# Three Partnerships to Teach Nurses about Electronic Documentation and The EHR

#### **Speakers**

- Karin Sherrill & Diana Breed, Maricopa Community College
- Kay Hodson & Dlynn Melo, Ball State University
- Helen Connors & Judith Warren, University of Kansas Medical Center
- Diane J. Skiba, Moderator, University of Colorado Denver

**December 12, 2008** 

T.I.G.E.R

#### **Session Sponsor**



# TIGER Education and Faculty Development Collaborative

Health Assessment Nursing Documentation
System (HANDS)
T.I.G.E.R

Karin Sherrill RN, MSN, CNE Diana Breed RN, MSN

**Maricopa Community Colleges District Nursing Program** 

**Mesa Campus** 



#### Who we are

- Maricopa County, Arizona
  - In 2007: 4 of top 10 fastest growing cities in the US
  - Size: >9,200 sq miles
- Maricopa Community Colleges District Nursing Program
  - Current enrollment 2012 ADN students
  - College Campus Sites: 10



#### **Problem Identified**

- Students not exposed to documentation in facilities
- Rotations to as many as 8 hospitals, all with different EHR: spending clinical hours training students to the system
- Community agencies feeling students are not prepared to document upon graduation
- Students brought concern to Student-Faculty Forum



Goal: To create a *critical thinking* documentation tool





### **Challenges**

- Funding....none
- Partnership.....none
- Deadline.....yesterday
- Solution.....HITS application



#### Plan of action

#### Software Exploration

- Web based for multiple clinical setting use
- Electronically transferred to instructor
- Asynchronous evaluation by instructor
- Time stamped to verify submission
- Multiple data bases to be used with multiple patients
- Free (or limited cost)
- Best choice: File Maker Pro
  - Added bonus: IT expert available and willing



#### Plan of action

- Creation of Tool
  - Exploration of best practices
  - Did not want "drop down" boxes or pre-filled answers
  - Integrate the ability to make students think and associate knowledge to this patients situation

# Welcome to Maricopa Community Colleges Health Assessment Nursing Documentation System



(Instructor View)



Assessment Records



= This loon open a help window that helps with data input idea's.



= This Icon goes to a "critical thinking" window. Did you get everything.

