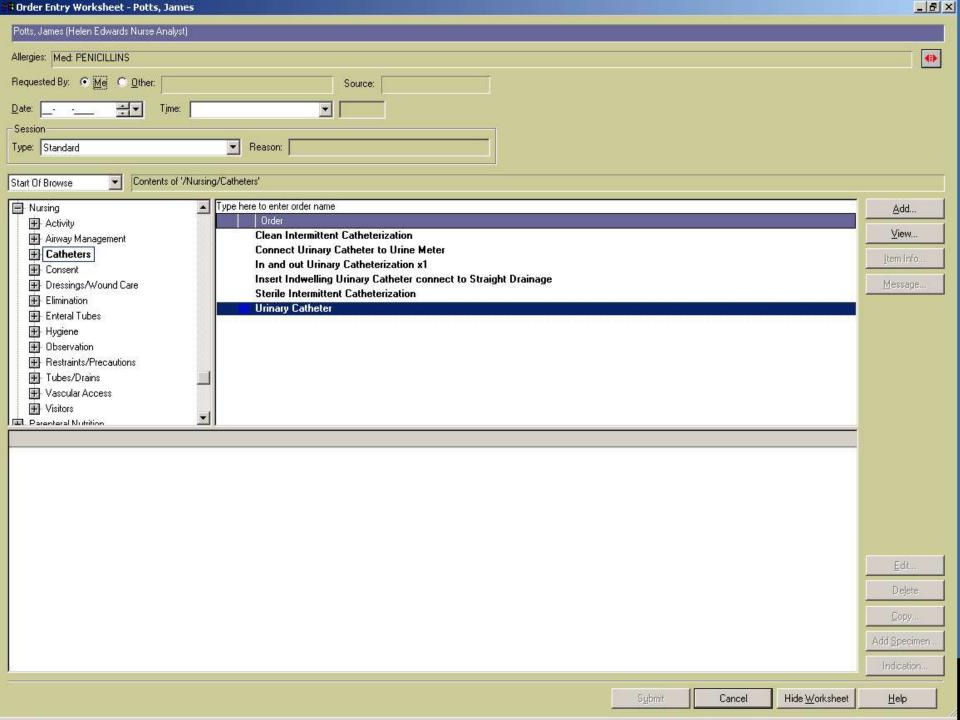


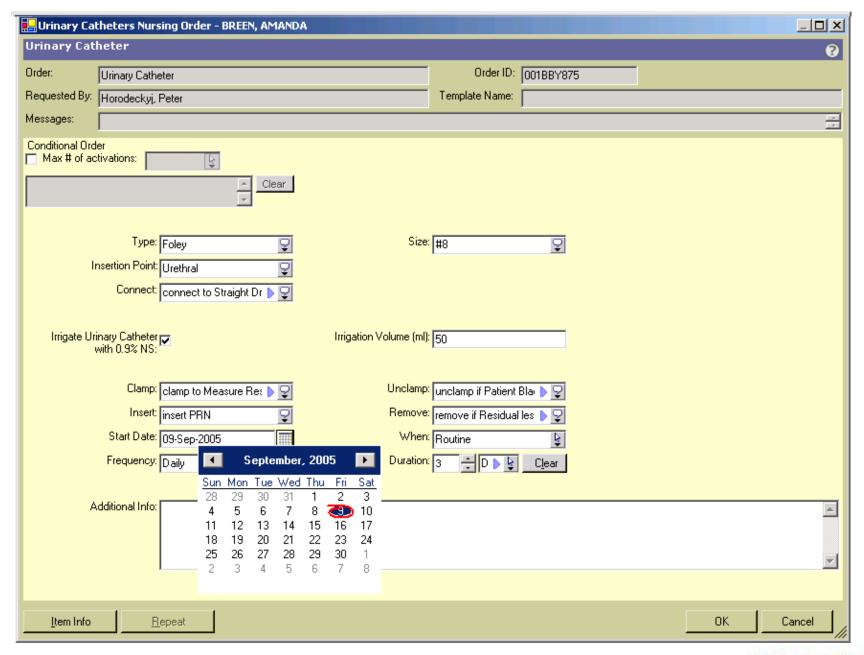
- 3. Indicate if any changes in **clamp/unclamp** actions are required for:
- Urinary Catheters/Tubes
- Surgical Tubes/Drains
- Enteral Tubes





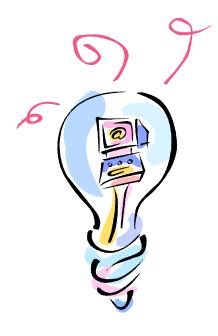






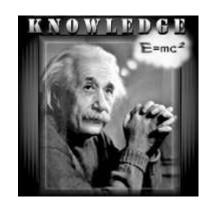


An Emerging Perspective ...





