

CLINICAL

DATA

OVERLOAD

HOW TO STACK THE
CARDS IN YOUR FAVOR

An industry report completed several years ago¹ estimated a 48% annual increase in health data available in the U.S. at both the macro “big data” level and more localized EHR level, health data continues to proliferate.

For practitioners, the challenge is no longer lack of data, or access to data. What is needed is information: data that is processed, structured and presented in context to make it meaningful and useful. In short, physicians want the right information at the right time at the right point of care.

Data access
& use in
clinical care
continues to
accelerate at
an astounding
pace.



A TRICKY BALANCE



Structuring large amounts of data in a way that improves patient care and provider workflow presents a challenge. EHR developers are working hard to find a sweet spot for practitioners that meets several competing needs:

Simultaneous high-level/low-level information access

Balancing the need for summarized information for decision making and organizational flow while preserving access to the deeper drilldown data on-demand when needed.

Seamless response to immediate needs of a specialized workflow

Without breaking the system or creating separate unrelated, unintegrated workflows (e.g. nurse and doctor accessing similar data from different workflows and at different levels of detail).

A new addition to EHR technology is showing great promise in addressing the need for clinics to improve workflows and use of information structured for quick access and decision making, while at the same time preserving quick and seamless access to specific, detailed patient information.

This approach is referred to as patient cards.

Patient cards provide clinical summaries of all information relevant to patient care displayed on one screen. Think of it as a hand of cards, with each card representing frequently-accessed clinical information of specific aspects of care important to that particular caregiver, be it a physician, nurse or other provider or staff in the workflow. Each person can select and arrange their hand of cards based on their specialty, responsibility and workflow.

Easily
customizable
to practice
preference &
specialty.

A New Paradigm in EHR: Patient Cards

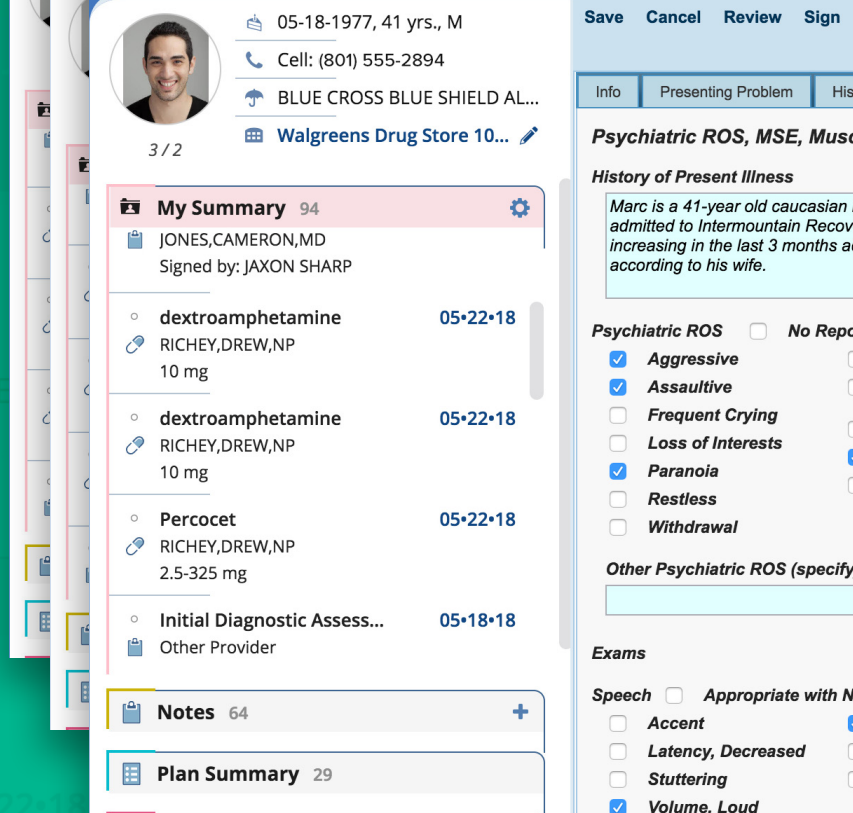
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For example, before seeing a patient, a physician might want to quickly answer these questions:

- ⦿ How many times have I seen this patient? When was the last time?
- ⦿ What are their key problems?
- ⦿ What meds are they on, and what are their allergies?
- ⦿ Were they referred in? By whom? For what?