## Patient Information: Welcome Today is:

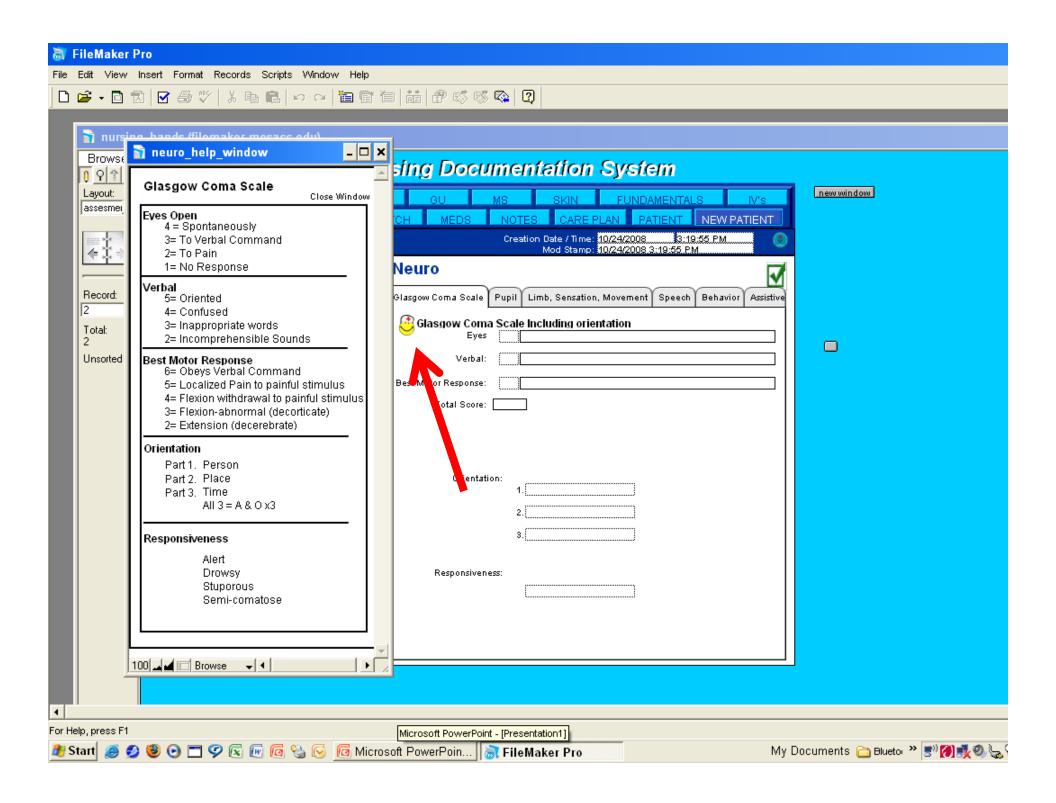


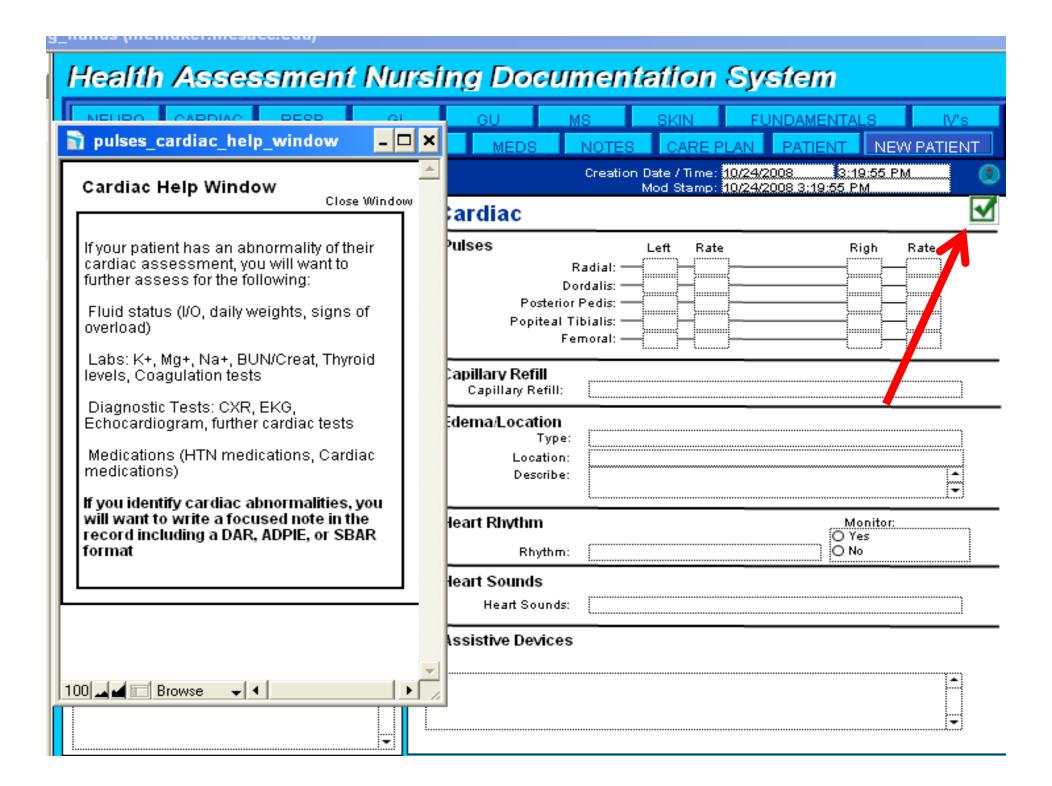
CULE		TI C.U.		10/24/20	108
New Record	Find A Record				
Patient ID:					
First Name Initial:	Las	t 4 of MR#:			
Last Name Initial:		4		<b>V</b>	
Date of Birth:		Age	2009		
Patient History:		`			-
Visit History:					-
_					

