

Workflow and Documentation: Foes, Friends, or Frenemies?

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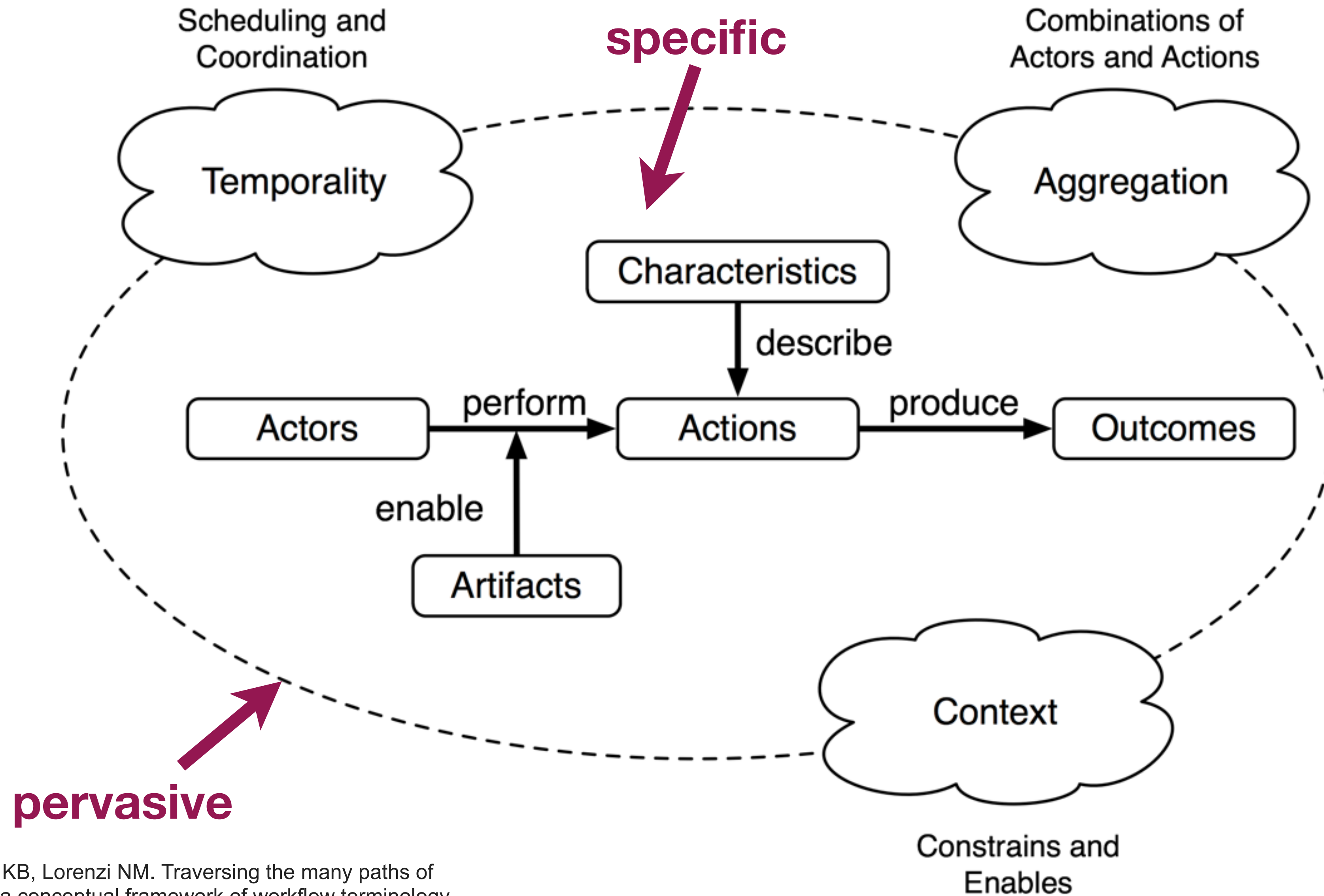
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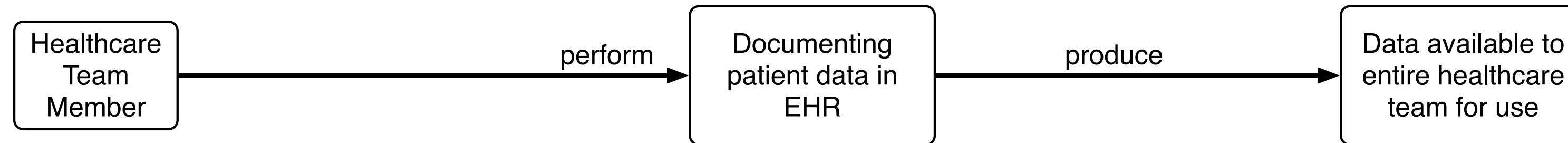
People, Organizations, & Technology Research Group

