

Grand River Hospital District Successfully Optimizes TouchWorks V11 Notes and Transitions into ICD10

The Client

Grand River Hospital District (GRHD) is a local healthcare system located in the foothills of the western slope of Colorado. GRHD's multidisciplinary approach is unmatched in providing patients with the quality and professional care they deserve by offering over 70 affiliated physicians, servicing over 18,000 residents in Garfield County and nearby communities.

The Partnership

In January of 2015 Natalie Stampfl, RN/Systems Director, contacted Galen regarding the potential optimization of V11 Note. Galen's reputation for unassuming consultants who actively listen to client challenges to form collaborative partnerships was the motivation for the initial discussions. It was decided Galen would overhaul notes for the Gynecology department. If GRHD found value in the reconstruction, then a more expansive project would be launched.

A Noted Problem

GRHD transitioned from paper charts to V11 Note in 2009 via READY, the Allscripts TouchWorks™ EHR pre-delivered notes. They opted for a READY note implementation because at the time they lacked resources with the expertise to build customized note templates. Although a physician champion and three resources had even previously attended a week long EHR training it was more function based. The exercises covered the technical components but lacked the theory and strategy needed for a successful implementation. As is often the case with V11 Note construction they were unable to truly apply the concepts to develop and customize V11 notes.

From day one the providers were dissatisfied with the delivered notes. Changing to electronic notes created a tremendous amount of personal discomfort and angst. There were 3 factors that providers felt disrupted the flow of the patient visit:

- 1. Too many clicks.** The click count was staggering when multiplying the number of clicks per note by the number of notes documented on a typical day! The problem increased exponentially within Family Practice as the typical patient presented with more complex health issues requiring detailed documentation.
- 2. Valuable data fields were nestled too deeply within subforms.** This equated to time spent looking for places to document blocking efficiency and increasing the use of free text fields.
- 3. Dragon was frustrating!** Providers were forced to spend time correcting inaccurately rendered verbiage.

To mitigate some of the issues GRHD began offering dictation as a documentation option in 2013. Although there were positive and negative aspects to supporting dictation services, the Systems staff were able to manage the new workflows. Though not ideal this solution worked for a while. Ultimately, GRHD knew the best way to approach these issues would be to redesign the notes with minimal clicks and improved efficiency.

GRHD presented a formal proposal for note optimization to the providers. The adoption strategy was to have provider consensus across each specialty by selecting a physician champion. The champion would work directly with the implementation consultant to develop the notes, as well as serve as the communication liaison with their colleagues.

Essential Discovery: Foundation for Adoption

Galen began the process of assessing the existing note structure for the Gynecology notes by systematically reviewing each unique note template for consistency, clarity and efficiency. In addition, notes for every provider and every visit type, were reviewed to understand nuances of how the providers were documenting. Discussions with the champion further clarified concerns.

By the conclusion of the assessment, several common themes of concern emerged:

Common Issue List	
Issue	Impact
Slow note load speed	Multiple NoteForms defaulted in numerous note sections
Providers manually adding preferred NoteForms	Increase of click count
Note templates shared across specialties	Decrease of provider efficiency
"Normal" rendering physical exam forms non-specific	Inaccurate reflection of physical exam, increase free text
Citation messages not utilized for negative findings	Inaccurate reflection of visit, increase free text
Abnormal findings rendering red, bold and underlined	Increase of legal liability
Assessment NoteForms not implemented	Increase of click count

Building a Better Note

Collaboration between the Galen expert and Physician Champions to design and reconfigure more suitable note and documentation workflows occurred. Numerous validation sessions were scheduled with physician champions encouraged engagement in the process. As the new notes were implemented, clinicians experienced the benefits of faster workflow with clear, concise documentation.

As the word spread about the success of the newly optimized notes, requests for changes increased dramatically. Each request was evaluated on a case-by-case basis by the Galen consultant and the GRHD lead analyst. Each upstream and downstream consequence was carefully considered, and if no significant issues were identified, the team worked concurrently to implement changes while continuing the process for the Pediatric Specialty. In addition, the team also delivered a complete set of fully customized notes for the Podiatry and Dermatology Departments, a new note for the new Wound Management clinic, as well as a new Worker's Compensation note. Even small changes were tremendously impactful on the overall flow of documenting the patient's story.

Understanding the Future

Since the looming ICD10 deadline would require adequate documentation to support higher specificity Galen applied clinical documentation improvement options in three ways:

1. ICD10 compliant HPI NoteForms
2. Body system specific Assessment NoteForms for Primary Care
3. Specialty specific Assessment NoteForms

This approach limited the need to use the Allscripts Clinical Qualifier functionality which was deemed to be click intensive. Galen worked very closely with GRHD's Systems team to educate providers how to use the notes for ICD10 adoption.

Once the note implementations had been completed, it was extremely important for a knowledge transfer to occur. Galen was able to provide Advanced V11 Note Training to complement the functionality training GRHD had previously received. Upon completion GRHD was equipped to sustain the documentation needs of the organization.

The Outcome

Although Galen continues to be engaged with GRHD, we asked them where they found the most value among all of the services that were provided. Natalie Stampfl summed things up nicely by stating, “Even though the engagement was initially very focused, it developed into a more comprehensive process which really helped close the loop. GRHD has built a long lasting relationship through this process, which is the biggest value that they have found so far.”

Galen Professional Services Helped GRHD River successfully:

- Optimize most of their V11 notes
- Implement and train clinicians on ICD10 compliant HPI and Assessment NoteForms
- Learn how to efficiently build all the components of V11 notes

Project Statistics

43

NEW NOTE
TEMPLATES BUILT

400

NEW NOTEFORMS
BUILT

3

NEW SPECIALTIES
WENT LIVE ON V11 NOTE

11

PROVIDERS
ENGAGED

Client Quotes

“I love my new notes!” —JEAN MAGES, WHNP-BC AND BONNIE WALSH, MD

“The [providers] are just happier all around as far as the notes go.”

—ANDREA FERGUSON, CLINICAL SYSTEMS ANALYST

“Even though the engagement was initially very focused, it developed into a more comprehensive process which really helped close the loop. GRHD has built a long lasting relationship through this process, which is the biggest value that we have found so far.” —NATALIE STAMPFL, RN/DIRECTOR, SYSTEMS