

Scoring a GOAL! Transitioning the Plan of Care from Paper to Electronic

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Introduction

Regulatory agencies require a plan of care for each patient. CMS regulations were relaxed in 2011 to allow one plan of care for all disciplines and no longer required a nursing specific plan of care. This change along with diminished use of paper management plans led us on a mission to build the perfect plan of care that would tell the story of our patients.

Method

The Caredex was a page in the electronic medical record that pulled a lot of information together to display on one page in order to provide to the clinical staff a picture of what was going on with the patient. To get the whole picture though, RNs were required to also use a paper management plan that would outline the goals for the patient. With everything else being electronic, it was hard to keep the paper up to date. We set out trying to find a common theme among the management plans and worked with a core group of RN Subject Matter Experts to come up with a defined list of 30 patient oriented goals. We added timeframes in which the goals were to be completed and actions to take if the goals were not met. We added this into the Caredex and changed the name to Plan of Care.

Results

The Plan of Care was implemented with the help of SMEs and unit based educators. Daily monitoring for the use of the new goals section was done for 4 weeks to provide immediate feedback to the staff. Sustained use of the plan of care including the goals has been very high and staff are satisfied with the streamlining and semantics of this documentation into the electronic medical record.

Discussion

Additional phases of this project will look at making the plan of care more interdisciplinary. A major lesson learned that has now been used in subsequent implementations is the impact of daily reports to provide feedback and figure out system design limitations or workflow issues that need to be addressed.