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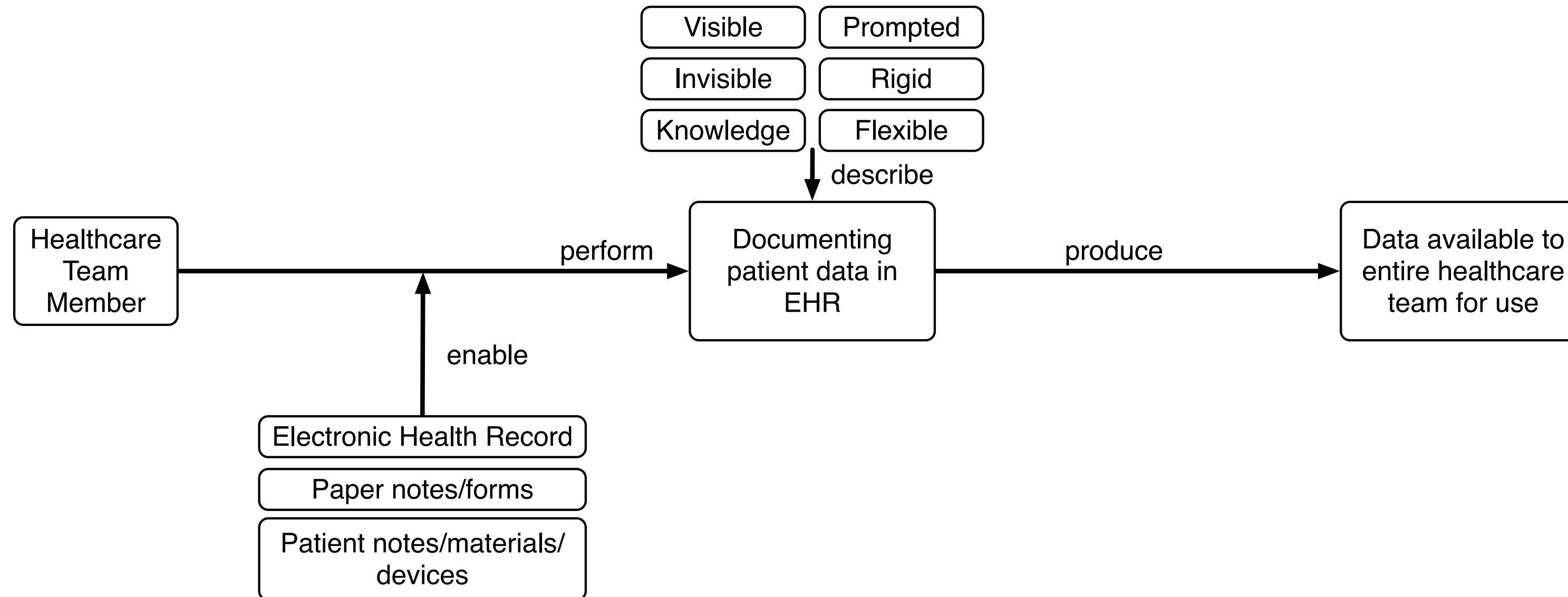
Vanderbilt University Medical Center

