

EVENT : A Concept Developped to Improve the Use of EHR by the Nurses

Alain JUNGHER

^a *Centre hospitalier Universitaire Vaudois (CHUV – UNIL, Lausanne, Switzerland)*

Abstract. Context and purpose. The University Hospital of Lausanne has been deploying the patient's electronic record since 2010. In 2014, it was time to abandon the nursing paper documentation file. This represented a user base of 4,000 people to train and accompany during the change process. Design/methodology/approach: We developed the concept of an event as a support for nursing documentation, an empirical process. This project explored a combination of different strategies to improve the quality of care. Research limitations. It is not a research, the concept was new and a theoretical framework was developed. Unfortunately, there was no evaluation undertaken to measure the impact on the users. Practical implications. Today the use of an event helps the nurses to document complex situations and to guarantee the continuity of information. For the future, the question or plan? is to expand the concept to Doctors and other caregivers

Keywords. Business process management, Nursing informatics, Usability, standardized Language, Event, Process modelling

1. Introduction

This poster presents one aspect of the conceptual work whose goal was to describe the nursing activity and roles. The electronic tool acts like a dashboard for a car driver. The concept of EVENT as an episode in which people are involved during an undefined period. These situations might be as different as, daily clinical evaluation, hospital admission, an adverse event, dialysis, surgical intervention, nursing consultation, etc.

To make a simple documentation system that makes the Nursing care complexity visible, prevents a nursing burden being as intuitive as possible

2. Method: Concept of Event and his taxonomy

To document every activity, care, intervention, etc, the work environment must be adapted. In an EHR, this ergonomic facilitation is made possible thanks to the order systems (functionality?) and the related care planning.

The untreated cases are all the situations for which no order is required due to the absence of planning. For example, in the case of a patient admission, a coronary angiography different people are involved, different care and evaluations are made, over a period of time, etc. All these elements are parts of different events.

The taxonomy is in continuous development. The first branch of the taxonomy: Activity contains all the concepts related to the hospital stay. The first domain contains all the movements, the second is dedicated to all types of nursing consultations, the third includes the process related to the management in the operating room, interventional imaging. The fourth is dedicated to administrative activities. The second and third branches integrate the JCAHO taxonomy[2]. These events are dedicated to support the prevention of incidents or the handling of incidents.

We created a documentation model to go out of the focus charting and avoid the model proposed by the Soarian system based on an assessment, nursing diagnoses, interventions and outcomes. ESPOIR [7] for **Event**, Sign & symptoms, Phenomenon, "Objective" (goal), Intervention, Response. This approach is time line oriented. The main change for the nurses was to do bedside documentation in a continuous mode.

3. Results and discussion

The event feature is very effective. Its use has evolved since the beginning of the nursing deployment of the EHR. Today the events implemented are more sophisticated to support nurses in complex clinical situations.

The quality of the documented data has improved beyond that of the old paper age. The different solutions adopted to create the electronic documentation system with the event helped us to face the weakness of the legacy product or paper system? For the future, the question is to expand the functionality to Doctors and other caregivers

Research limitations. It is not a research, even the concept was new, a theoretical framework was developed. Unfortunately, we did not measure the impact on the users.

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