

Documentation Burden A View From The Top

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Documentation Burden...Who Cares?

- ▶ The Federal Government: 21st Century Cures Act (2014), IMPACT Act (2016)
 - ▶ Administrative burden, reporting burden, regulatory burden
- ▶ ANA/ONC Collaboration on Nursing Documentation Burden (2014/2017)
- ▶ Nursing Knowledge and Big Data Science Conference
 - ▶ Currently 11 Workgroups
 - ▶ Including "Transforming Documentation Workgroup"
- ▶ Vendors Care
 - ▶ This pain is not vendor-specific...
 - ▶ ...and it isn't all the individual vendor's fault.
- ▶ You!!
 - ▶ Informaticists...you have done great work!

Documentation Burden...What Can We Do?

- ▶ Standardization
 - ▶ What is an admission assessment, exactly?
 - ▶ How about a pain score? Do we need it?
- ▶ Value
 - ▶ Is anyone looking at what you write?
 - ▶ Does your documentation impact outcomes?
 - ▶ Improve quality?
- ▶ Common sense
 - ▶ Just because you can... doesn't mean you should.
- ▶ Get your ground-level folks engaged
 - ▶ Be prepared...this takes time, money, & training...organizational commitment.
 - ▶ Change management

Objectives

- ▶ Define documentation burden (good luck!)
- ▶ Differentiate documentation burden from administrative/regulatory burden and recognize the difference between burden for billing providers vs. bedside nurses.
- ▶ Consider the current state of care planning, with considerations for a care delivery system that is transitioning to an interdisciplinary, longitudinal domain.
- ▶ Discuss the barriers to expanding and rethinking the patient's plan of care.
- ▶ Analyze the current state of informatics uptake and integration at your facility.
- ▶ Identify steps to increase the uptake of informatics competencies at your workplace.

Documentation Burden...What Does That Mean?

- ▶ Administrative/Reporting Burden
 - ▶ In order to meet targets or get paid.
 - ▶ Often misinterpreted. Often urban legend.
- ▶ Regulatory Burden
 - ▶ Some regulatory agencies can't (directly) take your money, but they can make life pretty difficult.
 - ▶ Often misinterpreted. More often urban legend.
- ▶ A million years of nursing and paper burden...there are so many things we have done to ourselves.
 - ▶ 1000+ options for an admission assessment.
 - ▶ Answering everyone else's questions.
 - ▶ More scales and screenings than you would think possible - no standardization.
- ▶ The million \$\$ question - how do we measure it?
 - ▶ And how do we fix it?

Care Planning...Who Cares?

- ▶ Inpatient nurses
 - ▶ Why?
- ▶ CMS
 - ▶ 16 references to care planning (2016)
- ▶ Patients
 - ▶ Do they have an overriding goal?
 - ▶ Is the entire longitudinal, interdisciplinary care team focusing on it?
- ▶ Care Team
 - ▶ How do they coordinate care today?
 - ▶ Lesson Learned: *Don't Plow Cow Paths*

Care Planning...Issues

- ▶ Delivery System Reform
 - ▶ Longitudinal, Interdisciplinary
- ▶ The Inpatient Nursing Plan of Care
 - ▶ Interdisciplinary? Does allied health have to double-document?
 - ▶ What happens at discharge?
 - ▶ How does the acute episode fit into the bigger picture?
- ▶ What is a Care Plan? Care Coordination? Documentation Burden?
 - ▶ They are different...until they're not.
 - ▶ Roadmap for all the connections?
- ▶ How do we get there? Perspectives...So Many Perspectives
 - ▶ Nursing-Specific vs. Interdisciplinary
 - ▶ Acute Care vs. Everyone Else (public health, school nursing, ambulatory, LTPAC)
 - ▶ With no boss...where do we turn?

Informatics at the Bedside – How to Catch Up

- ▶ Position Descriptions Should Reflect Informatics Competencies
 - ▶ RN to CNO/CNIO
- ▶ Clinical Ladder Should Reflect Informatics Competencies
 - ▶ *Nurse Leader, August 2018* – NYU-Langone examples
- ▶ If you aren't already...
 - ▶ Network with your colleagues!
 - ▶ Borrow PDs.
 - ▶ Steal strategies. But only the good ones. *Measurably* good ones.
- ▶ In order to truly drive the value of informatics and informaticists...we need help on the ground.

Questions?

Informatics at the Bedside

- ▶ AACN, TIGER, OSEN
 - ▶ Yep. Informatics/IT is a *core competency* for nursing practice.
- ▶ Super Users, Clinical Champions, Nurse Trainers
 - ▶ Common? Well supported?
 - ▶ Implementation-focused vs. Maintenance/Optimization-focused
- ▶ Professional Practice Model, Shared Governance
 - ▶ Moving toward Magnet? Other measures of ORG excellence?
 - ▶ Is Informatics Included?
- ▶ Clinical Ladder
 - ▶ Are you an expert nurse? Can you be an expert nurse if you aren't an expert in leveraging the EHR to optimize care for your patient?

In Closing

- ▶ We have opportunities to figure out burden.
 - ▶ Get involved!
- ▶ We have opportunities to figure out care planning.
 - ▶ Decide on your philosophy...and try to stick to it.
 - ▶ Get involved!
- ▶ We have opportunities to better educate our nurses and informatics.
 - ▶ Academic Programs – Informatics is required, are we doing it well?
 - ▶ Job-based training – hospitals are fields of opportunity. Especially with clinical education.
 - ▶ All levels of the clinical ladder.
- ▶ Some of these issues are older than me...and I'm old.
 - ▶ Can we put them to bed?
 - ▶ Can we get the resources and interest/buy-in to actually make change HAPPEN?