Create new Assessment Record

Go to last Assessment Record

#### Health Assessment Nursing Documentation System Creation User: sherrill Creation Date / Time: 10/24/2008 3:19:55 PM Mod Stamp: 10/24/2008 3:19:55 PM Neuro History Medication Reason for Admission: Glasgow Coma Scale | Pupil | Limb, Sensation, Movement | Speech | Behavior | Assistive Glasgow Coma Scale Including orientation Eves Verbal: Patient ID: 11. Best Motor Response: DOB: 01/01/1999 Age: Total Score: Patient History Orientation: Instructor Feedback: Responsiveness:





#### Health Assessment Nursing Documentation System NEURO CARDIAC RESP Creation User: sherrill 3:19:55 PM Creation Date / Time: 10/24/2008 Mod Stamp: 10/24/2008 3:19:55 PM **Fundamentals** History Medication Reason for Admission: Precautions | Pain | Hygiene Safety Position/Activity What I did Vital Signs - I/O Vital Signs: Patient ID: 11.1 D1/01/1999 Age: Patient History INTAKE OUTPUT P.O. Urine N/G N/G Instructor Feedback: IV #1 ct**EMESIS** IV #2 OTHER ВΜ Shift Total Shift Total

### Health Assessment Nursing Documentation System Creation User: sherrill 3:19:55 PM Creation Date / Time: 10/24/2008 Mod Stamp: 10/24/2008 3:19:55 PM History Medication **Fundamentals** Reason for Admission: Precautions | Pain Hygiene Safety Position/Activity What I did What I did today to prevent complications of hospitalization Patient ID: 11. DOB: 01/01/1999 Age: Patient History Instructor Feedback:

manus (memakerimesaccicaa)

#### Health Assessment Nursing Documentation System

NEURO CARDIAC RESP GI	GU	MS		UNDAMENTALS	IV's
LABS/Dx PEDS OB P Creation User: sherrill	PSYCH MEDS	NOTES Creation	CARE PLAN  Date / Time: 10/24  Mod Stamp: 10/24		EM PATIENT (*)
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Instructor Feedback:	Good bruit ar	nd thrill (for fis	tula)		
	List what is i	nfusing into lin	ie .		

Health Assessment Nursing Documentation System NEURO CARDIAC RESP NEW PATIENT Creation User: sherrill 3:19:55 PM Creation Date / Time: 10/24/2008 Mod Stamp: 10/24/2008 3:30:03 PM ADD A Meds History Medication RECORD Reason for Admission: Safe ?: Medication List: (dose, route, freq) PRN: Given: Νо Yes Patient ID: 11. DOB: 01/01/1999 Age: Patient History Instructor Feedback:

#### Health Assessment Nursing Documentation System Creation User: sherrill Creation Date / Time: 10/24/2008 3:19:55 PM Mod Stamp: 10/24/2008 3:30:03 PM PRIORITY NANDA NURSING DIAGNOSIS/COLLABRITIVE PROBLEMS Reason for Admission: ND1 ND2 ND/CP NANDA: AEB: Patient ID: 11.1 R/T: DOB: 01/01/1999 Age: Goals Patient History Short Long Term: Interventions 2: 3: Instructor Feedback: 4: Allows for feedback 5: as all tabs are Evaluation viewed. Eval:



#### **Pilot and Evaluation**

- Pilot group of 30 students and faculty (beta testing)
- Variation in computer use and comfort level

#### **Initial data:**

- Overall rating = 3.08 (3.0 = Very Cool; 4.0 = Wow!)
- Do you feel this tool would be beneficial in clinical to replace the current documentation system? Yes = 97%
- Average time to complete on 1<sup>st</sup> attempt = 55 minutes



### Pilot and Evaluation: Student's responses

- "I found it very easy to fill in my data, the "happiness" icons were a great tool for beginners"
- "Good simulation of the complexity of documentation in the hospital"
- "Good tool for getting ready for EMR verbiage"
- "Definitely helped to learn documentation and what to look at in your patient"



#### **Future plans**

- Work with agencies to integrate to their computers
  - Download software vs. web based usage
- Consider possibility of a PDA version
- Expand throughout Maricopa District Program