Workflow elements framework

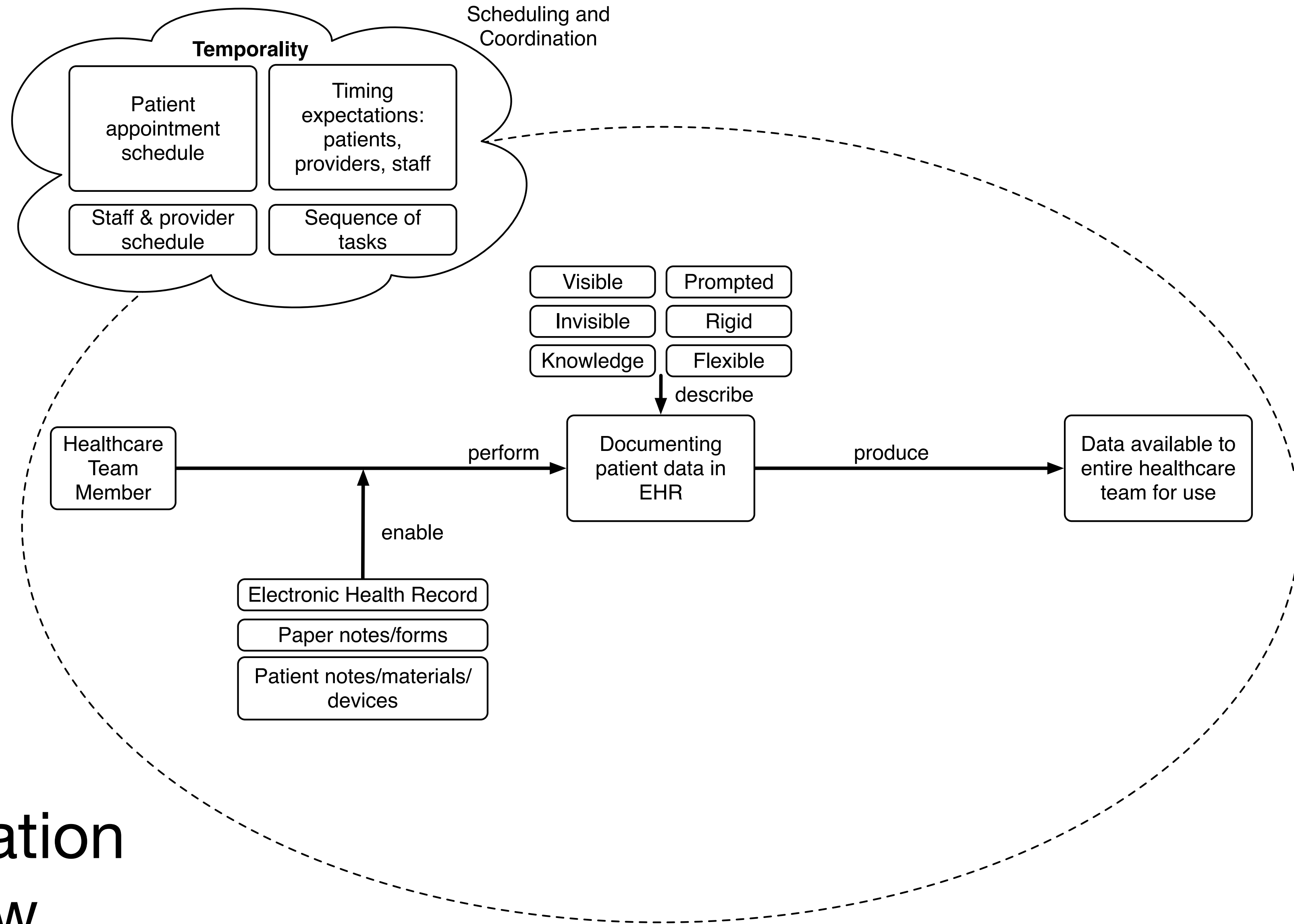




Documentation Workflow Elements

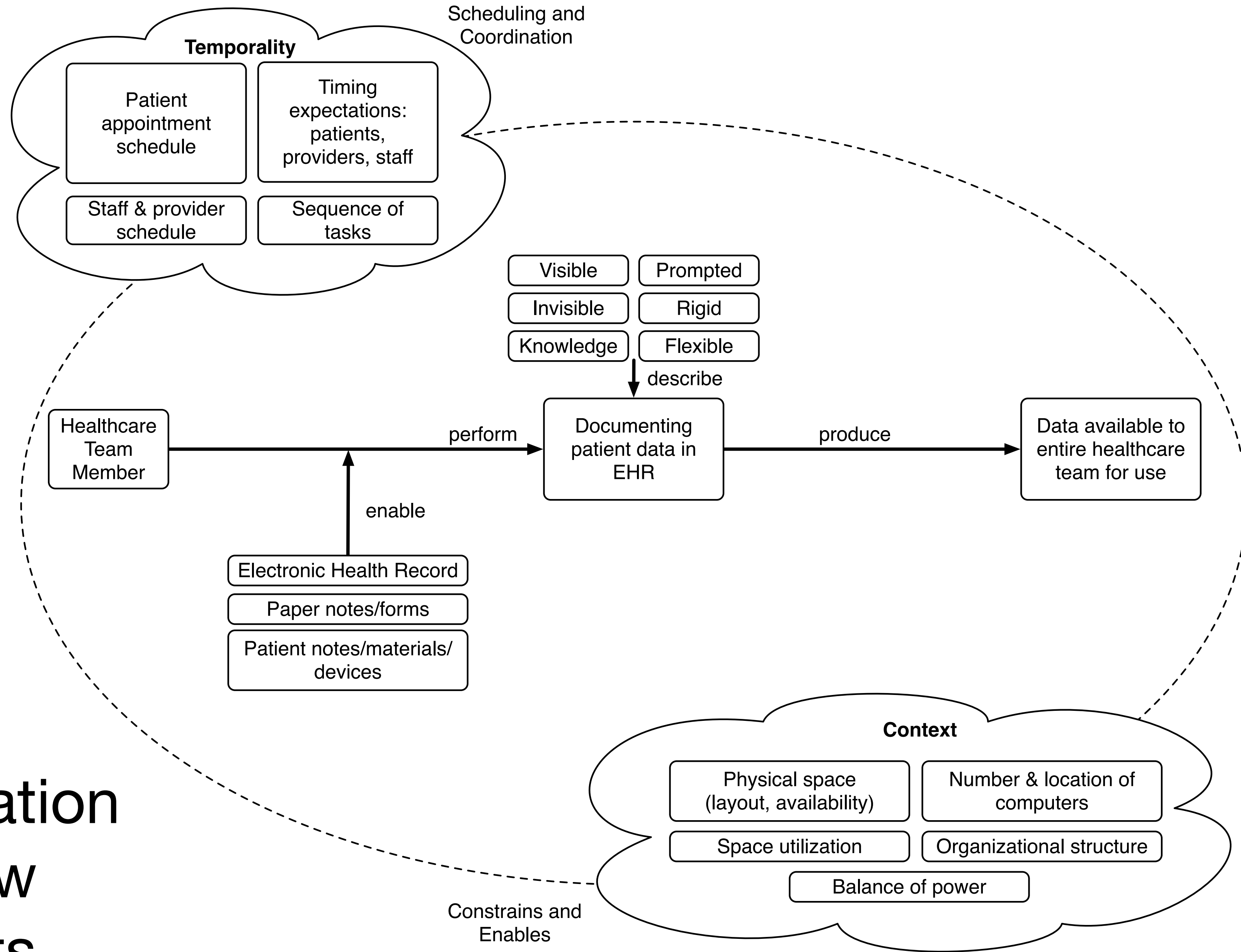


Documentation Workflow Elements

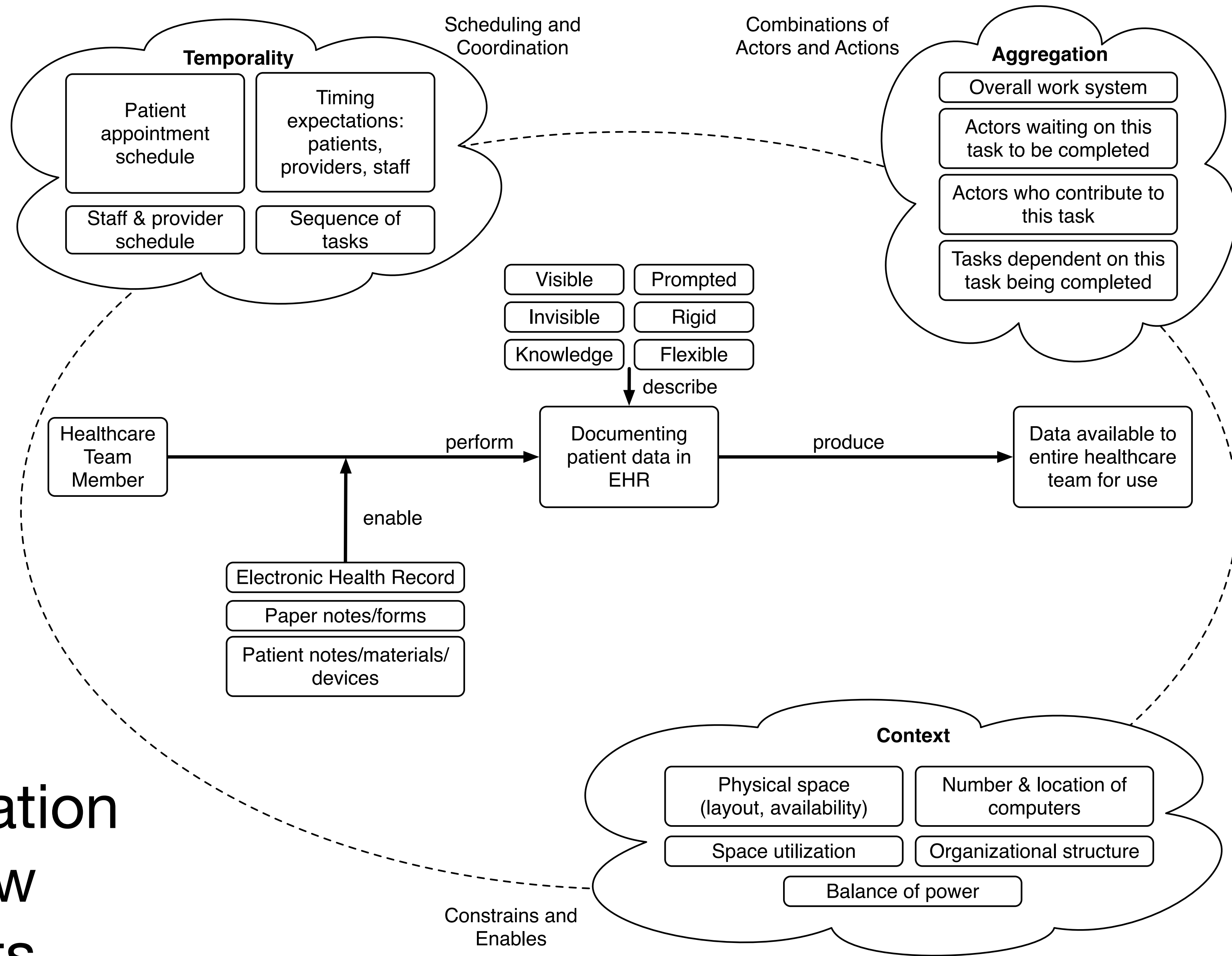


Documentation Workflow Elements

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Documentation Workflow Elements



Documentation Workflow Questions

- Who records information? Who uses the recorded information?
- Why does someone record information? What are the goals of documentation?
- What do they document? What pieces of data are important to the person documenting, and to people who retrieve the data later?
- When do they document? At what point in their work day? At what point in the patient visit flow? Is the patient with them? Is it during their clinical hours or after hours?
