Phone Note: Capturing Patient Care Outside the Hospital Based Clinics

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Baylor Scott & White Health

The largest not-for-profit healthcare system in Texas and one of the largest in the United States, Baylor Scott & White Health was born from the 2013 merger of two exemplary organizations—Baylor Health Care System and Scott & White Healthcare.

Our Locations

Baylor Scott & White Health serves a geographic larger than the state of Georgia:
- 36,000 square miles
- 45 counties

The Largest Not-for-Profit System in Texas

- 48 HOSPITALS
- 499 SPECIALTY CARE CLINICS
- 164 PRIMARY CARE CLINICS
- 157 SATELLITE OUTPATIENT CLINICS
- 26 AMBULATORY SURGERY CENTERS
- 6 URGENT CARE CLINICS
- 4 SENIOR HEALTH CENTERS

- 5,8 MILLION PATIENT ENCOUNTERS ANNUALLY
- 3,6 MILLION OUTPATIENT REGISTRATIONS
- 9,600+ PHYSICIANS
- 5,439 LICENSED BEDS

The Hospital Clinic

- Allergy & Immunology
- Asthma Care
- Behavioral & Psychological Health
- Breast Imaging
- Cancer Care
- Cosmetic & Plastic Surgery
- Dermatology
- Diabetes & Endocrinology
- Digestive Diseases
- Ear, Nose & Throat
- Emergency Care
- Genetic Counseling
- Heart & Vascular
- Imaging & Radiology
- Infections Diseases
- Kidney Disease
- Men’s Health
- Neuroscience
- Oral Surgery
- Orthopedics
- Pain Management
- Palliative Care
- Pediatric Care
- Pharmacy Services
- Precision Medicine
- Primary Care
- Pulmonology
- Rehabilitation & Physical Therapy
- Sleep Disorders
- Spine Care
- Surgical Services
- Transplant Services
- Urology
- Weight Loss Surgery
- Wellness & Fitness
- Women’s Health
- Wound Care
Objectives

• Describe the clinic /patient challenges the phone note intends to solve
• Discuss the efforts from IS, Informatics and Clinical Staff required for configuring the phone note and workflow changes
• Describe the benefits and challenges of implementing the phone note

Situation

• Informatics and Practice Administrators discovered that there was not a streamlined way to capture patient encounters /communication outside of the clinic visit
• Staff either uses paper documents, email and other clinical systems (Teleresults)
• It became apparent that the existing processes for managing communications were not robust enough to ensure effective, and efficient care of patients

Strategy

• Designed and implemented a phone note document on the main EHR with the functionality to save on a Pre-Visit or Discharged account
• Implemented new workflows that capture communications on the phone note

Template

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Challenges

• Clinics requesting to add specific data elements
• Compliance
  • Some staff will continue with old workflow
• Configuration issues
  • Initial setting will generate a new visit

Outcomes

• Increased efficiency of issue identification and response
• Increased accuracy of communication
• Improved collaboration among physician and clinic staff
• Improved content in legal medical record for patient/staff communication

Significance

• Change management reinforced behavior modification and adherence to utilizing the one EHR source
• Standard data sets (documentation template) increase efficiency when identifying patient concerns
• Collaboration provides rich resource of knowledge and content exchange

Reference


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