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Podium Presentation

Chemotherapy Note Redesign to Decrease User Burden and Facilitate Data Retrieval

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All medical records require concise, clear notes for all readers of the note to obtain a working knowledge of patients' needs. Not all medical records have these concise, clear notes. This comprehensive cancer center is one of the few that has required a chemotherapy treatment note for every regimen. This practice is compliant with the 2016 ASCO/ONS Chemotherapy Administration Safety Standards requirements. The note is used to check each dose of chemotherapy as the patient undergoes treatment that includes the most toxic medications that exist, generally in complex cyclical regimens. Careful, independent double checks by each discipline involved in providing this type of treatment is necessary to prevent harmful errors, but requires additional documentation tools. Our initial electronic chemotherapy treatment note was created in 2014 when we implemented a new EHR. In its rudimentary form, there were many challenges and workflow concerns. It was cumbersome to navigate, tracking signature status was difficult, there were no discrete data for reporting purposes, it was unavailable during downtime, and it did not guide providers to comply with our policy. Prior to the redesign of the chemotherapy treatment note, there were multiple examples from pharmacists and nurses of confusing signatures and note content as modifications were made to the plan. It became apparent that we needed to redesign the note. The redesign goals included: improving usability; ensuring unambiguous note content and signature tracking; providing a framework to track modifications; facilitating review of note by disciplines responsible for dispensing and administering chemotherapy; providing access to content during downtimes, and, providing discrete data for reporting purposes. Since implementation of the redesign, the reported issues have decreased. A human factors engineer performed observations and time studies. The analysis showed that users were able to access the new note within seconds and with only a few clicks. All users reported enhanced clarity with the content and signature tracking. During a downtime, we are now able to administer chemotherapy and remain compliant with our policy. Every field of the new note is discrete, giving us the ability to report on all data points in the note.