- Where do they document? Is it in the exam/patient room? Is it in their office? Is it at their home?
- How do they document? What tools do they use to input data? How did they learn how to use these tools? What is the usability of these tools?

When & Where?

“I just don't do that [enter information while with patients]. I have to do it between patients. That's what I do during my lunch breaks, it's what I do at the end of the day, it's why I'm here until 6:30 or 7:00 at night.”

-comment from a nurse practitioner

When & Where?

- In the exam room, in an office, at home
- During a patient visit/encounter, afterwards
- “Pajama time” ^[1]
- Many downstream effects of documentation workflow variability

[1] Arndt BG, Beasley JW, Watkinson MD, Temte JL, Tuan WJ, Sinsky CA, Gilchrist VJ. Tethered to the EHR: primary care physician workload assessment using EHR event log data and time-motion observations. *The Annals of Family Medicine*. 2017;15(5):419-26.

Who?

“As this computer stuff progresses, we do less and less patient care and more computer games.”

-a physician in an ED

Who?

“I don’t trust it, because anybody can edit that screen.”

-a nurse talking to a nurse practitioner about information in a patient’s problem list

Who?

- Documentation as part of clinical work:
a changing narrative
- Issues relating to trust when the source of
documented information is not clear
- Increasing roles for patients/families in
documentation

Why?

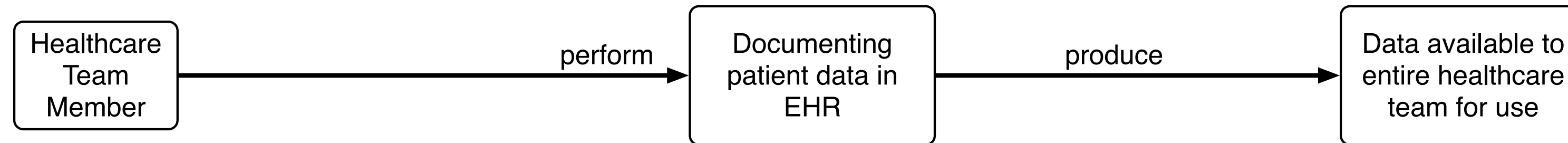
“I'd be interested in anything that improves patients' safety. At the same time, I'm just very cognizant of anything that would involve new responsibilities by the physician...if you can show that it saves time, then I think it's a different issue.”

