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Phone Note: Capturing Patient Care Outside the Hospital Based Clinics

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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

- 5.8+ MILLION** PATIENT ENCOUNTERS ANNUALLY
- 48** HOSPITALS
- 499** SPECIALTY CARE CLINICS
- 164** PRIMARY CARE CLINICS
- 157** SATELLITE OUTPATIENT CLINICS
- 25** AMBULATORY SURGERY CENTERS
- 6** URGENT CARE CLINICS
- 4** SENIOR HEALTH CENTERS
- 3.6 MILLION** OUTPATIENT REGISTRATIONS
- 9,600+** PHYSICIANS
- 5,439** LICENSED BEDS


All information as of 12/31/2016, except patient encounters, outpatient registrations, and physicians which represent FY 2016



The Largest Not-for-Profit System in Texas

- 48,000+** EMPLOYEES
- \$8.4 BILLION** TOTAL ASSETS
- \$10.8 BILLION** ADJUSTED EBITDA
- \$1.0 BILLION** COVERED LIVES

#1 LARGEST EMPLOYER IN TEMPLE
#5 LARGEST EMPLOYER IN D/FW



Financial information is FY 2016. Employees is as of 12/31/2016 and includes ~8,000 JV employees. Covered lives is as of 12/31/2016 and represents combined SWPH and BSWGA covered lives with any overlap in covered lives eliminated.

The Hospital Clinic

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

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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 (Telereults)
- It became apparent that the existing processes for managing communications were not robust enough to ensure effective, and efficient care of patients

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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

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Template

Template (cont.)

Template (cont.)

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

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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

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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

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Reference

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