Bringing the Caregiver Back to the Bedside Through Point of Care Documentation

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What’s Wrong with our Current Process? (we’ve always done it this way....)
• More computers will be needed at the nurses’ station with the implementation of computerized physician order entry (CPOE)

• Computers on wheels (COWS) were not effective for documenting at the bedside

• Nurses were complaining that pushing COWS were hurting their backs

• COWS were often in need of repair
Barriers Identified to Implementing Point of Care Documentation
• Having computers in the patient room is a HIPAA (Health Insurance Portability and Accountability Act) issue

• Documenting at the time care is provided will change the workflow for nursing staff

• How will computer stations and keyboards be cleaned between patients especially in isolation rooms?
Decisions, Decisions, Decisions
Sit or Stand

After some discussion we decided sitting at the bedside and charting would give the patient the perception the nurse had time to spend with them.

Fixed Station or COW

We were asked to decide if we should put a COW in every room or have a fixed computer station designed.
The first time a patient thought the computer table would be a good place for his urinal, we had signs made.

Cleaning the keyboards and computer stations between patients especially in isolation rooms became a concern. The keyboard covers were found by our IT Department and approved by Infection Control.
So We Went From This…..
To This...
Challenges and Opportunities
• We had a few patients who complained about the light of the monitor and the sound of using the keyboard at night

• When two care providers are in the room, who documents first?

• Workflow change for nurses (this was a BIG change)

• Scanner placement
Benefits to Point of Care Documentation
Patient Perception
During Leader rounding patients said they felt they had more time with their nurses.

Accuracy of Charting
Documenting at the time care is provided decreases the chance of forgetting the details of patient’s assessments.

Decrease in Overtime
End of shift overtime decreased by 50% and nurses had time to take their lunch break off the unit.
Sustaining Results
Average POC Documentation In Minutes

Average Time Between Documentation and Patient Care

- Baseline May 2013: 162 minutes
- Post Implementation Average Nov 2013: 16 minutes
- Post Implementation Average Nov 2014: 34 minutes
Questions??