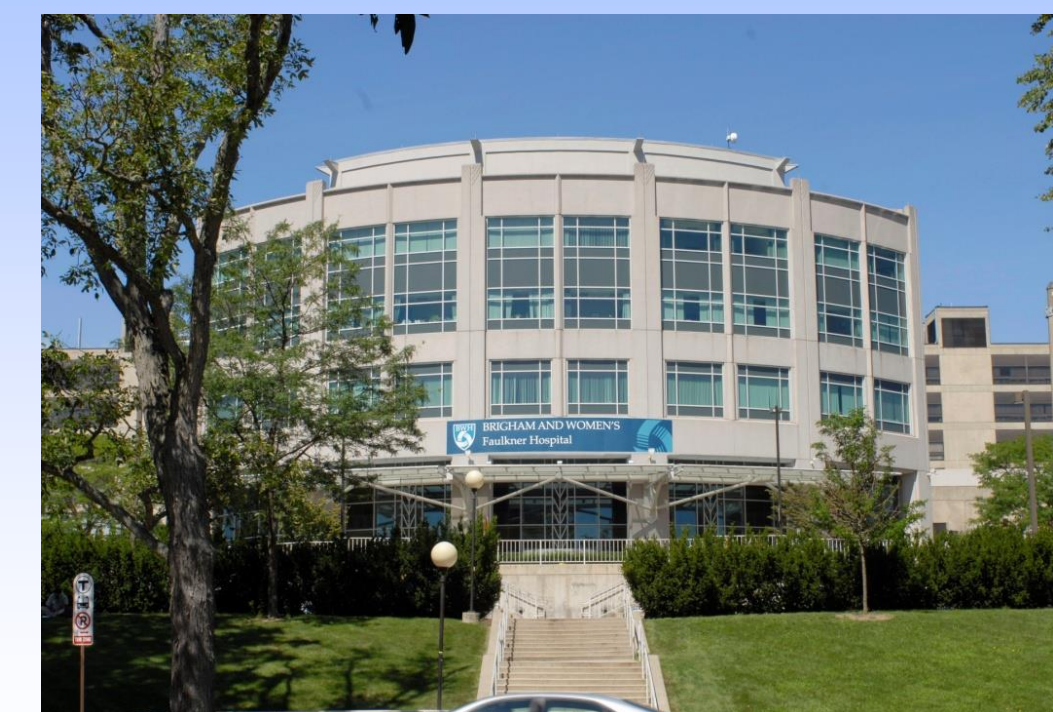


Using Rapid Cycle Testing to Change Practice



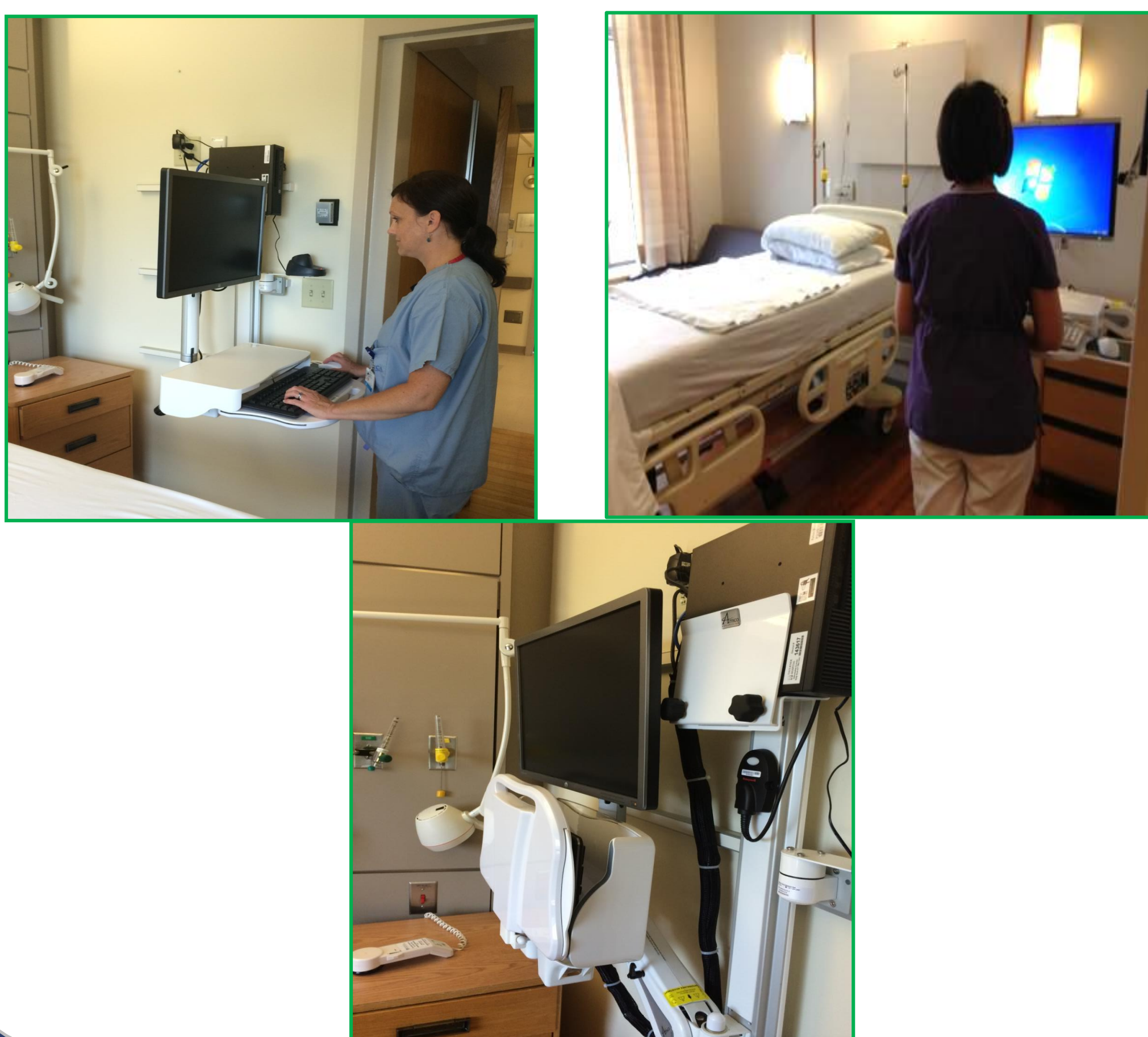
Background

- Planned implementation of a new system-wide electronic health care record (Partner's eCare) required the installation of computers in every patient room to facilitate 'just-in-time' documentation of care.
- Staff previously used Workstations on Wheels (WOW's) to document care in batch format at different times during a shift.
- Successful implementation required patient support and staff buy-in.

Project Goal

To enable staff to complete documentation for patient care and medication administration during the first four hours of a shift.

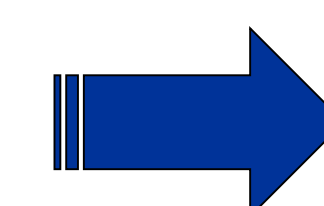
In-Room Devices



PLAN-DO-STUDY-ACT

PLAN

- Engage nursing staff from inpatient and outpatient areas
- Staff to begin using in-room device
- Utilized small, rapid cycle tests
- Staff identified issues encountered
