Current Challenges Related to *HOW* We Document

Session 2
January 22, 2021
Today’s Session Leaders

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Documentation Bloopers

“After quitting cigarette smoking, the patient started smelling again.”

“She is numbed from her toes down.”

“Both breasts are equal and reactive to light and accommodation.”

“Patient was alert and unresponsive.”

“Patient refused an autopsy.”

“Pt. has two teenage sons, but no other abnormalities.”
Nurslings
a day in the life of a nurse

And, don't forget to document that you documented!!!

Yes, I charted that I charted what I previously charted. Wait, hold on. I have to chart that I told you about my charting.

Still stuck in Phase I of Meaningful Use...

Dr. Goodwin's EHR process involves taking a picture of the records piles on his phone.
PANEL 1: Data Entry Challenges

“Oh the pain” – Usability (10 min)
(Aaron) Zachary Hettinger, Director of Cognitive Informatics, MedStar Health National Center for Human Factors in Healthcare, Washington, DC

“Oh the interruptions” - Workflow (10 min)
Kim Unertl, Associate Professor of Biomedical Informatics in the School of Medicine at Vanderbilt University

“Oh all these boxes” - Forms based documentation (10 min)
Susan McBride, Texas Tech University Health Sciences Center (twitter: @smcbride_01)
PANEL 2: Alternative Data Entry

“Is anyone listening?” Team-based documentation and use of scribes
Peter Smith, Assistant Dean for Clinical Affairs, University of Colorado School of Medicine

“Computer- are you there?” Voice recognition (10 min)
Yaa Kumah-Crystal, Assistant Professor of Biomedical Informatics and Pediatric Endocrinology at Vanderbilt University Medical Center

Copy & Paste – Benefits and other safety issues (10 min)
Lorraine Possanza, Former Program Director, Partnership for Health IT Patient Safety(10 minutes)
Session 2 Overview

1. Data Entry Challenges
   3 Presentations, 10 minutes each
   Q/A Discussion (10 minutes)

2. Alternative Data Entry
   3 Presentations, 10 minutes each
   Q/A Discussion (10 minutes)

3. Summarization & Prioritization of Challenges related to *What We Document* with Audience Polling (15 minutes)
Polling Question 1

EHR usability is ______ to address as we identify ways to improve how we document

• Critically important
• Important
• Somewhat important
• Not important
Polling Question 2

Do you think the use of scribes is a sustainable solution to the documentation burden:

• Yes, we should continue to grow and evolve this solution
• Maybe, if nothing changes we’ll continue to need scribes
• No, we should work towards a solution that does not require scribes
Polling Question 3

Do you think voice recognition will play a viable role in documentation in the near future?

• Yes, it will replace typing
• Yes, in a limited fashion
• No, it is not a serious option
Polling Question 4

On a scale from 1 – 10, where do you think we are today in terms of ease of documentation in the EHR

- 10 – Optimal data entry experience, best possible
- 9
- 8
- 7
- 6
- 5
- 4
- 3
- 2
- 1 – Worst possible
Polling Question 5

Where should we prioritize our attention to improve HOW we document?

• Improve usability
• Voice recognition/voice commands
• Improving copy/past native functionality
• Scribes
• Forms and templates
• Device Integration
What’s Coming in Session 3

Friday, January 29, 2021
1-3pm ET

Exemplars and Key Successes
Session Leaders:

• **Kenrick Cato**, PhD, RN, CPHIMS (Assistant Professor, Columbia University School of Nursing; Nurse Researcher, NewYork-Presbyterian Hospital)

• **Karthik Natarajan**, PhD (Assistant Professor in the Department Biomedical Informatics at Columbia University)