-a physician discussing new technology features

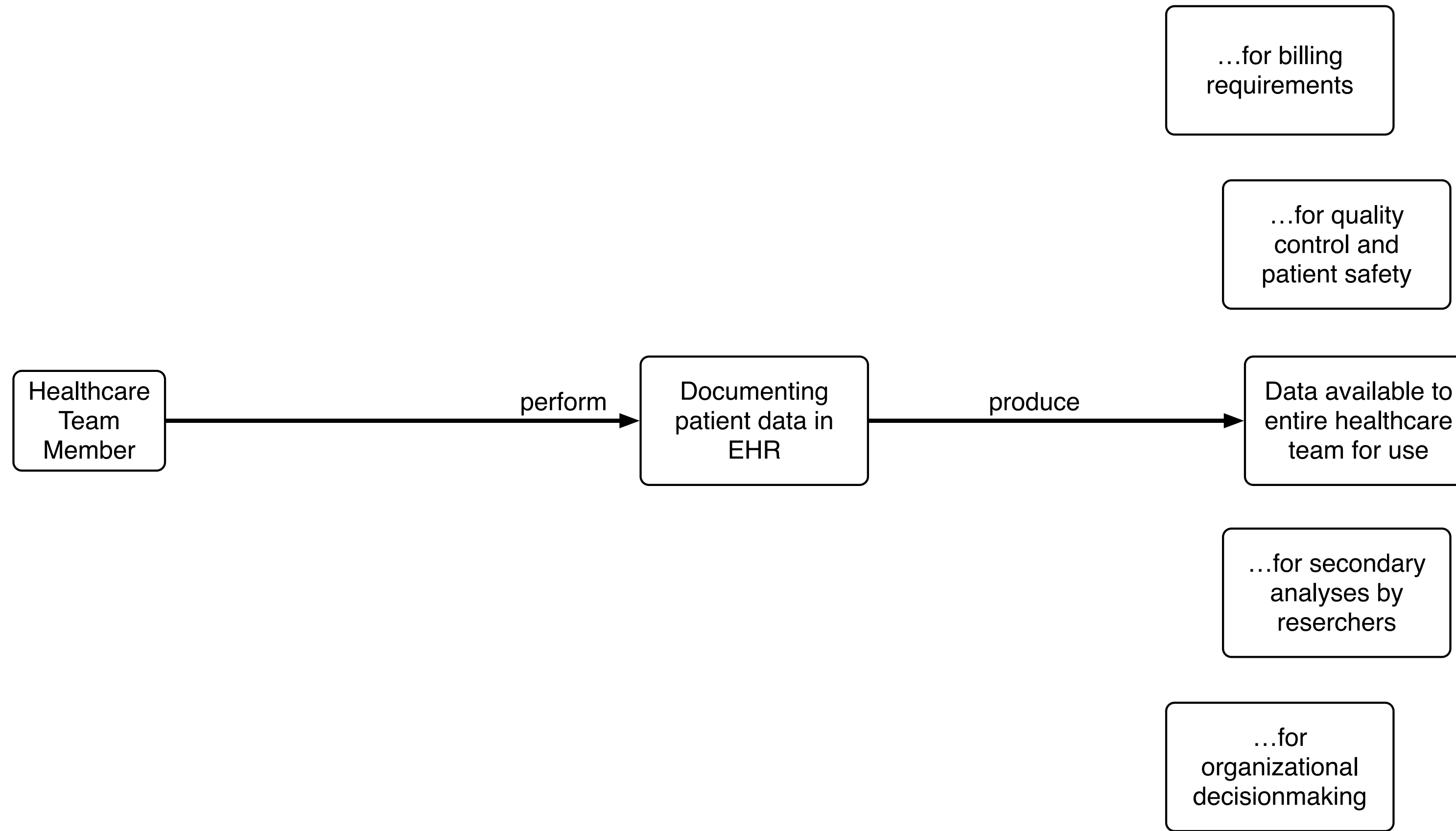
Why?

“I just spend more and more time here. Every time they roll out something wonderful, it just takes more of my time.”

-a nurse practitioner discussing new technology features



Documentation Workflow Elements



Documentation Workflow Elements

“Usefulness is a *value* users experience. They experience it when they know their work is better for having interacted with an application.”

Barbara Mirel. *Interaction design for complex problem solving: Developing useful and usable software*. 2004.