

LEVERAGING TECHNOLOGY FOR ELECTRONIC MEDICAL RECORD ACCOUNT REQUEST PROCESS



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REFLECTION QUESTION

What are some of the processes or tasks that you find repetitive and cumbersome in your practice?

And how could you use technology to decrease, eliminate, or improve them?



CLINICAL CENTER NATIONAL INSTITUTES OF HEALTH

- Federal government research hospital facility
- Patients must be enrolled in a research study
- 1,500 clinical research studies in progress
- 200 inpatient beds / 93 day-hospital stations
- 2021: 66,500 outpatient visits
28,900 inpatient days



OBJECTIVES

- Identify organizational opportunities which promote the use of innovative technologies to support patient care
- Understand the application of standard software to simplify processes
- Discuss the benefits of digital transformation to streamline workflows in healthcare
- Explore non-traditional roles for informatic nurse specialists (INS)



BACKGROUND / PROBLEM

Security INS role:

- Information access management
- Electronic medical record (EMR) security

Manual Process

- PDF forms (email & paper)
- Credentials Verification & Privileging
- Administrative procedures
- End-User experience



GOAL / PURPOSE

Process Improvement Project to:

- Streamline user account request process
- Consolidate the administrative procedures
- Enhance end user experience



METHODOLOGY: PLAN-DO-CHECK-ACT (PDCA)

