

Engaging Emergency Physicians in Electronic Documentation

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E Health 2014

Team



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Declaration

I have no conflict of interest

KGH & HDH



24/7 Regional Trauma & Stroke Centre
45,000 visits per year



Urgent Care Centre (16 hrs/day)
43,000 visits per year

Shared ER physicians, residents, med students and patients

Leadership Commitment



What we heard

passwords
sign on
user issues
ergonomics
more computers hybrid world
PACs/PCS/EDIS education
discharge list HDH flow
physician only computers triage story

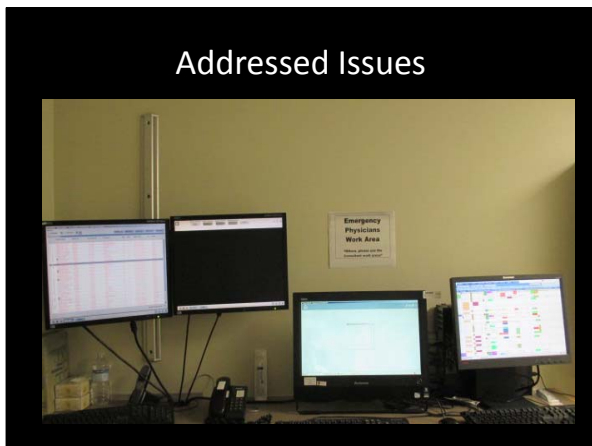
Face to Face Interviews

1. Top issues/frustrations with EDIS
2. What do you suggest to address these issues?
3. Expectations of electronic documentation?
4. Concerns about electronic documentation?
5. Would you be willing to be involved?
6. What are the best ways to communicate?

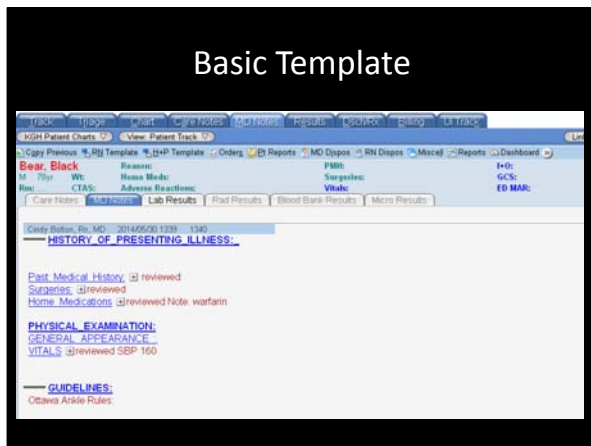
Expectations

- Fast
- Capture billing
- Fit in workflow
- Quality documentation
- Capture the "story"
- Communication to primary care
- Common templates e.g., croup
- Links to evidence e.g., Ottawa Ankle Rules

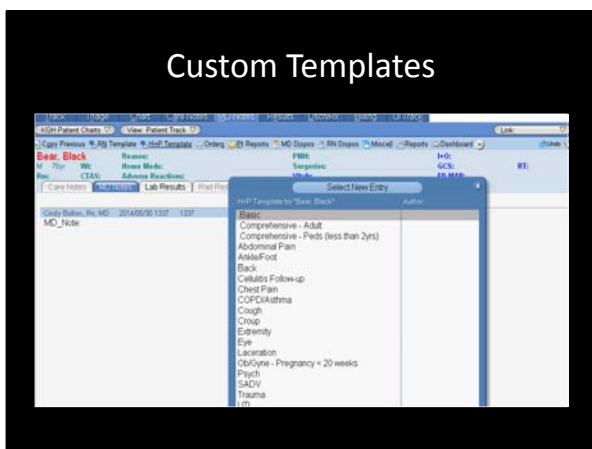
Addressed Issues



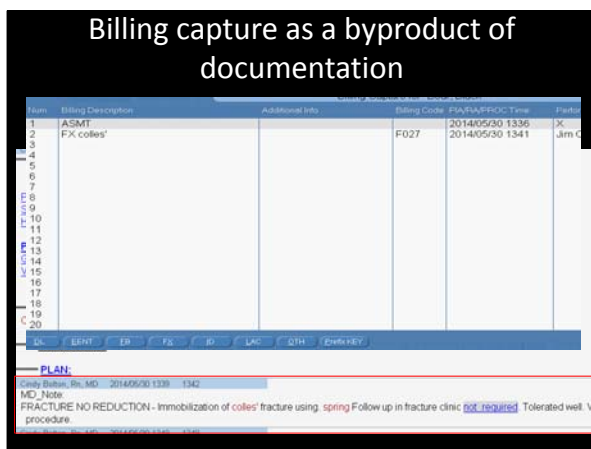
Basic Template



Custom Templates



Billing capture as a byproduct of documentation



Education



- 1:1 education for attendings
- Nurses & residents as superusers
- YouTube video
- Extensive communication to non ED physicians & other health professionals

Successful Implementation



Post Go Live Issue Resolution



EDIS Timeline