# Three Partnerships to Teach Nurses about Electronic Documentation and The EHR



# Ball State University and Cardinal Health System: A Decade of Academic-Clinical Partnership

**Kay Hodson Dlynn Melo** 

**December 12, 2008** 

### Cardinal Health System





- Ball Memorial Hospital Muncie, IN; Regional referral center for East Central Indiana; to be merged with Clarian Health Partners, 01-09
- Not-for-Profit university affiliated, 350+ bed teaching hospital
- JCAHO, CARF, ISO 9000, NIHO accredited
- McKesson Clinical solutions customer since 1996
- Site for clinical rotations for many health professions
- Nursing clinical rotations
  - BSU SON
  - Ivy Tech
    - AD
    - PN
  - Indiana Wesleyan University
  - IUPUI Richmond



## **BSU School of Nursing**

Program Enrollment

- Baccalaureate: 370

Distance RN to BS: 100

Distance Master's: 380

 Information Technology and Simulation Center





#### The Rationale for the Collaboration



- To provide documentation experience, when an Electronic Health Record (EHR) is used in a clinical rotation site, students need access.
- While serving in a Faculty role recently, Doreen Johnson, CNO and VP of Nursing at Ball Memorial had a student tell her this:
  - "It was so much easier to make the transition as a student in clinicals when I did my clinicals at Ball after having the HED class at BSU not nearly as easy when I had my clinicals at another local hospital who used a different electronic charting system."

# Ball State University and Cardinal Health System: A Decade of Academic-Clinical Partnership



- At Ball State University, a collaborative model with Ball Memorial Hospital was developed to ensure an experience that met HIPAA regulations.
- Gave students real experience with EHRs.
- Students chart SimMan<sup>™</sup>
   assessments and charted
   assessments on each other in
   LIVE electronic system.
- Resulted in minimal workflow interruption to the hospital staff.



BSU SON Simulation Center with mobile cart and laptop running Training unit in LIVE database

### **Operational Details**



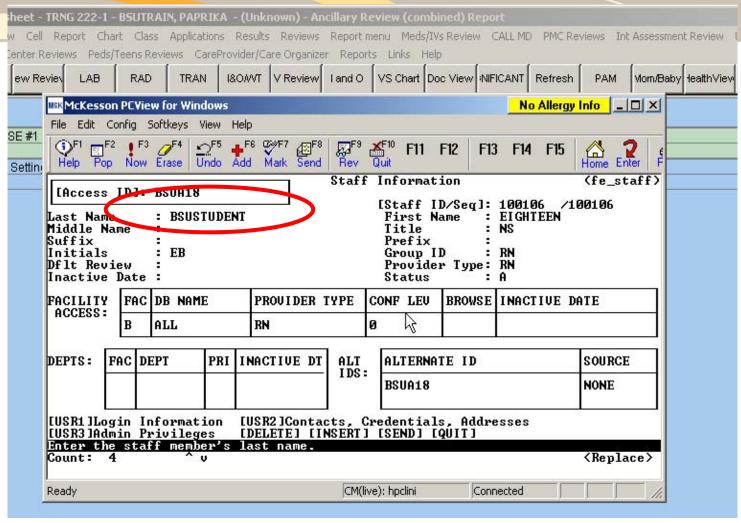


FIGURE 1. Sample screen shot showing student configuration.