- Staff developed resolutions during unit council meetings and implemented in the next test cycle



DO

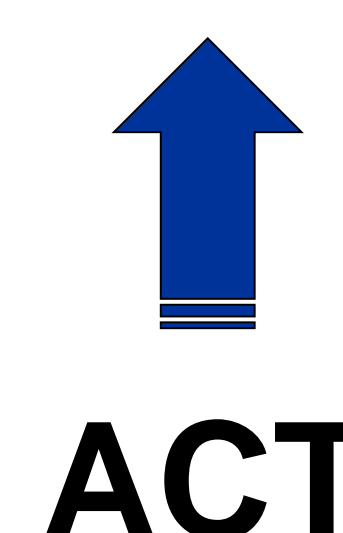
All staff will utilize 'just in time' documentation beginning 5/30/15.



STUDY

Testing Cycles:

- September 2014 to February 2015: 130 inpatient rooms
- February 2015-April 2105: Two outpatient areas.
- Each cycle lasted three days and then another staff member was added.
- Staff were asked to record the time they finished their shift assessment and med pass.



ACT

- 30 staff members completed PDSA cycle during a 2 month period on the first unit.
- Issues were identified and reviewed.
- Solutions developed and then added to next cycle.
- 17 staff completed the just in time documentation timing sheet.
- Average completion time 9:30 am and 1:00 pm for a 4 patient assignment.
- Patients completed a survey to assess satisfaction with just in time documentation.

