Too Many Clicks:

How to Give Doctors & Nurses their Life Back

Thursday, November 14, 2024

Who am I, and what do I do?

- **Father** of four kids, under 4.
- **Husband** to Physician: OB/GYN.

- **Electronic Health Records Consultant: Epic Software – Specialty in Women's Health**
  - 51.5% of all hospital beds across the United States.
  - 325 million patients have an EHR in Epic.
  - Largest EHR market share in the world.
  - The three largest vendors are Epic, Cerner, Meditech.
  - Over 600 companies offer their version of EHRs.

  Source: Becker's Health IT

What are Electronic Health Records (EHRs)?

IMPORTANT there are Electronic Medical Records (EMRs) AND Electronic Health Records (EHRs)

There IS a difference, do not be fooled!

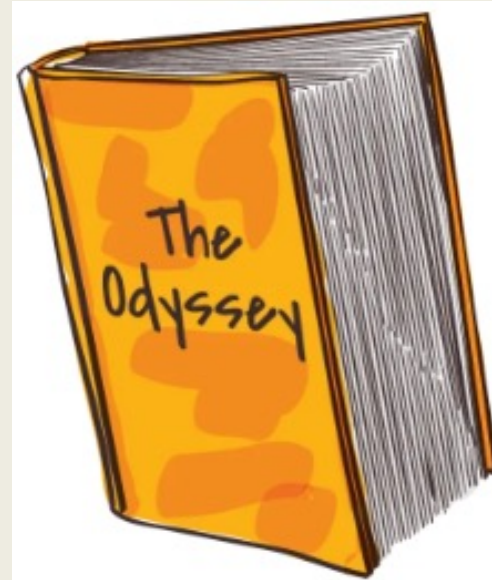| EMRs	EHRs
They do <u>not</u> communicate with other hospitals. No interface messages to share information.	They <u>do</u> communicate with other hospitals. Interface messages to share information.
Can only see data from your hospital.	Can see data from numerous hospitals.
Not smart, intuitive, lacking features.	The elite of software in the medical industry.

What is Epic (EHR)?

Founded in a basement in 1979 with three half-time employees, Epic develops software to help people **get well**, help people **stay well**, and help future generations **be healthier**.

Epic's first home

Epic | EpicShare | Epic Research | Cosmos | MyChart | OPEN | UserWeb | SHOWROOM

Epic Software | About Us v | Newsroom

Food, and Healthcare Benefits Through Epic's Interoperability With VA

Learn more →

Cool Stuff Now: Enterprise Dashboards

Learn how Epic can help you make data-driven decisions for your health system.

Learn more →

With the Patient at the Heart

We develop software that helps people get well, helps people stay well, and helps future generations be healthier.

Our story →

The Epic Almanac, Volume 2

This edition includes stories about the interesting and important work happening across the Epic community, information about programs and resources available to help our customers, and some of the inside scoop from Epic – with a dash of fun for good measure.

Learn more →

Our Software

Our software makes it possible for every patient to have a single, comprehensive medical record that informs and is informed by their health experiences. The goal is higher-quality, more personalized care that's simpler for patients, medical professionals, and everyone who makes healthcare happen.

Learn more about our software →

The Odyssey

What's in a Name?

An 'epic' is a glorious recounting of a nation's events. Like the Iliad or the Odyssey, our electronic health records **chronicle the story of a patient's healthcare over time**.

Source: Epic

How do I help hospitals?