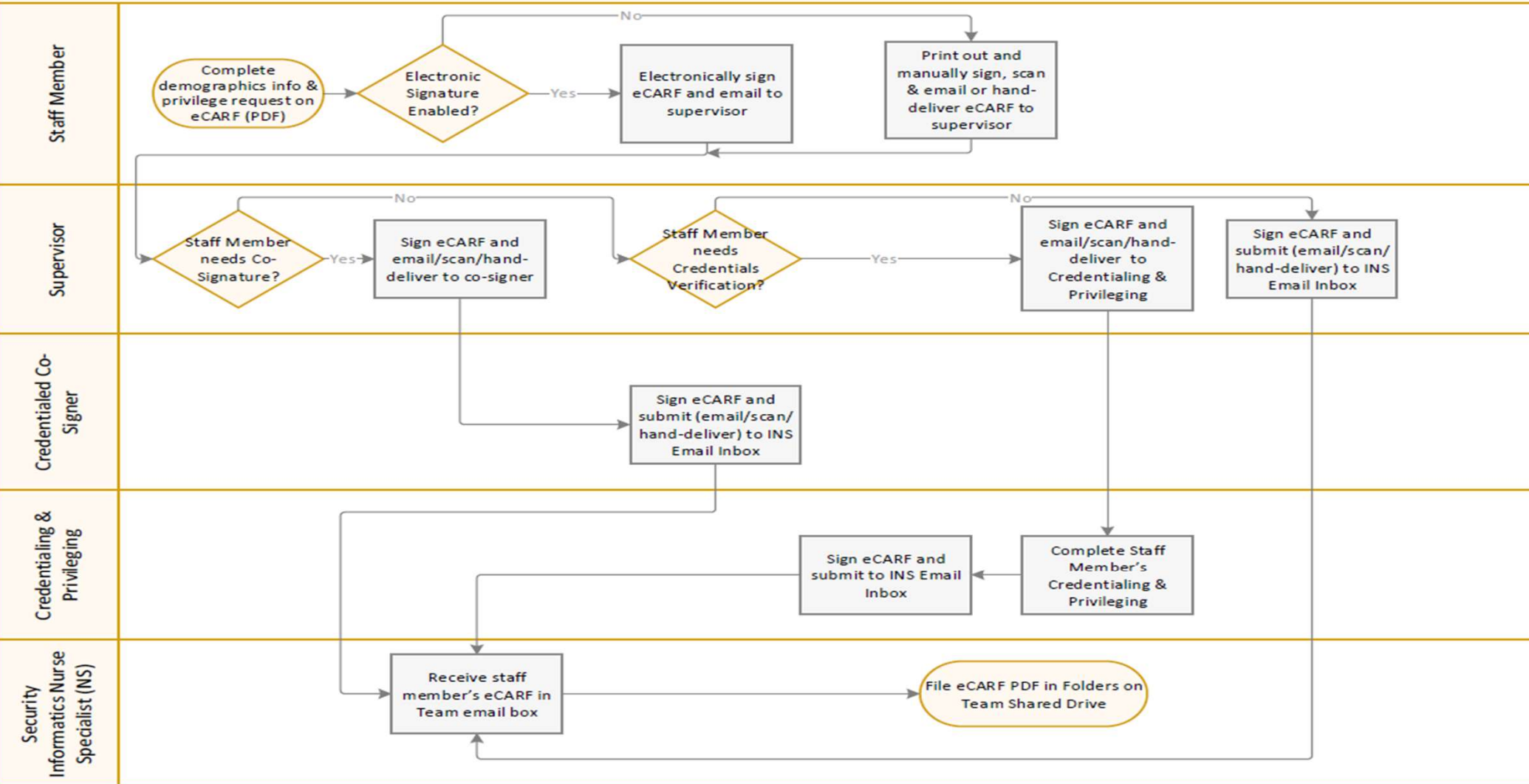
Assess

Gap Analysis;
Brainstorm solutions with
stakeholders

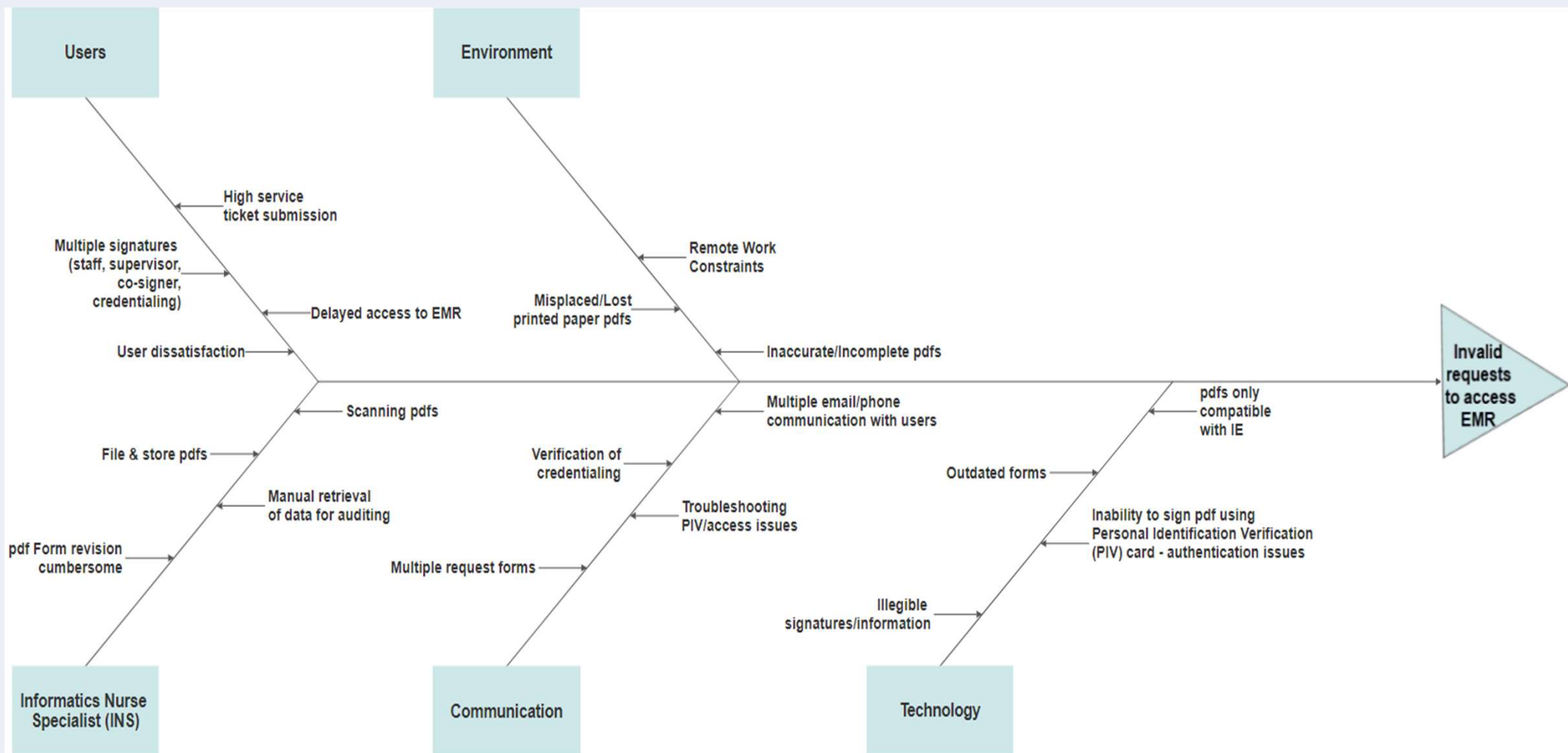
PLAN



Electronic CRIS Account Request Form (eCARF) Process Flow - Pre



CAUSE & EFFECT DIAGRAM



METHODOLOGY: PLAN-DO-CHECK-ACT (PDCA)

Assess

Gap Analysis;
Brainstorm solutions with
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PLAN