Opportunity for New Ideas



Lara Varpio - PhD Candidate,

PhD Candidate, University of Waterloo, Department of English
PhD Fellow, Wilson Center for Research in Education, University of Toronto, Faculty
of Medicine

PhD Fellow, Health Care, Technology and Place, University of Toronto, CIHR Strategic Initiative

Electronic Patient Records:

"The Impact of Media and Interface Design on Medical Professionals' Practices"



Background: Gaps in Research

 Importance of physical context (in situ research)

 Importance of interface context (i.e. design)





Central Research Questions

- What are some of the ways in which an EPR can have impact on the daily practices of professionals?
- How does user-interface design influence the practices of healthcare professionals when this technology is studied within the context of the EPR's setting of use?



Research Design and Methodology

Observations:

- Non-participant observations of daily interactions with records
- Began with descriptive observations then moved into more focused observations

• Interviews:

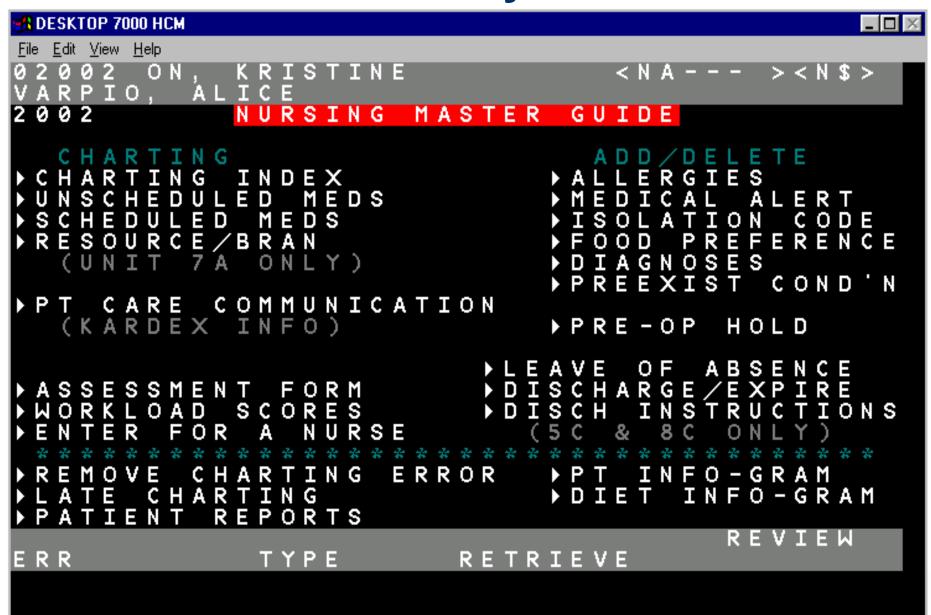
- Semi-structured interviews, primarily with open-ended questions
- Informal interviews during observations

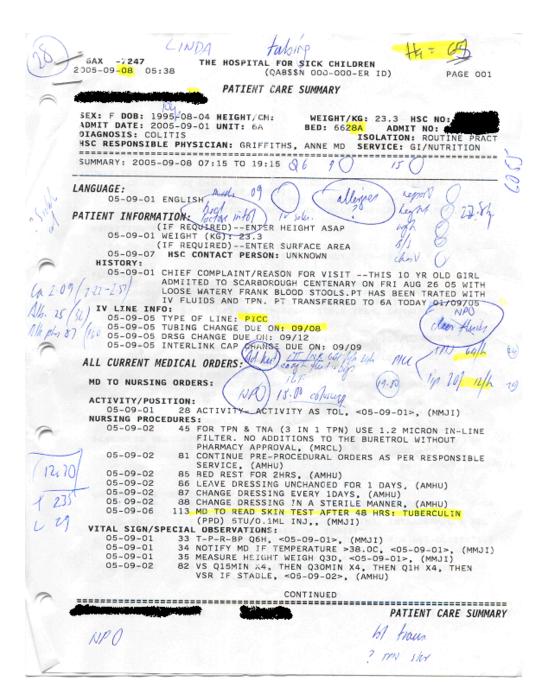
Rhetorical Analysis

Textual and Visual analysis of patient records



Textual and Visual Analysis:





Patient Care Summary



TASK SHEET

	RN:	DATE:	
	Name:	Name:	Name:
	Weight: 49.8 Kg	Weight: Quikg	Weight: ≲6.2 Kg
-	Age: ylo	Age:	Age: ,410
	DX: UTI	DX: 1 creat.	DX: HSP & Knee pain
	Service: PAHOT	Service: Nephro.	Service: Rhemu
*	Rm #: 11	Rm #: 49	Rm #: 47.
		S, Hand over, pagers, safety checks, c	
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	17	17	17
	18	18	18 Med9 (Po)
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"Workaround"



Summary ...

Designing New Clinical Systems: Innovative Approaches to Support Practice





Your Turn is