When a hospital purchases Epic, they get the software 'out of the box' without any customization.
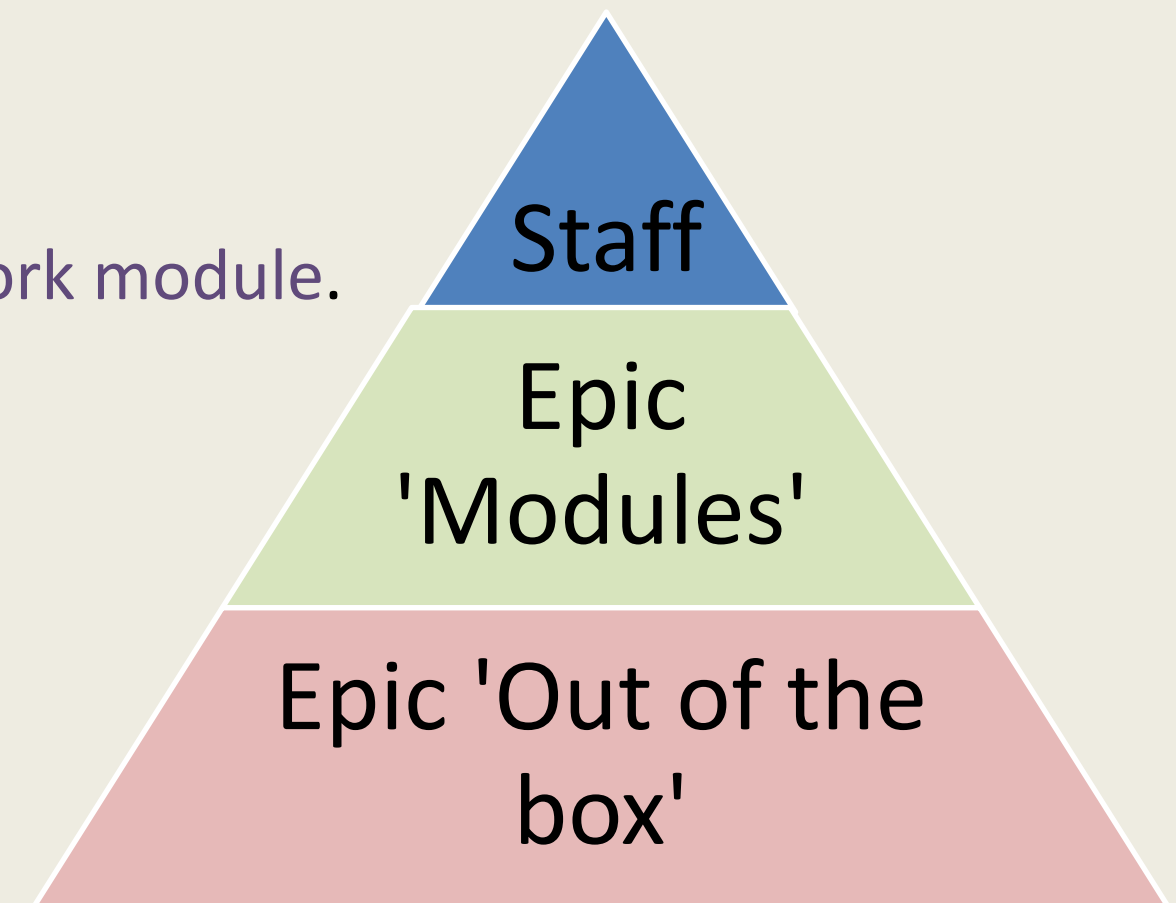
This is where I come in and 'customize' for the hospital that purchased the software as their consultant.

I can...fix, update and customize the software product to fit their needs.

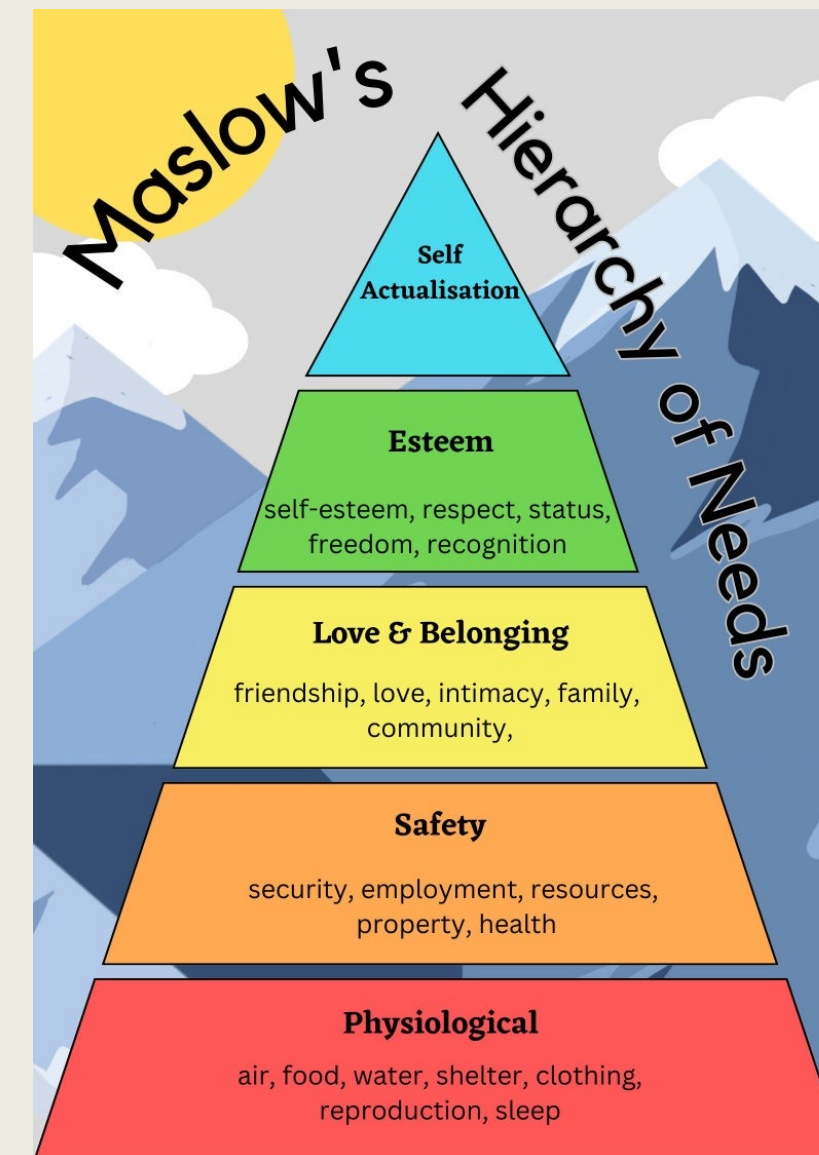Epic consists of many different modules..i.e. Stork = Women's Health; ClinDoc = Inpatient.

