The Evolution of ER Documentation

When T Sheets® were first introduced in 1994, they immediately revolutionized emergency department documentation. The efficient, easy-to-use templates made documenting thoroughly and accurately at the bedside a reality. T Sheets quickly became commonplace in emergency departments all across the country—improving workflow, throughput and patient satisfaction.

By the late 1990's, T-System knew electronic documentation was the next step in the evolution of T Sheets. The team of experts behind T Sheets realized that a digital platform with the same content and efficiency, as well as the ability to store and transfer information electronically, could deliver even greater benefits than T Sheets alone.

After the development of EV™, T-System's emergency department information system (EDIS), many T Sheets customers began to make the switch to electronic documentation. Three of these hospitals —Penobscot Valley Hospital, Charles Cole Memorial Hospital and CentraCare Health – Monticello —received a 2015 T-System Client Excellence Award for excellence in revenue optimization, process improvement and interoperability, respectively. Each hospital experienced clinical, operational and financial improvements upon their transition from paper T Sheets to electronic EV.

Charles Cole Memorial Hospital

Location
Coudersport, PA
Emergency Department
9,873 APV

Results (during go live):

- Ranked in the top five percent nationally in patient satisfaction scores
- Left without being seen (LWBS) rate dropped to less than two percent
- More than a 30 minute reductioin door-to-doctor (DTD) times
- Improved patient safety through medication reconciliation and allergy bi-directional interfaces

Charles Cole Memorial Hospital

When Charles Cole Memorial Hospital set out to streamline processes and achieve real-time communication, they knew they needed to reassess their use of paper documentation in the emergency department. Clinicians loved the workflow and ease of use of the T Sheets, so Charles Cole Memorial decided to take a closer look at EV.

Leveraging EV's interfaces, information could be shared in real-time with Charles Cole Memorial's inpatient electronic health record (EHR) system. Hard stops for nurses ensured complete documentation for important clinical elements such as IV start and stop times, and prevented the potential loss of charges. Once the clinicians locked the chart, it was readily available to the primary care team, coding personnel and inpatient services.

After the EV go-live, Charles Cole Memorial achieved the streamlined processes and real-time communication they set out to address. The moment a patient's chart was locked, medical records, primary care, coding and inpatient services all had immediate access. This resulted in a dramatic improvement in timely follow-up care for patients, optimized reimbursement and improved overall efficiency of the emergency department.

"We are very pleased with our choice of T-System. The company continues to stay abreast of changes in the industry and regulations so that our documentation is always current. They take suggestions from the front-line caregivers for future content upgrades and are a true partner with our patient care team." – Shannon Work, director of emergency services

CentraCare Health - Monticello

Location
Monticello, MN

Emergency Department
13,000 APV

Results (during go live):

- Significant time and cost savings through the elimination of dictation
- Ease of record retrieval
- Optimized reimbursements
- Improved physician retention

CentraCare Health - Monticello

CentraCare Health - Monticello used T Sheets for several years when two new physicians, who used EV in the past, made the suggestion to upgrade. At that point in time, CentraCare Health - Monticello had been looking for a way to overcome certain issues attributed to paper documentation – documentation was coming back incomplete and holding up reports for patient discharges and transfers, leading to reduced patient satisfaction. Charges were also being missed, limiting reimbursement and revenue for the services performed.

CentraCare Health – Monticello chose EV for physicians, a physician only documentation solution that allows the hospital to keep their enterprise EHR while allowing physicians to document within EV. The transition to EV for physicians was seamless. Complete documentation was available at discharge, documentation times were reduced and reimbursements rebounded.

EV for physicians also allowed CentraCare Health – Monticello to eliminate cost and inefficient processes related to dictation. After the transition from T Sheets to EV for physicians, dictation was no longer necessary and physicians were able to easily complete their medical record within EV for physicians, resulting in excellent physician satisfaction and increased efficiency.

"We tried emergency department documentation in an enterprise EHR system, but it was grossly inadequate and non-intuitive compared to EV so we successfully pleaded our case with administration to keep EV. Our IT department worked with T-System on an interface that allowed the T-System record to flow into our enterprise EHR." – Mark Bonneville, M.D., FACEP, FAAFP, emergency department and respiratory therapy medical director

Penobscot Valley Hospital

Location
Lincoln, ME

Emergency Department
7,700 APV

Results (during go live):

- Enhanced patient safety with CPOE
- Improved workflow and processes
- 16 percent increase in emergency department revenue
- Easily extractible quality data

Penobscot Valley Hospital

Penobscot Valley Hospital faced several challenges in the emergency department that prompted their evaluation of an electronic solution. These challenges included compliance deficiencies due to incomplete documentation, patient safety concerns due to hand written orders and a lack of extractable data. Penobscot Valley Hospital sought more legible, extractable documentation, as well as automatic prompts to ensure all required documentation was captured to optimize both compliance and reimbursement.

After implementing EV in the fall of 2011, Penobscot Valley Hospital realized immediate benefits from process improvements and more complete documentation. Data elements were now easily extractable, enhanced patient safety was realized through CPOE and charge capture for injections and infusions were now accurate.

"T-System supported Penobscot Valley Hospital completely from the onsite implementation to ongoing support with education, training and feedback on documentation and coding. T-System supports our ideas and is always quick to facilitate requests." - Ann Marie Rush, chief financial officer; David Ettinger, M.D., emergency services medical director; Jim Morrill, IT network engineer

THE **T SYSTEM**®