#### **Operational Details: Tables**



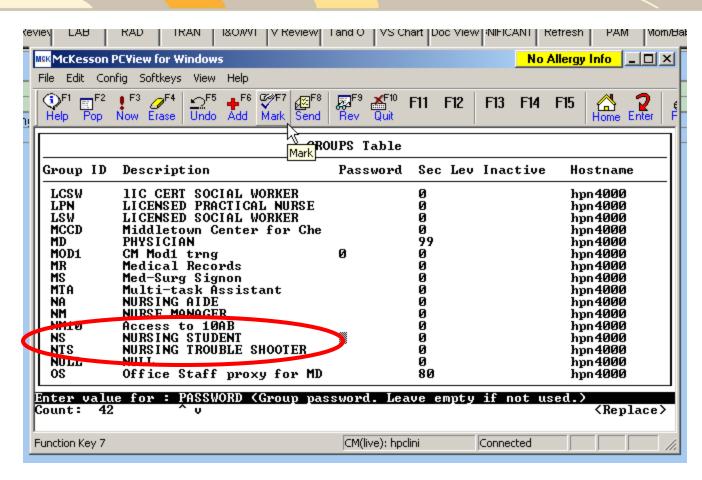


FIGURE2. Screen shot showing use of groups in user database



# **Operational Details: BMH Request Form**

•		Requestion	ID·Badges·/·Sec	•	nce¶	
Scho	ol-Name: ₩y Tech	Program-Type:PTA	Course·#:	°°°° <b>¤</b>		
Start	:-Date: <u>5/7/07</u> ¤ End-D	ate:5/25/07¤	Total # clinical hours	·per·student.°°°	°°¤	
	cal·Areas·(ex:-L&D,-7N)T	CU¤	Student·Title·(E	x:·NS,·SPN)······	SPTA¤	
	uctor(s) Denise Beaten			-		
Syste	em·Access·Requested:······[	·PYXIS·(instructors⋅c	only)······□STAR·······⊠	Clinical Docume	entation·¶	
	e place "X" in appropriate box(s <b>)·····</b>					
**	****Please include the names					
		·CHS.·Clearly·identify·				<del></del>
Ħ	Name¤	CHS·Ei	nployee?¤	Employee.	Student·ID·	Other-
				number¤	Number¤	Information
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2¤	°°°°° <b>¤</b>		Yes···No· (if·NO·go·to·student·ID·#) ¤		°°°°° <b>¤</b>	°°°°° <b>¤</b>
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FIGURE 3. Request form used to communicate between university and hospital

# BSU SCHOOL OF NURSING McKesson HED™ TRAINING STATISTICS 1998-2008

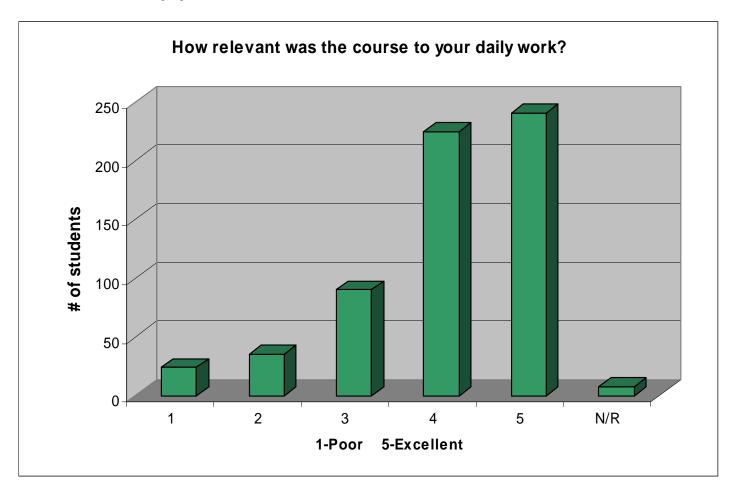


	Ball State Baccalaureate Students	Ivy Tech and Indiana Wesleyan LPN & RN Students
Spring 1998 – Spring 2004	410	313
Summer 2004 – Fall 2008	969	604
STUDENT TOTALS	1379	917
TOTAL		Cardinal Health System reimburses SON \$50/per non- BSU nursing student for training costs \$45,850

# Student Evaluation Trends Relevant to Daily Work



75% of the students responses were good (4) or excellent (5)



#### **Practical Skills & Tools**



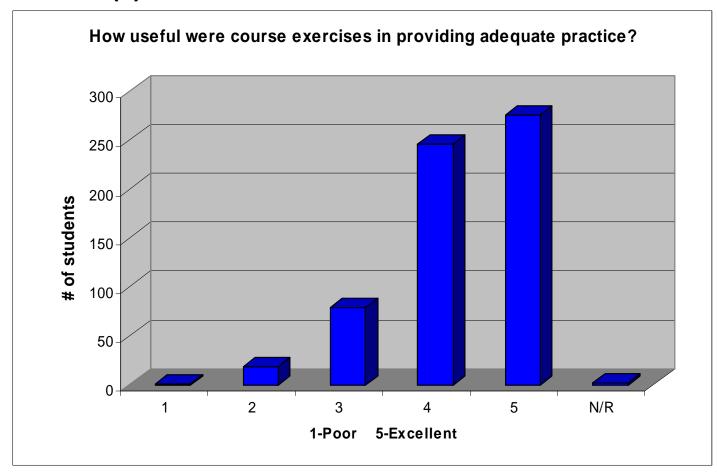
 82% of the students responses were good (4) or excellent (5)