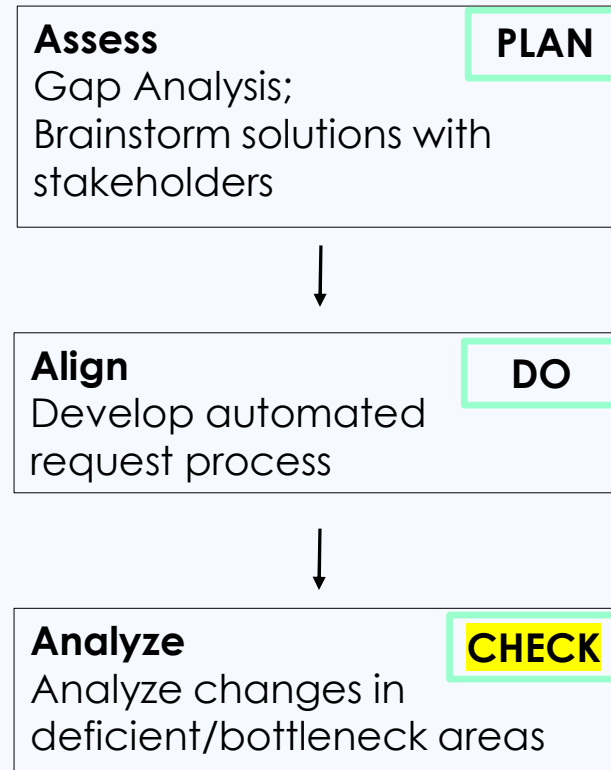


Align

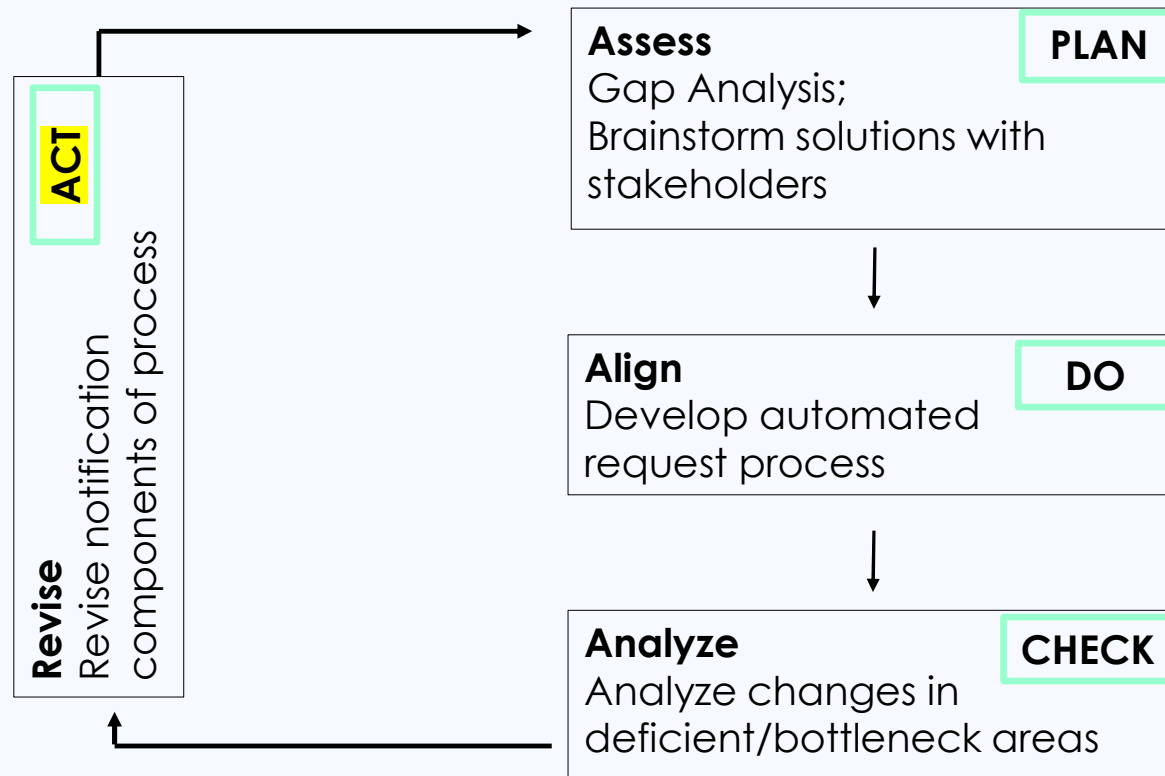
Develop automated
request process

DO

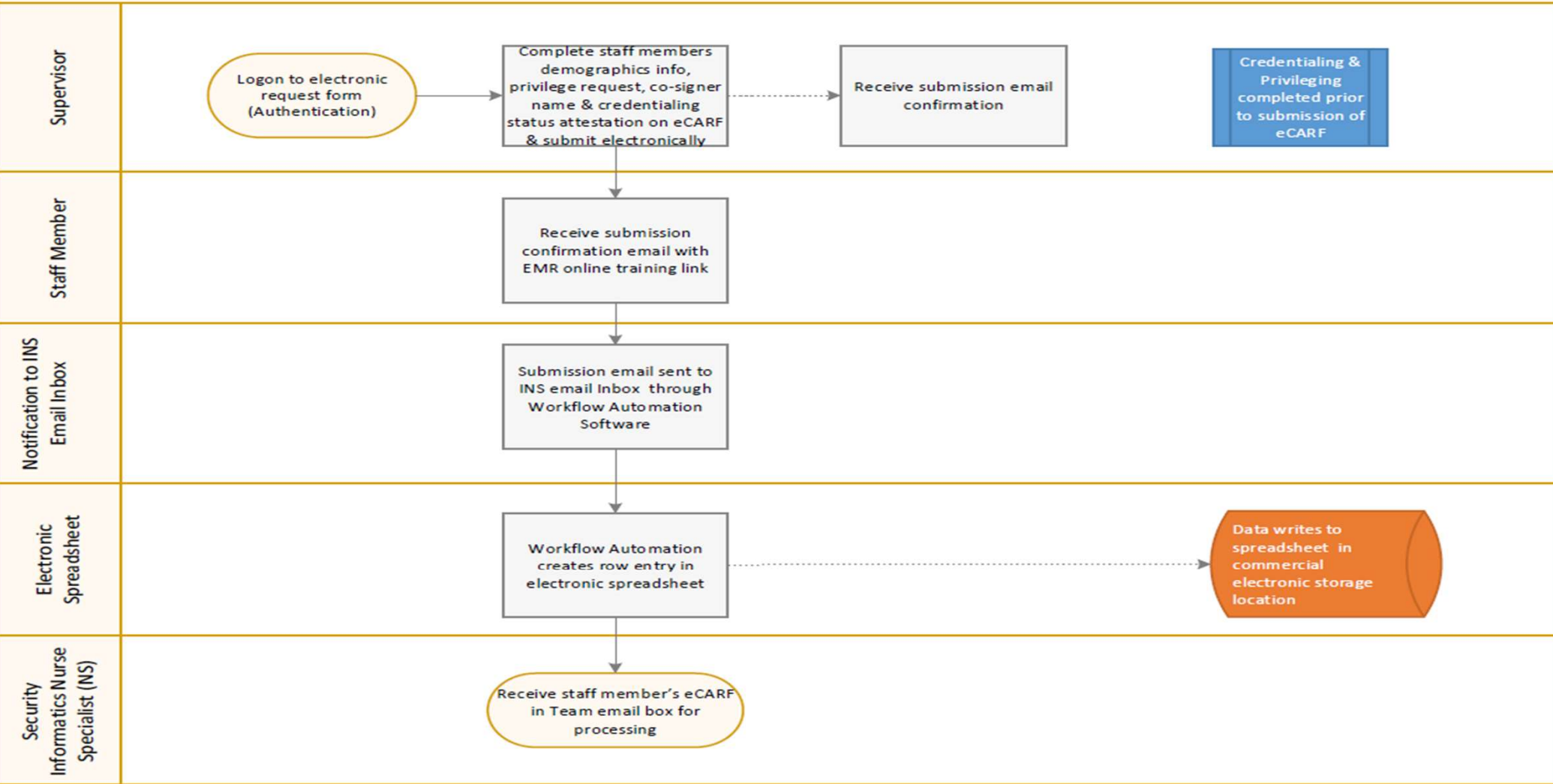
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METHODOLOGY: PLAN-DO-CHECK-ACT (PDCA)



Electronic CRIS Account Request Form (eCARF) Process Flow - Post



TRIGGER = 'SUBMIT' BUTTON ON FORM

Get form response details

Get profile of submitter (supervisor)

Email to staff member & supervisor
(includes training link)

Add a row into Working Queue database

Add a row into Master (backup) database

REFLECTION QUESTION

What considerations should you have in designing and implementing workflow automation?

What are some standard productivity software and tools that you can explore to simplify processes?



RESULTS

- Signature authentication issues decreased 14% to 0%
- Multiple signature requirements reduced to single
- Incomplete requests decreased by 29%
- Time consuming and manual tasks (scanning and storage of pdfs) eliminated
- Communication of request process automated



CONCLUSION

- Improved workflow process by decreasing steps overall
- Simplified repetitive tasks through automation
- Decreased INS administrative workload by eliminating time-consuming & manual tasks
- Improved accuracy and retrieval of data for reporting
- Established standard authentication of requestor (supervisor)
- Reduced delays of user EMR access to provide patient care

Implication for Practice:

Utilizing automation to streamline workflows improves efficiency in the delivery of health care (Zayas-Caban et al., 2021).



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QUESTIONS?

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