

Automating does not always mean better: Nursing Care Plans revisited

The Problem

Review of data from documentation audits showed that Care Plans continued to score low for individualization and updating. We found that the on-line Care Plans available in the Initial Patient Assessment and the Nursing Kardex were not being individualized or updated as patients nursing needs changed. The list of interventions was long and cumbersome, and using the Kardex to update the care plans did not match the RN's workflow.

Aim/Goal

The goal of the project was to provide nurses the ability to identify and document patient problems, outcomes and interventions based on standards of care. In addition, we wanted this to be part of the current admission workflow with the IPA and the daily documentation workflow. The goal did not change, but we realized the method we were using needed to change in order to meet our regulatory requirements.

The Team

- Tricia Bourie, RN, MS
- Kim Sulmonte, RN, MHA
- LEAN Documentation Team

The Interventions

- LEAN event in February/March 2011 reviewed all daily documentation
- Team decision to incorporate care planning into daily note
- Pilot of new note on (7) inpatient med/surg and OB units
- Problems selected based on frequency of use
- Outcomes and interventions reviewed for language and standard practice
- Thirteen problems included in daily note and three blank areas for patient defined problems
- Revised note piloted and feedback overwhelmingly positive.
- Automated care plans remain a part of the on-line Initial Patient Assessment

Results/Progress to Date

Nursing Note: Plan of Care

The image shows two versions of a nursing note. The left one is a '24 Hour Plan' with sections for Knowledge Deficit, Activity Intolerance, Bowel Elimination, and Fall Risk. The right one is a 'Nursing Note: Plan of Care' with sections for Skin Integrity, Nutrition, Pain, and Fluid Balance. Both notes include checkboxes for 'Actual' or 'Potential' status and 'Revised' dates.

- Revised note presented to Medical Records Forms Committee and approved.
- Implementation of Nursing Note - February 14, 2012

Lessons Learned

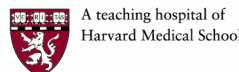
- Automating documentation does not always improve practice and adherence to regulatory requirements.
- Documentation needs to fit into the workflow and systems of the nurses

Next Steps/What Should Happen Next

- Ensure smooth transition with introduction of the new Daily Nursing Note
- Continued review and revision of existing standard problems



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