### **Adequate Practice**



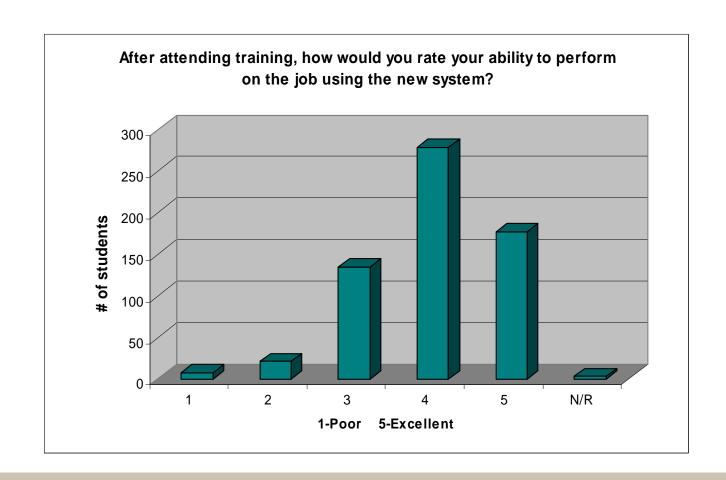
• 84% of the students responses were good (4) or excellent (5)



#### **Job Performance**



• 73% of the students responses were good (4) or excellent (5)



# Key Requirements of this Style of Collaboration



- Solid, professional, collegial relationships with at least one stakeholder at each site
  - Kay and Dlynn
    - It helps to know each other and meet regularly
    - We meet quarterly at a minimum and review who is doing what at each location
    - Staff continuity is a big help: BMH clinical analysts and technical staff work together with SON Sim Lab staff
    - All add up to keeping momentum!
- Maintain contacts with Clinicians/Consultants from your Vendor
- Organizational buy-in for the collaboration
  - "Some people have even responded that what we're doing here at Ball State makes them wish they were back in college, and that's a real testament to the work of our faculty and staff who dream of creative ways to give their students real-world experiences. I also hope these visits will spark discussions that lead to new partnerships and increased opportunities for our students."
  - Jo Ann Gora, BSU, President who promotes immersive learning methods

### Win! Win! Win!



- You can't lose.
- Many organizations and their staff benefit from this convergence of education/service models.
  - The service setting of the acute care hospital gains the opportunity to recruit and hire top-notch students already computer savvy.
  - The university gains by showcasing not only their collaborations with community based services but also by incorporating cuttingedge information technologies.
- Another beneficial outcome of this mutual collaboration has been the opportunity to share new approaches, new ideas and winning strategies with each other, explore emerging technology together and keep the lines open between academic and service environments!



# University of Kansas: An Academic and Industry Partnership

Helen Connors PhD, RN FAAN

University of Kansas
Center for Healthcare Informatics

http://www2.kumc.edu/healthinformatics/video.html





#### University of Kansas Center for Healthcare Informatics

Judith Warren, RN, PhD, FAAN, FACMI,
Director of Nursing Informatics

Timothy McNamara, MD, MPH
Director of Medical Informatics

April Buchan, MBA
Project Director and Application
Analyst

### Cerner Corporation

Brice Jewell, MEd

Phyllis Murray, RN, MSN, MAEd

Charlotte Weaver, RN, PhD
Chief Nursing Officer and VP
Patient Care Services
(now with Gentiva Health Services)

## Collaboration: Guiding Principles

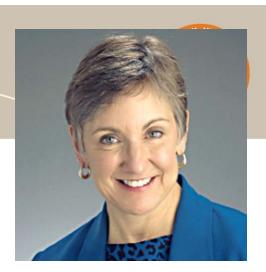


- Two or more people/groups/ organizations working together toward a common goal.
- Unleashes creativity and innovation.
- Provides a forum for sharing knowledge and learning together.
- Obtains greater resources, recognition and rewards.
- Promotes the greater good.

