



Visit Summary in webOMR

The Problem

In order to improve communication between clinicians and patients as well as to support physicians achieving Meaningful Use, the medical center pursued the development and implementation of an electronic visit summary.

- Practices vary across clinicians and practices. There is no standard electronic format that can be used or referenced post visit
- Ensure patients reliably leave their visits with clinically relevant information, follow up instructions, updated medication lists and future appointments
- In order to achieve Meaningful Use the visit summary needs to be provided to the patient within 3 business days for 50% of office visits

Aim/Goal

Create a standard, electronic tool that improves communication between Clinician and Patient/Patient Representative. The intent is to engage patients and their families in their care by providing relevant and actionable information from their visit. The also yields an opportunity to improve Patient Satisfaction, communication between clinicians and helps clinicians to achieve Meaningful Use of our Electronic Health Record.

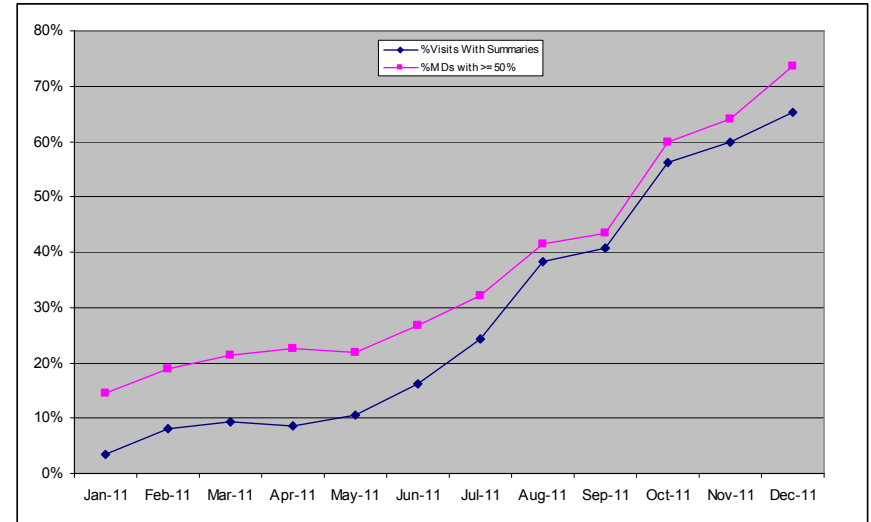
The Team

WebOMR User Group, WebOMR Support Team, IS Clinical Development Team HMFP, Outpatient Departments

The Interventions

- Identified/analyzed workflows to support the design and development of an electronic Visit Summary. Engage clinicians and practice administrators in the design of the tool.
- Communication of the new tool included: Broadcast emails, Presentations to administrative staff and Faculty meetings: Interactive discussion about work flow options and future enhancements
- Developed best practice workflows through roll out and experimentation
- Solicited feedback from patients, clinicians and administrators. Developed additional functionality based on this feedback
- Automated delivery of Visit Summary via PatientSite
- On-going performance measurement and monitoring at the departmental and individual clinician level

The Results/Progress to Date



Lessons Learned

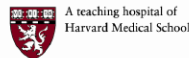
- Team work is core to encouraging and impacting broad scale change
- Automate as much as possible to help clinicians and practices provide relevant information easily
- There are champions and naysayers everywhere. Clinician Champions are needed to help adoption of new work among colleagues. Important to keep focused on the impact to patients.
- One size does not fit all. Clinicians will adopt new functionality more readily if allowed to customize what works best for them and their patients

Next Steps/What Should Happen Next

- Continue to monitor patient and clinician feedback, develop new functionality to support departmental customization
- Increase PatientSite utilization as this is an effective delivery mechanism
- Make available to patients in other languages



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