Documentation Improvement
Providence Medical Center Wayne, NE

PMC
Providence Medical Center

Background

- Patient notes had outdated or missing information
- Difficulty locating information within the electronic health record
- Increased patient portal usage

Aim

- Improve patient medical record by identifying, prioritizing, evaluating and standardizing documentation topics.

Plan

- Assemble documentation team
- Develop charter for documentation team
- Brainstorm and prioritize documentation topics. Priority matrix.
- Determine 2-3 documentation topics to work on per year and include on strategic plan
- Determine best practice for documentation topics
- Develop and distribute information on topic
- Gather quality data on documentation topic
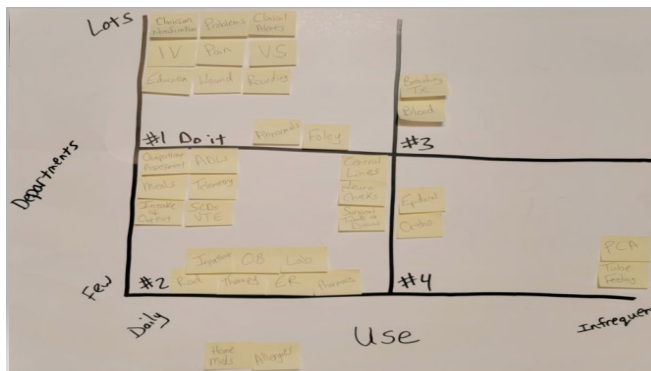- Distribute facility, department and staff data

Results Department Specific

	2019 May Pre-education manual data	2019 May Pre-education EHR data	2019 September	2021 March	Trend Lines
Insertion					
All Facility	49.2%	87.4%	94.3%	97.2%	
Inpatient		86.4%	92.7%	95.5%	
Outpatient		90.1%	97.8%	98.7%	
Radiology		69.2%	89.1%	99.4%	
Surgery		91.4%	98.6%	98.3%	

Measures

- Percentage of IV insertion documentation done correctly
- Percentage of IV assessment documentation done correctly
- Percentage of IV discontinuation documentation done correctly
- Facility, Department and Staff percentages of documentation done correctly

Priority Matrix

Results Staff Specific

	Insertion percentage complete	Assessment percentage complete	Discontinuation percentage complete
Facility Wide	97.2%	95.5%	90.9%

	Insertion percentage complete	Assessment percentage complete	Discontinuation percentage complete
Inpatient	95.5%	94.1%	80.5%
Nurse A	97.6%	100.0%	79.5%
Nurse B	95.8%	96.7%	75.0%
Nurse C	100.0%	#DIV/0!	75.0%
Nurse D	83.3%	93.3%	91.7%
Nurse E	97.6%	#DIV/0!	75.0%
Nurse F	#DIV/0!	97.1%	#DIV/0!
Nurse G	#DIV/0!	100.0%	#DIV/0!
Nurse H	#DIV/0!	100.0%	#DIV/0!

Next Steps

- Distribute peer to peer percentages to staff
- Develop documentation standard for next topic

Documentation Team

- Director of Quality
- Chief Nursing Officer
- Chief Operating Officer
- Discharge Nurse
- Informatics Nurse
- Medical Records/Coding
- Utilization Review
- Billing
- Departmental Staff/Director as needed