

# SUSTAINING QUALITY HEALTHCARE IN A PAPERLESS ENVIRONMENT – EMR AT LAGOON HOSPITALS

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# EMR

- An electronic record of health-related information on an individual that can be created, managed, and consulted by authorized clinicians and staff within one health care organization.



# EMR

- EMRs are more than a tool that converts paper records of patients to electronic files.
- They fundamentally redefine care by offering a flexible, user driven process that supports workflow, communication and collaboration between health disciplines which leads to improved patient care. This would simply not be possible in the old paper-world



# EMR

- These records are designed to facilitate the sharing of data across the continuum of care, across healthcare delivery organizations and across geographies (EHR)
- EMR enables most aspect of one's daily operations to be managed, thus allowing workflow to be streamlined.

# EMR AT LAGOON HOSPITALS

- To enable us sustain the quality care we are renowned for through EMR, the transition from paper to e-paper and the anticipated changes must be managed.

The 3 elements involved are

1. People
2. Process – work flow process
3. Technology – IT infrastructure, back up plan, security requirements, Data migration (paper to e-records)

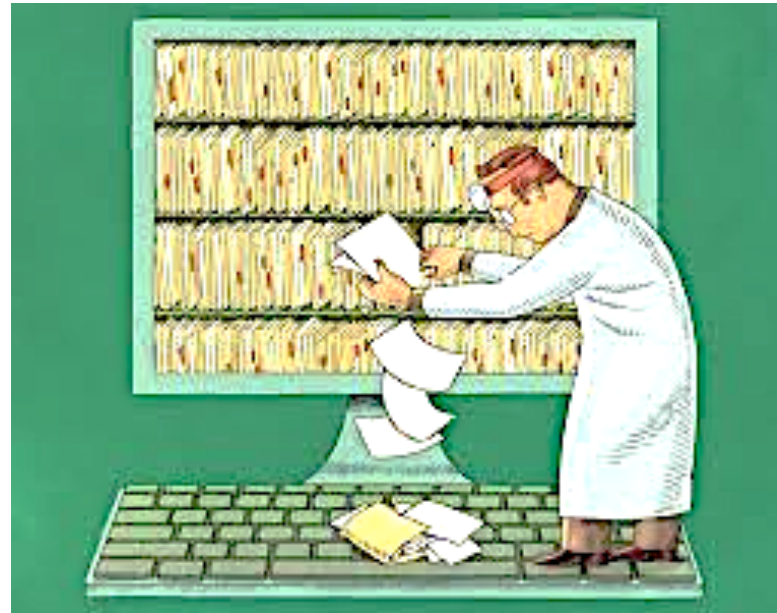


# PEOPLE

- All three elements must work together. Ultimately, the whole transition process starts and ends with people.
- Organizational change management team- drive EMR platform adoption across the Lagoon Hospital group, strong communicators, change agent for staff and clients
- Training- basic computer training, EMR training

# QUALITY IMPROVEMENT OPPORTUNITIES IN EMR

- Electronic files are fully searchable and backed up on a server, unlike paper charts that can be misfiled.
- Clinician decision support rules .... And not relying on recall



# QI OPPORTUNITIES CONT'D

- There is ease of sharing information with colleagues and staff in an efficient and clear communication manner.





- Those with approved access can view or modify charts while others do the same, so no waiting in line for file access.
- Electronic charts can be simultaneously viewed and updated by multiple people.



# PATIENT SAFETY BENEFITS IN EMR

Increased interpretations  
by remote specialists

Improved waiting time

Improved patient  
participation in care

Increased patient access  
and use of their health  
record

- Availability of service
- Ability to access care/services
- Consumer participation

• Reduced duplicate  
tests and prescriptions

Increased access to  
integrated patient  
information

- Efficiency
- Care Coordination

# PATIENT SAFETY BENEFITS IN EMR

- Our EMR will enable our physicians create visual charts or graphs based on the patient's information and this can be shared with them.
- It will also allow our physicians look up and discuss recent innovations in a patient's areas of concern



# PATIENT SAFETY BENEFITS IN EMR

- Clinical summaries of consultations that include medication list, allergies, problem list and diagnostic test results can and will be made available to our patients.
- Specific education resources, based on the identified problem list, test results etc will be shared with the patients. These will make them to be actively involved in their care management.



# PATIENT SAFETY BENEFITS IN EMR

- With the streamlined workflow that we have incorporated into our EMR, more quality time will be available to be spent with our patients.



# PATIENT SAFETY BENEFITS IN EMR

- Affords the opportunity to utilize clinical decision support functionality to improve quality and patient safety such as alerts for drug-drug, drug-dose and drug-disease interactions, reminders, documentation templates (this helps to improve the speed and accuracy of documentations), clinical guidelines, order sets and patient education materials.



# BENEFITS CONT'D

- There is reduction in errors based on handwriting and miscommunication.
- Improved medication management through electronic prescribing



# IN CONCLUSION

Live more life

**LAGOON**  
**HOSPITALS**  
HYGEIA



# CLINICIANS & PATIENTS

## 1. Fosters Patient Centered Care & Minimizes Patient Risk

- Improves communication & information transfer
- Ensures appropriate verification processes are in place

## 2. Enables Quality Practice & Collaborative Care

- Timely access to comprehensive health information
- Knowledge based practice.

### 3. Quality (safety, effectiveness and appropriateness)

- Decreased medical errors
- Decreased adverse drug events
- Decreased prescription errors and improved prescribing practice
- Clinical decision support

*"When everything is digitalized, your privacy is protected, but all your records on a digital form, that reduces medical errors. It means that nurses don't have to read the scrawl of doctors when they are trying to figure out what treatments to apply. That saves lives; that saves money; and it will still ensure privacy."*

*President Barack Obama*



"Unable to decipher the doctor's handwriting, the ER nurse had to tell the family member that the patient was either 'released' or 'deceased'."



THANK YOU

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[www.hygeiagroup.com/lagoonhospitals](http://www.hygeiagroup.com/lagoonhospitals)

Live more life



"The patient in the next bed is highly infectious. Thank God for these curtains."