Objective
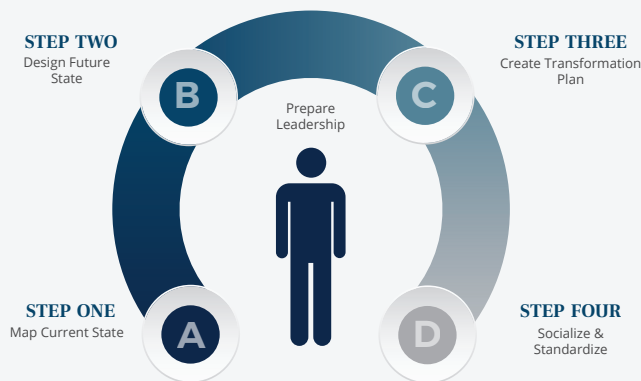# Improve Nursing Productivity and Satisfaction

Challenge

Nursing adoption of computerized clinical documentation stalled. Nurses noticed time required to complete electronic documentation exceeded their paper practices. Improved application design was needed in order to increase the utilization of their EHR.

- Current EHR functionality was not fully utilized

- Nursing surveys revealed time spent on documentation was a significant cause of frustration

- No metrics were being utilized to measure nursing productivity

Solution

Applying the **LEAN Value Stream Mapping** approach, we incorporate additional system functionality while working with a cross-functional team, creating metrics to measure success.

STEP TWO
Design Future State

STEP THREE
Create Transformation Plan

Prepare Leadership

B

C

A

D

STEP ONE
Map Current State

STEP FOUR
Socialize & Standardize

All steps are repeated every 3-6 months, with steps 1-3 lasting three days.

People
Create a cross-disciplinary team to analyze current state processes for workflows, electronic documentation and paper forms.

Process
Perform time studies that observe clinical documentation activity by role. Develop metrics along with future state workflows.

Technology
Redesign the EHR clinical documentation application where possible and activate additional purchased, but unimplemented, functionality.

Outcomes

Nursing job satisfaction and improved EHR usage

- Time spent on clinical documentation was reduced by an average of 23 minutes per nurse, per shift

- Current EHR functionality was expanded, increasing nursing job satisfaction and communication

- The relationship between nursing, IT, and Nursing Informatics drastically improved

- Eight separate pre-printed forms were eliminated