



CASE STUDY

The Children's Center Rehabilitation Hospital is a 24-hour medical care facility offering comprehensive rehabilitative therapies, respiratory care, and special education for children with long-term care needs.



the children's center
REHABILITATION HOSPITAL

PROBLEM-BASED CARE NOTES SAVE TIME, ENHANCE QUALITY OF CARE AND PROVIDE CONTINUITY OF CARE ACROSS MULTIPLE DISCIPLINES

The Children's Center Rehabilitation Hospital (TCC) in Bethany, OK, a suburb of Oklahoma City, is the only hospital of its kind in the Texas-Oklahoma-Kansas tri-state region. A private non-profit hospital, TCC serves children from birth to age 21, assisting them and their families with special care needs as they transition from hospital to home or participate in long-term resident care. With unique workflows and a care team approach, TCC has specialized patient care documentation needs.

**Location**

Bethany, OK

Size

160 beds

Website

www.miracleshappenhier.org

About

Knowing all children are of equal worth, TCC has been dedicated to providing excellent pediatric medical and rehabilitative services since 1898.

“We had a phenomenal experience. No negative impacts on workflow. Substantial reductions in time to document. In totality, Flex ClinDoc creates a much better user experience with a more professional impact—one that drives improved quality of care within our organization and beyond.”

—Darin Brannan, M.D.
Pediatrician and Vice President,
Medical Informatics

WHEN THE EHR FRUSTRATES PHYSICIANS

The path to ‘meaningful use’ has been muddled, resulting in cumbersome EHR systems that are too often about capturing every iota of patient information and using it for mandatory reporting and billing, rather than patient care. Physicians have been left with a huge burden—one that frustrates, consumes their time and detracts from patient care. Like many others, physicians at TCC had become disenchanted with the promises of ‘ease of use’ and ‘care coordination’ and ‘time saving mechanisms’ touted by EHR vendors.

Harris Healthcare, TCC’s EHR provider, has been a leader in the past for ease of use. Harris Flex is a powerhouse when it comes to patient data, storage of records and comprehensive quality reporting—but, as a tool to aid physicians and clinicians as they interact with patients and collaborate with one another, there were some gaps. A new approach utilizing new technology was needed.

When Harris Healthcare approached TCC regarding Flex ClinDoc, an innovative new application that would rely on data within HARRIS Flex, but wholly revolutionize how physicians provided patient information and interacted with care notes and one another, TCC was very willing to participate as a Beta partner.

Darin Brannan, M.D., a veteran pediatrician and TCC’s Vice President of Medical Informatics, and the team at TCC worked closely with Harris Healthcare’s team to mold Flex ClinDoc into what it is today.

A NEW APPROACH TO CLINICAL DOCUMENTATION

Flex ClinDoc provides standardized note templates with a unique and configurable design as well as advanced automation and smart select features, which foster consistency and speed of access as well as improved readability, quality and reporting.

“We were really interested in the concept of a review pane.” Dr. Brannan explains. Previously, TCC clinicians averaged eight entry and exit paths in the EHR just to collect and synthesize information for the current progress note. Now, with Flex ClinDoc, previously documented patient information is summarized and displayed alongside the current note, but in a second review pane with independent controls. They have one entry, one exit to the note—a 75% reduction.

While Flex ClinDoc’s dual-paned view adds time-saving review conveniences, another feature is equally important to TCC’s clinicians: the ability to “carry-forward” prior documentation, with versioning. This “carry-forward” capability significantly reduces the amount of time physicians spend transcribing their own notes.

“We have one physician who is notorious for extremely comprehensive notes,” laughs Dr. Brannan. “She’d take an hour and a half on one note. Now she documents in less than 45 minutes. With Flex ClinDoc’s “carry-forward” she no longer has to spend the time transcribing from elsewhere in HARRIS Flex or having to retype plan details when little has changed.”

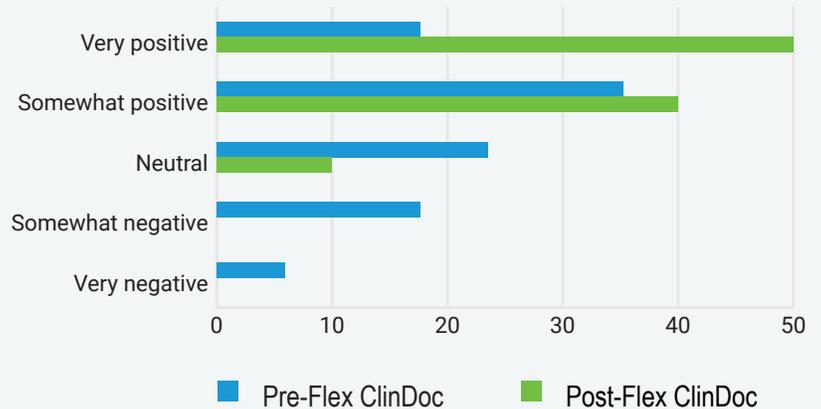
With Flex ClinDoc, TCC has reduced total documentation time by 63% and total note time by 47%. “We have always taken pride in being patient-centric,” says Dr. Brannan. “The time we save

Physician Satisfaction with Flex ClinDoc Note Creation

Physician Satisfaction:

UP 37%

with Flex ClinDoc



documenting is time that we can put back into patient care. We spend more time where needed, with the patient.”