My specialty is Stork = Women's Health.

So, I work with all staff that work within Women's Health that use the Epic – Stork module.

Staff

Epic 'Modules'

Epic 'Out of the box'

How do they affect OB/GYNs and OB Nurses?

	OB/GYNs	OB Nurses
Work Schedule	OB/GYN: Mix of clinic and Labor & Delivery; On-Call Laborists: 12-24 hour shifts in the hospital	Inpatient: 8-12 hour shifts; 3 days per week Outpatient: Varies on clinic type.
Majority of Work in Epic (EHR)	Writing notes, placing orders, patient portal and in basket.	Flowsheet documentation, orders, notes.
Personal Factors	Family, Health, Financial, Time	Family, Health, Financial, Time
Work Factors	Hospital Leadership, Regulating bodies, Revenue	Hospital Leadership, Regulating bodies, Revenue
Results of all these things	Stress, needs of everyone else above yourself, frustration	Stress, needs of everyone else above yourself, frustration
Expectations	Higher than most, things happen quickly when an emergency happens	Higher than most, things happen quickly when an emergency happens

Maslow's Hierarchy of Needs

Self Actualisation

Esteem
self-esteem, respect, status, freedom, recognition

Love & Belonging
friendship, love, intimacy, family, community,

Safety
security, employment, resources, property, health

Physiological
air, food, water, shelter, clothing, reproduction, sleep

'Decision Fatigue'

- Physicians are the most affected by this but can affect nurses too.
- 'state of mental overload that can impede a person's ability to continue making decisions.'
- Results are that over the course of a day, the more decisions you make, the more fatigue you develop.

'There are decisions at work and our decisions at home.'

- Physicians talk about brain fog, doing nothing, impulsivity and avoidance.

Possible Solutions include…
- Delegation
- Streamline your choices
- Make big decisions in the morning
- Stop second guessing yourself
- Develop daily routines

If symptoms worsen, seek help!

Source: What doctor's wish patients knew about decision fatigue

So, what can we do to support them?

- Create LESS decisions to make within Epic (EHR), NOT more.

How can we accomplish this?

- Evaluate <u>patient alerts</u> in your system, i.e. the number, frequencies, accuracy
- Review your <u>orders</u> and ask, 'How can we improve these with LESS decisions?'
- Critically evaluate your processes for <u>writing notes</u> for ALL physicians.
- Look at where you are <u>losing revenue</u>, do not point fingers, the process is the problem.
- What have staff have been <u>complaining about for month/years</u> that has never been resolved?
- Think creatively – how can we <u>delegate tasks</u> better for our physicians and nurses?
- <u>Question EVERYTHING</u> in your Epic, Why do we do this? What is the purpose?
- How is your <u>reporting</u>? Do you have everything that you need? Can you quickly report to government agencies if asked for specific information?

Reducing the Burden: Artificial Intelligence in Healthcare

Milestones: AI History in Healthcare

<u>October 2023</u> – President Biden signs executive order on Safe, Secure and Trustworthy Development and use of Artificial Intelligence.

<u>May 2024</u> – A Roadmap for Artificial Intelligence Policy in the U.S. Senate was developed by an AI Work Group.

<u>May 2024</u> – Colorado Governor Jared Polis signs a state law regulating use of AI in the private sector – including healthcare.

Artificial Intelligence in Healthcare – Epic?

- These two met in Washington DC on June 5, 2024.
- They focused on AI through the perspective of 'healthcare delivery and the patient/provider experience.'

Key Themes

- AI's potential to address workforce shortage in healthcare.
- Critical need for transparency as AI reaches the point of care.
- Ensuring access to AI in healthcare regardless of the patient's location.
- Local validation to ensure AI's efficacy across diverse patient populations.

Source: [Artificial Intelligence](#)

Artificial Intelligence in Healthcare – Uses in Epic Today

Epic is using the following today with their customers.

- Generate In Basket responses to MyChart messages.