### **Academic-Business Partnership**



Dean Karen Miller, RN, PhD, FAAN



**Cerner Corporation Kansas City, MO** 



Neal Patterson
Chairman of
the Board,
Chief
Executive
Officer



University of Kansas School of Nursing

### **Driving Forces for Technology**



- Increasingly complex healthcare environments
- IOM Reports on Quality and Safety
- Automated work environments out of sync with education
- Commitment to use technology to transform healthcare system
- National Healthcare Information Infrastructure and other Government efforts - ONC
- Cultural change starts in the classroom



# SEEDS





### Simulated E-hEalth Delivery System



Academic Education Solution

Problem based Learning

Designed to provide teaching and learning tools to assist health professional students to develop competencies to harness the power of information technology, thus improving the quality, efficiency and effectiveness of healthcare.

### **SEEDS 2001-2008**



- Began pilot project in SON in Fall 2001 and all undergrads in Fall 2002
- Created a Virtual Health Sciences Center
  - Hospitals, clinics, health centers, schools, health fairs, community centers
  - Students (of nursing, medicine, pharmacy, and allied health) can interact with simulated patients and one another
- Rolled out in SOM in Fall 2004 and NP program
- Spring 2005 began consortium model
- Added EHR/lab mannequin simulations in Winter 2007



# **Best Practices for Implementing the AES into Your Curriculum**

Judith Warren, PhD, RN, BC, FAAN, FACMI

University of Kansas
Center for Healthcare Informatics

December 12, 2008

# Best Practices for Implementing the AES



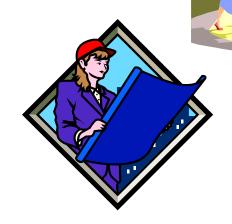
- Review the curriculum
  - Course content
  - How can the AES be integrated
    - NOT ADDED!
  - Identify assignments and activities
- Indentify competencies to be met
  - QSEN and TIGER



### **Faculty Orientation**



- Navigating the EHR
- Design of AES
- Giving student feedback
- Providing support

