



TEXAS TECH UNIVERSITY
HEALTH SCIENCES CENTER™

School of Nursing

Barriers to Real-Time Charting and the Electronic Health Record

Vanessa Bolyard MSN, APRN, FNP-C, Emily Jestes MSN, RN, CNL,
Cynthia Kidd MSN, APRN, ACNP-BC, PMHNP-BC, and Lisa Woodward MSN, RN, CENP



Background

- The Institute of Medicine (IOM) recognized the potential that technology had for transforming healthcare, and encouraged the innovation of new technologies to reduce errors (IOM, 2000).
- Nursing documentation with the electronic health record (EHR) was theorized to improve patient care and processes with improved standardization, accuracy, and care (Kunz, 2010).
- Accurate clinical documentation required for reimbursement. Core measures require items to be documented within a certain period of time for maximum reimbursement (Keepnews, 2013)
- Nursing perceptions of electronic documentation→ Positives: Increased access, efficiency, and organization of charting; Negatives: Slows work, decreases critical thinking and quality of care (Kossmann & Scheidenhelm, 2008).
- Barriers to EHR real-time charting→ Chaotic nursing pace, ad-hoc workarounds, lack of equipment, poor understanding of point-of-care charting (Kohle-Ersher, Chatterjee, Osimanbeyoglu, Hochheiser, & Bartos, 2012).

Methods

- 10 question survey, developed from literature and observational analysis, directed to bedside RNs & APRNs who chart electronically
- Survey included two free-text questions asking nursing to describe barriers to real-time documentation and suggestions to make it easier
- Survey sent via Survey Monkey by word of mouth in two acute care facilities; relayed to colleagues via email and social media
- 261 surveys were completed and returned
- Results were received in an Excel spreadsheet format, and then uploaded into SPSS for analysis

Purpose and Goals

The purpose of this project was to:

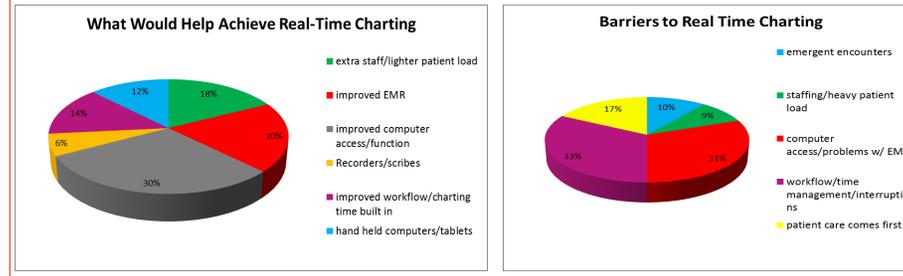
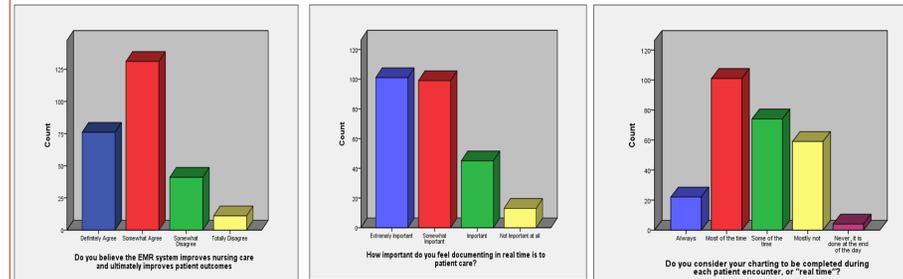
- Assess the perceived importance of real-time charting to patient care in the EHR
- Assess the occurrence of real-time charting in the EHR

The goals of this project were to:

- Determine barriers for real-time charting in the EHR
- Identify recommendations to improve the occurrence of real-time charting in the EHR

Results:

There was a consistent message that nurses felt electronic health records improved nursing and patient care. Nurses relayed the importance of documenting in real-time, but more than half of the respondents (n=261) relayed they did not consistently chart in real time. Better access and improved workflow were ranked as needed solutions.



Conclusion

- Nurses will be part of the solution
- Indices, such as the Rothman & APACHE, depend on smart systems and real-time nurse documentation. Nurses need to be educated on:
 - Improved patient outcomes from real-time charting
 - Shift away from task centered care
 - Prioritization and time management skills
- Innovative technology is available to assist with real time documentation, it must be adopted by hospital systems.
- Staff and resources cannot be cut as they perform more complicated real-time computer documentation.
- Collaborative relationships must be built with nursing schools to engrain practices of real-time documentation in a rapidly changing electronic world. This has been done in social media through venues such as Twitter & Facebook.

References:

- Institute of Medicine [IOM]. (2000). Crossing the quality chasm: A new health system for the 21st century. Retrieved from <http://www.iom.edu/Reports/2001/Crossing-the-Quality-Chasm-A-New-Health-System-for-the-21st-Century.aspx>
- Keepnews, D.N. (2013). Mapping the economic value of nursing: A white paper, Seattle: Washington State Nurses association.
- Kohle-Ersher, A., Chatterjee, P., Osimanbeyoglu, H. U., Hochheiser, H., & Bartos, C. (2012). Evaluating the barriers to point-of-care documentation for nursing staff. *Computers, Informatics, Nursing*, 30(3), 126-133.
- Kossmann, S. P. & Scheidenhelm, S. L. (2008). Nursing perceptions of the impact of electronic health records on work and patient outcomes. *Computers, Informatics, Nursing*, 26(2), 69-77.
- Kunz, M. K. (2010). Embracing the electronic health record: Helping nurses overcome possible barriers. *Nursing for Women's Health*, 14(4), 290-300.

3601 4th Street, Lubbock, TX 79430
806.743.2730 cynthia.kidd@ttuhsc.edu

