Improving the efficiency of clinical notes with Care Pathways

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Orion Health Case Study:
Southern Cross
Hospitals

New Zealand

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Hospitals

Customer Name
Southern Cross Hospitals

Location
Auckland, New Zealand

Organisation Type
Private Healthcare Provider

Connected Facilities
15

Number of System Users
1000

Products Implemented
Orion Health Progress Notes powered by Care Pathways

Key Benefits
- Improved the efficiency of clinical notes
- Improved communication between healthcare providers
- Increased legibility and accuracy of clinical notes
- Facilitated clinical auditing

The Customer
Southern Cross Hospitals plays a vital role in New Zealand's private elective surgery market and make a significant contribution. The Southern Cross Hospitals national network consists of wholly-owned hospitals and innovative joint venture facilities, operated in partnership with leading healthcare specialists.

These facilities have developed to meet the evolving and increasing demand for healthcare services for New Zealanders.

Around 1,200 staff are employed across the Southern Cross Hospitals network. Over 800 of these are clinicians – nurses and anaesthetic technicians – along with an additional 1,000 surgeons and anaesthetists who are accredited to operate across the network in safe, well-equipped facilities with access to sophisticated, modern healthcare technology.

The Challenge
At Southern Cross Hospitals, clinical notes are an important aspect of a patient's record. They are the repository of critical thinking and facts about a patient's condition to any caregiver who will need to access a patient's health record. Notes are regularly entered and provide chronological documentation of a patient's clinical care.

The nursing staff at Southern Cross Hospitals generally write notes every two hours as part of their patient rounding. This results in a high volume of notes written by a range of authors.

Southern Cross Hospitals was looking for an electronic solution for clinical notes to improve legibility, availability and accuracy. This electronic solution would also provide an opportunity to improve accessibility and sharing of information with the team involved in the patient's care.

The Solution
Orion Health has developed a solution called Progress Notes, powered by Care Pathways. Progress Notes was developed in collaboration with Southern Cross clinical users to ensure the transition from paper to digital is a smooth process. Our solution is designed to allow users to perform all actions from a centralised portal page.

Actions include:
- Search for a note
- Read a set of notes for a specific patient
- Create a note
- Edit a note
- Print a set of notes

Users can access a summary of all the notes relevant to an individual patient or deep-dive into a comprehensive commentary of the patient's progress. To facilitate reading and identification of relevant patient information, notes are classified and can be sorted. Notes can be sorted by multiple criteria, such as note type, visit, date, author, role and so on.

Clinicians can also search by keywords. For instance, clinicians looking for information related to mobility can search a simple query which allows them to see all notes that include this reference.

Notes can be written in a variety of formats including simple notes with text fields, situation-background-assessment-recommendation (SBAR) notes for structured communication between clinicians and phone call notes with time tracking. In the future, we will develop additional formats to be used by clinicians: surgeon operation notes and allied health subjective, objective, assessment and plan (SOAP) notes.

To facilitate note entry, default settings have been set up to link notes to a patient visit and record all details relevant to that patient's record (e.g. author, clinical role, note type.).

Users have the option of choosing from several views when reading notes.
- Quick review of last note before writing a new one
- Shift handover: detailed review of all notes to share between care teams
- Auditing report for all visits

Notes can also be printed with relevant information to share between healthcare providers, when appropriate.

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> The success of Progress Notes exceeded my expectations. Not only is it intuitive to use (which made the training very straight-forward) but it supports the users to meet their professional and legal obligations with clinical documentation. Our other hospitals are eagerly awaiting their turn, which is a great position for any organisation implementing an electronic patient record to be in.
>
> **Carey Campbell,**
> Director of Nursing

The Results

Southern Cross Hospitals went live with Progress Notes, only four months after initiation. One hospital is piloting the solution and the feedback will be used to identify possible areas for improvement and optimisation.

After two weeks of implementation, Southern Cross Hospitals users provided positive feedback about the solution and described it as:
- User friendly
- Very intuitive
- Faster than on paper
- Easier to read

There has been a high level of buy-in from hospital users, with an average of 300 electronic notes per day at the pilot hospital. Once it is rolled out across the hospital network, it is estimated that over 4,000 electronic progress notes will be made each day.

Future Developments

Within a month of implementation, Progress Notes has already been further refined to improve the user experience and adapt new configuration.

Next steps include:
- Extending this solution to the remaining wholly owned and five joint venture hospitals
- Extending access to contracted healthcare providers like pharmacists and physiotherapists who provide care in these hospitals
- Enriching note types with additional notes format to fit with new users
- Allowing capture of notes from any form and summarise all patient narratives into our solution

A near-future framed development will be looking at using voice recognition to record notes, thereby saving clinician time.

Orion Health

Orion Health is a leading population health management company and one of the world's foremost providers of healthcare integration solutions to healthcare organisations. Our solutions are used in over 30 countries by more than 300,000 clinicians. Orion Health provides an open platform which enables access to healthcare for more than 100 million patients globally. This platform delivers solutions for interoperability, population health management and machine learning for Health Information Exchanges (HIEs) worldwide.

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