

Leveraging Technology in the Emergency Department to Optimize Utilization of Clinical Pathways & Order Sets

The Problem

Clinical pathways are utilized in the emergency department to assist providers in making evidence based, goal oriented plans of care for specific patient populations. Compliance in use of clinical pathways by front line staff is often inconsistent and provider dependent. There are a number of factors that can be attributed to poor compliance: patient screening criteria; accessibility of protocols and guidelines; knowledge and understanding of the protocol; ease of use and implementation.

Aim/Goal

Development of a provider centric user interface for clinical pathways and order sets in the emergency department assisting frontline teams in providing; consistent, evidence based high quality patient care.

The Team

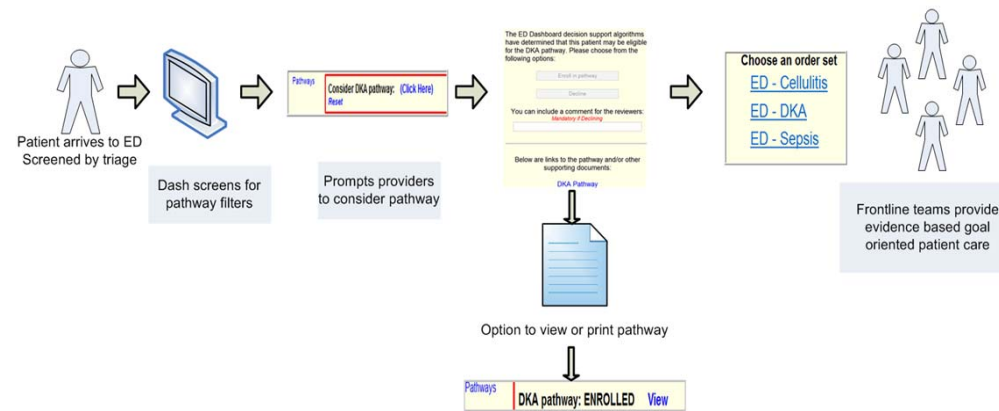
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The Interventions

- Fully automated screening of the electronic medical record and ED dashboard for appropriate patients
- Defining clinical triggers for each pathway which in turn prompts clinicians to consider the clinical pathways
- Electronic access of full clinical pathway available real time in patient view of the dashboard
- Development of electronic bundled order sets for sepsis, DKA and cellulitis linked through ED dashboard
- Real time automated email to pathway team when a patient is enrolled or declined for a clinical pathway
- Training and education of frontline staff on use of pathways and order sets



Results/Progress to Date

- Three clinical pathways and order sets : Sepsis, Cellulitis & DKA
- **324** patients enrolled in clinical pathways over nine month period

Lessons Learned

- In order to ensure enrollment and adherence to clinical pathways and order sets they must be user friendly, available real time and easily accessible to frontline providers
- Reviewing declined cases was helpful in identifying: sensitivity of electronic filters, individual clinician practices and opportunities for staff education
- Technology can drive practice and assist frontline teams in providing evidence based standardized care

Next Steps/What Should Happen Next

- Continue to develop clinical pathways and order sets for appropriate patient populations
- Measurement of compliance to clinical pathways
- Measure the compliance/use of order sets once patients are enrolled in a clinical pathway