

Streamlining Documentation at the Arnold Pain Management Center

The Problem

- Noncompliance with Joint Commission requirements for documentation for procedures done at the Arnold Pain Management Center.
- Recognized after an audit of our procedure notes.
- Delay in forwarding of procedure notes leading to accumulation of unsigned notes and delinquency.
- Duplicate documentation on paper and electronically leading to less time spent on patient care.
- Impacted our efficiency and patient centeredness.
- Before the intervention we had 70% compliance with the 7 elements of documentation and all procedure encounters were documented in duplicate.

Aim/Goal

100% compliance with Joint Commission requirements for documentation, and to eliminate duplicate documentation for procedure records.

The Team

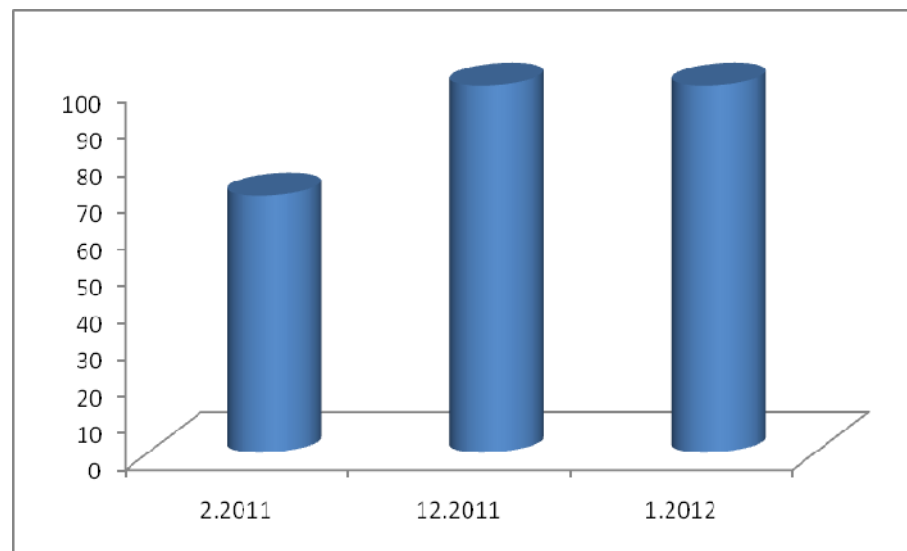
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The Interventions

- Developed standard templates for use as macros for the online medical record system.
- Developed a consensus within the pain management group as to the outline and content of the templates.
- Included all seven elements as essential requisites of the template.
- The goal was to start template based documentation in electronic format while continuing paper record to ensure compliance while changes were being implemented.

The Results/Progress to Date

We have had 100% compliance with the requirements of the Joint Commission. The paper record has been eliminated with sole use of electronic documentation for procedures. This was achieved at no financial cost.



Lessons Learned

The electronic template based system can provide 100% compliance; however the quality of the notes is limited by the user input and the abilities of the electronic medical record system.

Next Steps/What Should Happen Next

- Continue to audit our compliance.
- Attempt to develop electronic alerts for missing dictations and enforcing 100% forwarding of the note for co-signature by the supervising staff.
- Continued education highlighting importance of operator input into a template based note.
- Develop templates with figures to be able to document specific procedures.



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