- Write visit notes based on conversation during office visits with ambient voice technology.

- Analyze dashboard for key take aways – searches patients chart.

- Summarize recent notes before a visit.

- Helps translate questionnaires into other languages.

- Transform questions into reporting queries.

- Extract follow ups for imaging reports.

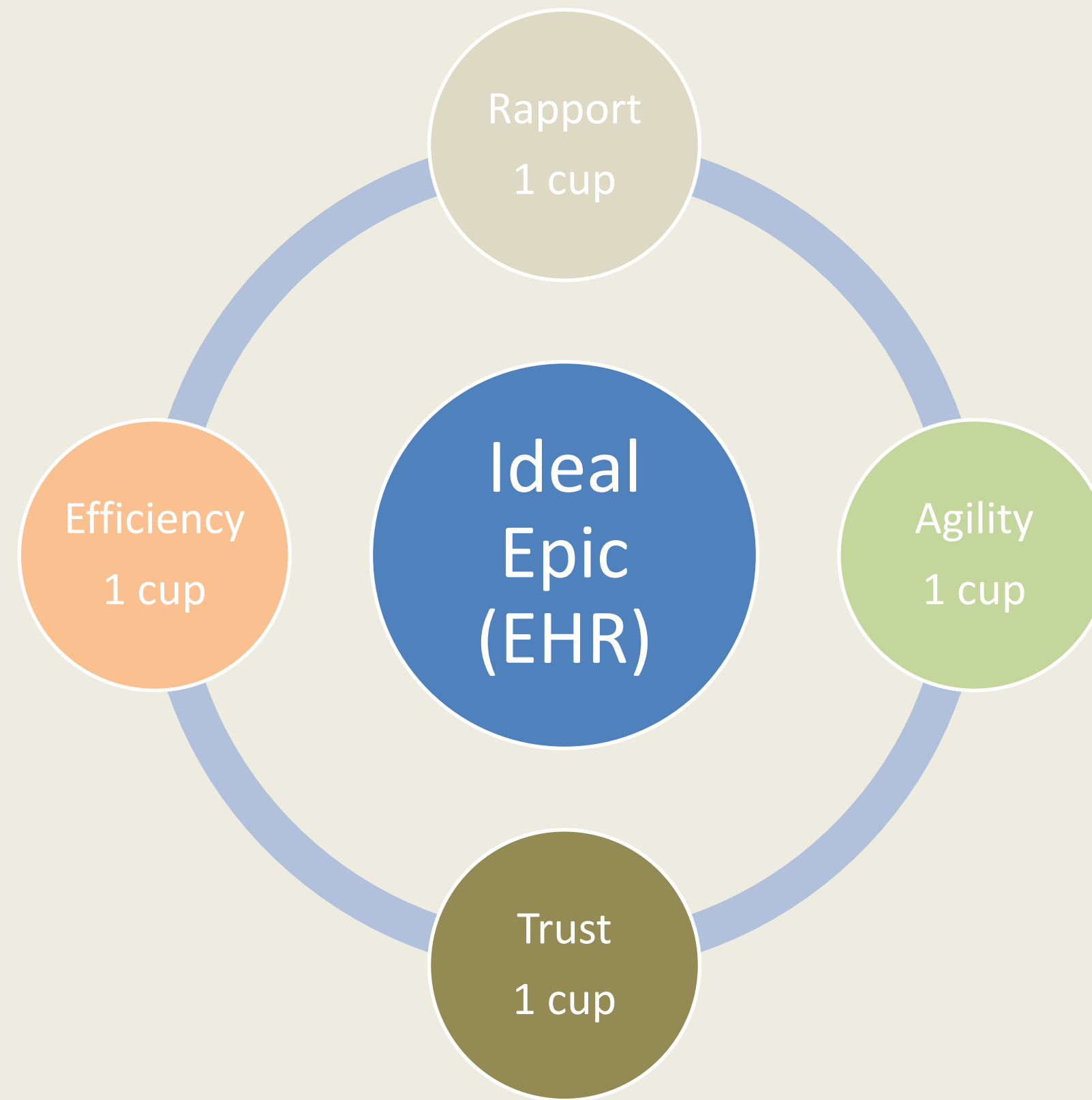Source: [Artificial Intelligence in Healthcare](#)

So, what do I see occurring with hospitals today?

Frustrations include…

- Slow implementation of critical features
- Lack of proactiveness to prevent issues
- Slow Change Control
- IT staff that do not understand workflows
- Too many changes, too quickly
- Difficulty finding out what needs to happen with patients from notes and chart documentation.
- Not seeing outside results easily
- Slow response times to tickets submitted to the helpdesk, where is my ticket?
- Issues that are ongoing for months or years, never resolved

My recipe for a better future with Epic (EHR)

Where can you connect and find me? Questions?

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