Patient Satisfaction

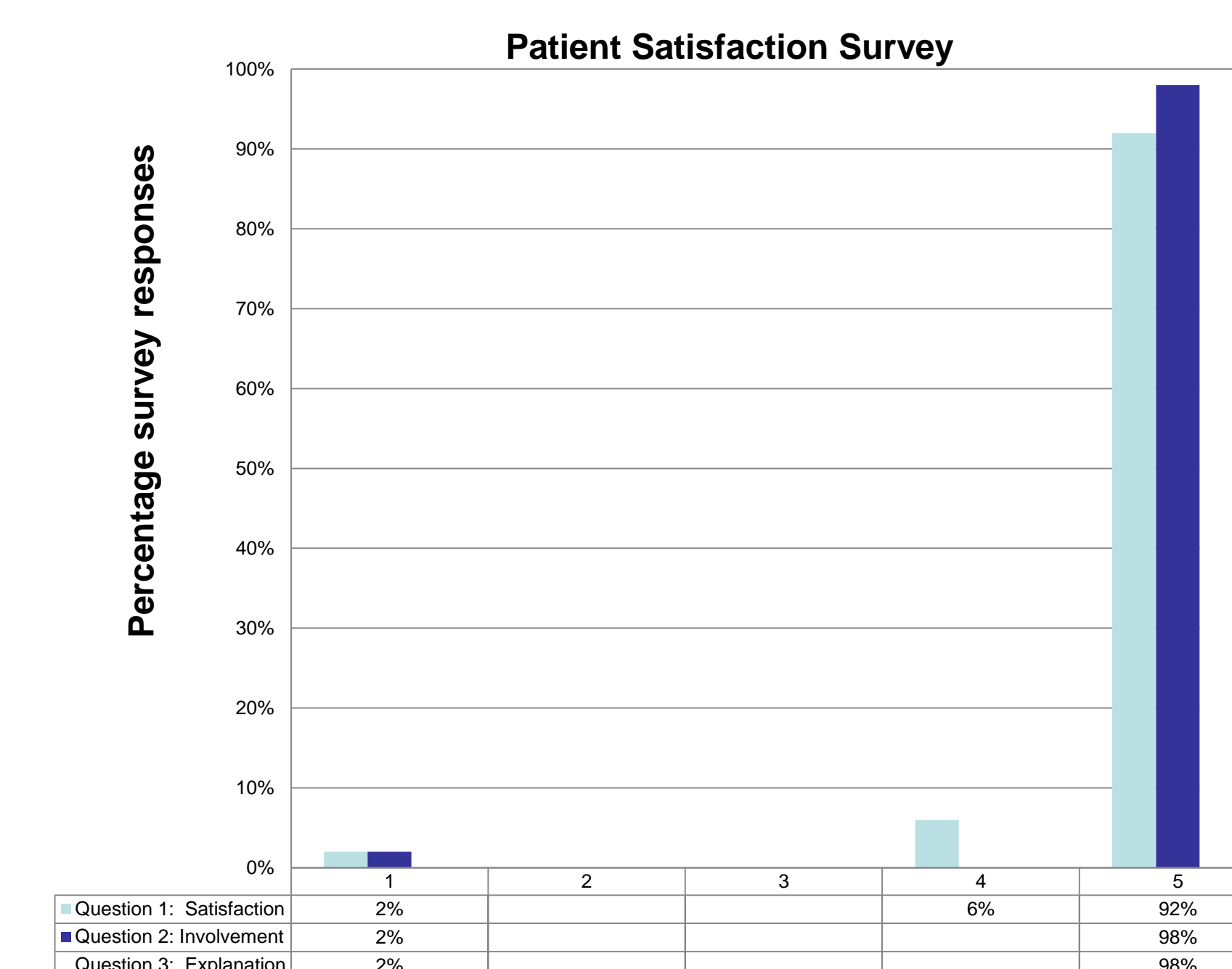
JUST IN TIME DOCUMENTATION PILOT PATIENT SATISFACTION SURVEY

On a scale of 1 to 5, with 1 being very dissatisfied and 5 being very satisfied, please rate your interaction with the nurse while he/she was completing your documentation in the room.

Very dissatisfied Neutral Very Satisfied
1 2 3 4 5

- Did you feel involved in your care as the staff was documenting your progress?
- Was the information clearly explained to you as the nurse was documenting?
- Do you have any additional comments?

Patient Survey Results



Conclusions

- Rapid cycle testing implemented successfully.
- Staff engagement: single most effective measure to ensure success.
- Patient surveys: During the pilot phase over 95% of patients reported positive nurse - patient interactions with the use of in-room devices.