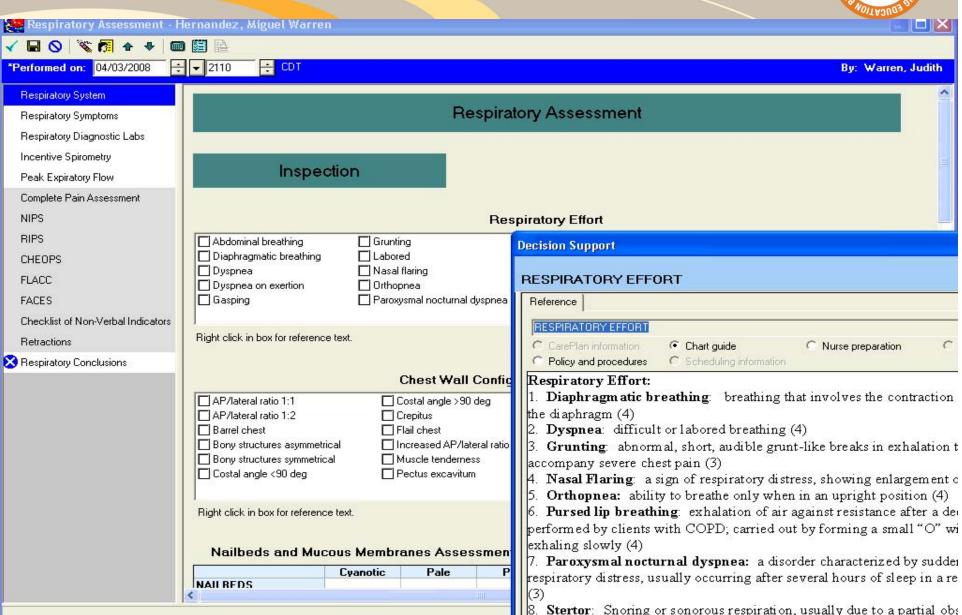






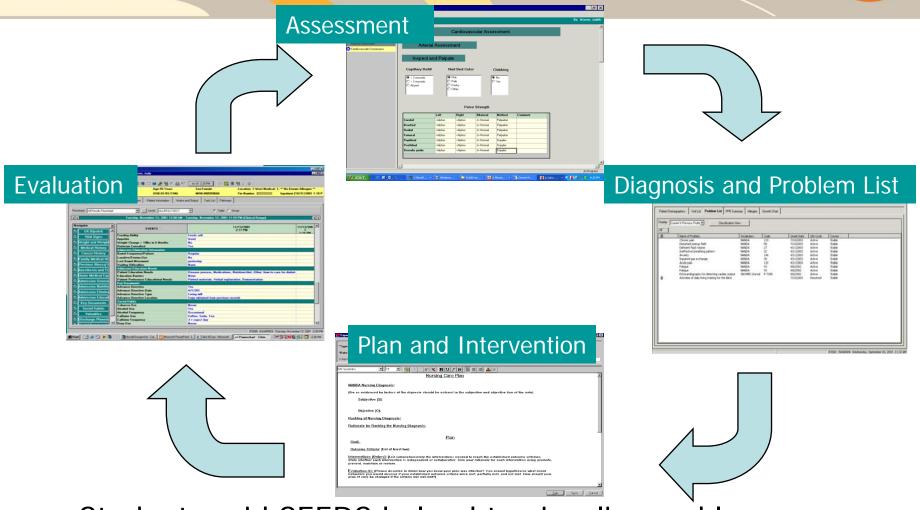
### Adaptation to Education





### **Nursing Process in the EHR**

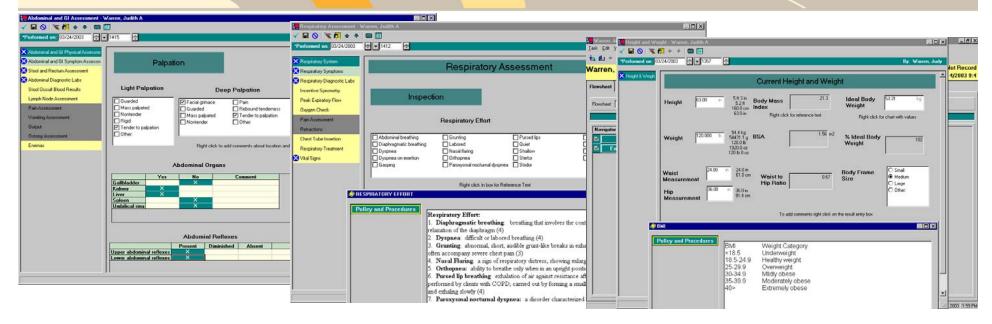




Students said SEEDS helped to visualize and learn the nursing process!







- "I didn't know the terminology. EHR helped me learn this."
- "Helps me to focus on what is important."
- "Learned to ask more thorough questions of the patient."

### Simulations with the AES





- Adding the EHR makes simulation more real
  - Adds context
  - Patient has their own chart
- Teaches students to search for clinical information while caring for a patient
- Teaches documentation needs to be real time
- Enforces need for SBAR and safe hand-off activities

#### **AES Consortium** UNKC T.I.G.E.R. UMKC KN Univ. of Care Planning CotO Utah Drug Database Penn COLLEGE OF THE OZARKS Valley CC Metropolitan Community College MJC Evidence JCCC Case Studies IPFW Based **AES** Nursing Domain univ. of CERNER Reference Text MNU AB Tech Assessment Essey Forms CERNER Future schools Academic Education Solution



### **Lessons Learned**

 What advice would you offer the audience in terms of taking on a project such as yours?



# Questions and Answers – please type your questions into the screen



Thank you!
The slides will be available at <a href="https://www.tigersummit.com">www.tigersummit.com</a> – go to the "Education" tab on the website.