



Paper Miles to Electronic Files

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The Hybrid Environment

Technologies used to document care in an electronic health record (EHR):

- Handwriting
- Scanning
- Dictation/Transcription
- Voice recognition
- Direct entry
- Photographs
- Interfaces from machines



8 Key Documentation Principles

- Patient ID
- Legibility
- Accuracy
- Completeness
- Timeliness
- Integrity
- Authentication
- Privacy, Confidentiality & Security



e-Documentation Tips

- Include only specific/pertinent information about care provided on that day of service
- Document why you are providing the specific treatments
- Avoid copying unnecessary information from other documents
- Acceptable to refer to current documentation instead of repeating or inserting information in the note
- Do not use a code in lieu of words.



e-Documentation Tips (cont'd)

- Don't copy a signature block into another note
- Templates can reduce time spent documenting when used appropriately and updated
- Review your note before authenticating
- Once a note is signed electronically, additional information may be added as an addendum



Copy and Paste Tenets

- There are good reasons to copy and paste, when appropriate!
- NEVER copy a signature block into another note.
- Do not copy entire laboratory findings, radiology reports and other information in the record verbatim into a note.
- Do not re-enter previously recorded data.



Authentication Is:

- Verifying that the person documenting is who they say they are, and
- Assuring appropriate credential for what is being documented.
- Taking responsibility for the information contained in document.

Note: An 'additional signer' or 'cc' is not the same as an authenticator.



Framework

- What is a framework?
 - Policies, processes & procedures
 - Hardware, software, business rules
- Why do we need it?
 - Promote documentation consistency
 - Continuity of care and patient safety
 - Support revenue cycle



Overarching Policy

- You must identify who is authorized to document in the record AND
- How that determination is made for new users.
- Define content, timeliness, requirements as described in state and federal laws and accrediting agencies.
- Handouts



EHR Business Processes

- Record creation
- Record storage and retention
- Coding
- Release of information
- Data collection, analysis & MR review
- Confidentiality, privacy & security
- Forms/Titles/Template management



Emerging Issues

- Template management
- Title management
- Maintaining electronic documents
- Completion and authentication
- Controlling printing
- Staff competencies
- Others?



Monitoring e-Documentation

Documentation may be monitored by:

- Quality management
- Health information management
- Nursing
- Peer reviewers
- Outside agencies, inc regulatory and accrediting agencies



Monitoring e-Documentation, cont'd

Documentation may be monitored for:

- Patient identification
- Accuracy
- Completeness
- Timeliness
- Integrity
- Authentication
- Adherence to standards of care
- other



Where are we going?

- Our industry is changing in a revolutionary way!
- More group care for chronic conditions creating a need for different e-documentation
- Personal health records (PHRs)
- Interfaces for bio-medical devices
- Information exchange between organizations



Emerging Care Modalities

- Telephone care - mostly not reimbursed at this time, but vital to continuity of care
- Telehealth/telemedicine - complex interchange between a remote site and a clinician site
- Home monitoring - information exchange between a patient/machine/clinician



Continuity of Care Record (CCR)

- CCR is a transportable set of basic information about a patient's health care, accessible to clinicians & patients
- Pt demographics, insurance info, diagnosis & problem list, medications, allergies, care plan, etc.
- Represents a 'snapshot' of patient data
- XML - can be created, read and interpreted by various EHR systems



WWW...

- How will you incorporate patient and/or patient provider e-mail into your processes?
 - Need a policy
 - Need process for e-discovery
- Web/Google
 - Patients are more educated
 - FREE PHR!!!



Surviving and Enjoying the Journey

- Enlightened self-interest
- Knowledge
- Ask for timely feedback with good data
- Use the system support tools
- Take care of your super users
- Partnership/Dialogue with colleagues, management and staff



Change Is...

- Change involves moving from a well-known, comfortable way of doing something to a new unfamiliar way.
- We are now in the process of changing the nature of our work.
- This change is revolutionary, not evolutionary...and it is FAST!



Change and Transition

- Change is an external event that happens to us or to our department or work group.
- Transition is an internal passage from one state to another that occurs within us or within our department or work group.



Where are YOU Now?

- Evaluate what is going on right now?
- What processes or changes are in motion right now where you work?
- Are any of these processes or changes a problem?



Personal Survival Skills

- Maintain a sense of humor
- Have a clear sense of direction personally and organizationally
- Become an expert on change
- Learn, Learn, LEARN!
- Play with the software
- Practice time management skills



Questions?

THANK YOU!

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← Want to Update
your handouts?