There’s also a time-saving “auto-populate” feature within Flex ClinDoc. Some of it is bi-directional, such as family history, so an update in the new note populates the correct fields in the family history application. Other fields such as allergies, vitals, lab results and medications are uni-directional, and provide quick visual assessment details such color-coding when lab results are out-of-range.

“We love that Flex ClinDoc is pulling directly from HARRIS Flex —labs, vitals, orders, everything. It’s right there,” says Amy Hulsey, APRN at TCC. “We can go back to review admit H&P or recent lab results without losing our spot in the current note.”

Not “losing” data has also been a key satisfaction point among clinicians. Prior to Flex ClinDoc, if a physician had to quickly turn to another task, lost Wi-Fi or experienced an error-based system shut-down, all the work she had completed could be lost. Flex ClinDoc has an auto-save feature which eliminates lost work and re-work, ultimately saving staff time and easing their minds.

IMPACT ON THE CARE TEAM

Working as a care team, it was important for TCC to have clinical documentation that would support multiple clinicians at each stage of their interaction with the patient and the note.

TCC has three care notes: an Admit H&P, a Progress Note, and a Discharge Summary; they complete about 50 progress notes per day

At go live, 16 clinicians and five case managers were using Flex ClinDoc for documentation, and HIM, Case Managers and Nursing had access to the notes. However, there’s been incredible demand for access to the succinct and clear patient status information Flex ClinDoc provides.

Within three weeks of go live, TCC had opened up access Flex ClinDoc for Respiratory Therapy, Physical Therapy, Occupational Therapy, Speech Therapy, Education, Psychology and Dietary, and they expect more requests.

CLOSED-LOOP PATIENT CARE

“One of our challenges is helping the patient transition back into the community,” says Dr. Brannan. TCC needed a clinical documentation solution that would allow case managers to access and document within the care note. But they also needed a solution that would have case managers “hitting” the note at the right time in the patient’s workflow, without holding up progress notes or discharge.



“Given our unique patient population, we needed a product that would provide both flexibility and customization. After reviewing several EHR products, HARRIS Flex was the only one fulfilling these requirements and was the clear and only choice for The Children’s Center Rehabilitation Hospital.”

—Darin Brannan, M.D.
Pediatrician and Vice President
of Medical Informatics

Focused on Physician Satisfaction: (left to right) Darin Brannan, M.D., Pediatrician and Vice President of Medical Informatics; Kabir Choudary, Product Analyst; Freda Perkins, Support Analyst; Kristin Hess, Product Manager; Margaret Jacobs, Sr. Implementation Manager; and Jan Yarberry, TCC Implementation Consultant

“Flex ClinDoc is really perfect for us,” says Taylor Bradford, a case manager at TCC. “I can access the note to input or edit appointments with specialists. At the same time, the note is pulling from H&P. The end result is a clear discharge plan.” The notes feed off one another (i.e. the discharge summary pulls data from the H&P), which facilitates a faster turnaround on discharge.

LEAVE A LASTING IMPRESSION

Even downstream, Flex ClinDoc is proving to have a tremendous impact. Having a problem-based note template inherently provides greater organization and simplification when compared to notes that “lump” together all patient summary data. Discrete data fields make notes easily searchable and quickly readable.

“Every patient leaves with a list of follow-up appointments,” Dr. Brannan explains. “The providers and specialists that see our patients after we do get a clean, extremely professional, detailed copy of the note. They’re easier to read—which not only reflects on the quality of care our patients receive, but also impacts their quality of care going forward. There’s nothing to miss.”

LOOKING FORWARD

TCC is interested in exploring two additional facets to their clinical documentation, and both relate to multi-resource workflows. “We would like to look at making our clinical documentation even more of a multi-user charting space,” explains Dr. Brannan. “Flex ClinDoc is geared toward physicians, which is fantastic and perfectly suited to our physician satisfier goal, but we would like to eventually expand access to the chart and have it geared toward those users and their workflows. We have always needed a Discharge Instructions document that brings together the instructions from all disciplines that were involved in the patient’s care. This is now possible with Flex ClinDoc.”

On a related note, TCC is looking at different ways to present information to both clinicians and non-clinicians within the environment. To that end, Dr. Brannan is paying close attention to the integration between Flex ClinDoc and Flex Launch Pad, another Harris Healthcare application which allows providers to review information as well as sign off on orders and results “on-the-go”—from anywhere at any time, including on mobile devices. Dr. Brannan’s hope is to provide role-based access which would filter and synthesize patient information based on what each user can and should know.