A nurse or MA on the other hand may want to know:

- ⦿ Have all the intake forms been completed?
- ⦿ Has insurance eligibility been verified?
- ⦿ Are the vitals and history completed?
- ⦿ Did the labs come back for this patient?

In each case, a customized set of cards are provided that are most relevant to expediting workflow and improving quality of care for that specific caregiver. Experience across many practices and providers has shown that this type of personalization is one of the most critical aspects of making EHR more meaningful.

For example, a physician might select a problems card, a plan card, and a visit notes card that would provide a high-level summary of relevant information about the patient in each of those areas and give the physician a highly customized, quick snapshot of that patient's status. A nurse or MA might select a notes card to manage capturing vitals and history, managing medications history or checking labs status.

Selected cards become part of that caregiver's EHR profile and are displayed in a single screen at the top level of the EHR whenever they access the system from any device. Cards can be selected, rearranged and prioritized at will.

The power of this approach doesn't require creating new streams of data. All of this information could potentially be "dug out" of the system by the doctor or staff; but finding and managing it severely interrupts workflow and care continuity. Cards put all that relevant information at the caregiver's fingertips, right where and how they like it.

Draining Logistical Swamps

Clinical summary dashboards can also significantly improve providers' ability to effectively manage the many tasks that must be completed outside the exam room. During a busy day, a physician also needs to address and respond to questions such as:



What is my schedule this afternoon?



Are there any hot calls/messages that must be returned STAT?



What follow-ups must be done today?



Did the labs for Mrs. Jones come back yet?

A concise dashboard that includes relevant cards can be structured and added to the provider's "hand" at the top level that tracks and displays key summary information to manage these types of tasks and many more. Not only is efficiency boosted, but physician and staff can feel more confident that important, pressing details haven't been missed in the press of busy schedules.

The Magic of "Drilldown"

Top-level summary cards are a powerful addition to making an EHR work for providers. However, pairing this capability with detailed data access through a few clicks takes provider and staff productivity to an entirely new level.

If a nurse sees in the notes card that a particular patient hasn't completed the intake forms, a few simple clicks will take her directly to the intake form management section of the EHR.

With this "drilldown" capability, a provider starts with the summary card to get the big picture of what is happening in that particular area. However, they may also want additional detail behind the top-level data. Clicking on a section or tab in that card will instantly take them to the section of the EHR that contains the details they are looking for.

For example, if a nurse sees in the notes card that a particular patient hasn't completed the intake forms, a few simple clicks will take her directly to the intake form management section of the EHR where she can take the necessary actions for resolving the issue. Or, a doctor may want to review details of a previous visit to verify a patient's reaction to a particular medication. From the patient note card, this information is a couple of clicks away, accessed through a direct and intuitive path from the cards screen. This type of direct access drilldown saves countless hours of hunting and pecking for information housed in various sections of the EHR.

Cloud-based & Real-time Visibility

Two key foundational technology functions are crucial to the success of a cards type of implementation. The first is that the system must be cloud-based, so that information is available any time, anywhere on any secured device. Secondly, the

information must be real time, meaning that changes made in any part of the system by other users are immediately updated and available. This ensures that providers viewing summary cards or performing data drilldowns are accessing completely current information.

Are Cards in Your Future?

If you're looking to take your clinical data to the next level of providing valuable information to providers and caregivers, adding patient cards to your EHR can boost your productivity and effectiveness in providing quality patient care without impacting already established efficient workflows and charting protocols.