

Florida Hospital Orlando Implements Electronic Documentation -- August 18, 2003



Imagine trading in your pen and paper medical chart for sleek new portable laptop which is a first step to replacing the paper medical record. This is about to be reality at Florida Hospital Orlando. The Orlando campus is the last campus within the Florida Hospital system to "Go Live" with Electronic Documentation.

The new electronic medical record system consists of clinical documentation, including the Medication Administration Record (MAR).

Rather than completing a new personal health history each time a patient is admitted to the hospital, the clinician can simply access archived patient information on the computer, verify that it is still accurate, and make changes as necessary.

A big improvement in patient care and safety is the medication administration process. The electronic system will eliminate the transcription order process and the need to recopy the record every four days. Medications will appear on the MAR instantaneously once entered by the pharmacy. Nursing will then verify the medication and administer as ordered by the physician.

"Florida Hospital's strategic imperative to deploy clinical information systems is taking a significant step forward with the deployment of electronic documentation at the Orlando campus," said Lars Houmann, Florida Hospital COO. Electronic documentation is just the beginning of implementing new technology throughout the Florida Hospital system.

"The implementation of this new clinical system is a new and exciting endeavor for Florida Hospital Orlando," said Randy Haffner, Administrator Florida Hospital Orlando. "It is imperative for patient safety and clinical excellence that we maximize the opportunities that technology can provide."

"The implementation of the final site for Electronic Documentation is a huge milestone in the Clinical IT Strategy journey," said Connie Hamilton, Sr. Patient Care Officer. Every clinician has embraced the Clinical vision and challenge for a computerized future in the midst of a caring environment. This installation provides a major step toward further automation to improve patient care." Other areas of improvement seen by users include, automatic consults with pastoral care, wound, restraint, advance directive and the ability to capture actionable data for use by clinicians and management.

"The staff at Florida Hospital Apopka picked it up very easily and they are thrilled to have less paperwork and smoother communication with the physicians as well as the other clinical departments within the hospital," said Harlene Devine, Manager of Clinical Services for Florida Hospital Apopka.



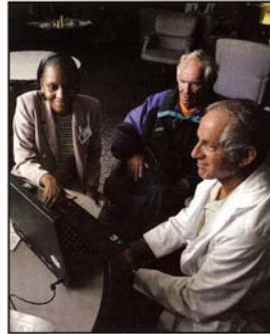
"Change does not change tradition. It strengthens it. Change is a challenge and an opportunity, not a threat." —Prince Phillip of England

"It is exciting to see this major clinical strategy implemented at our seventh and final site. This installation represents a major step forward in the enhancement of patient care. It will also serve as a necessary springboard to further clinical automation," said Eddie Soler, Senior VP for Information Systems.

What Has Changed for the Clinician?

- Elimination of 240+ forms including NCR MAR
- Elimination of redundant manual transcription of medication orders
- Elimination of recopying MAR every four days
- Reduction of MAR processing errors
- Elimination of lost/late restraint and wound reports
- Pharmacy is managing all medication administration
- Additional safety mechanism: end of shift medication check
- Physicians have access to data regardless of location of paper chart
- Pharmacy, Nursing & Respiratory are working from the same electronic order
- Nursing communicates order errors, questions, or concerns to the Pharmacist online
- Real time open record review
- Transition of workflow closer to the bedside
- Increase in clinician's desire for actionable data
- Elimination of redundant charting on multiple forms
- More time at the bedside

Support When You Need It



To help new online documentation users, each unit has a designated Superuser, who is available 24-hours a day. Superusers have had more extensive training on the new system so they are able to assist clinicians when they

have a question or if a problem arises.

In addition to the Superusers, an escalation plan has been developed so staff knows exactly who to contact should a problem arise.

First line: Unit Superuser

Second line: Support Team

Third line: Leader – PCS Team

Fourth line: Director, PCS

Fifth Line: Project Manager

"Because the system has an internet look and feel users do well with unit support and additional one-on-one support also helps with the learning curve," said Jan Jacob, Director Corporate Clinical Resources, AHS.

"With this implementation, Florida Hospital has placed itself among a short list of facilities across the country to have, and execute on, such a strong vision for the support of the care delivery process," said Becky Quammen, Executive Project Leader, The Quammen Group. "The benefits of this effort will grow daily as caregivers and support staff embrace this change in their daily workflow."

