

IMPROVING EMR SECURE CHAT WORKFLOW THROUGH RESIDENT / MID-LEVEL PRACTITIONER / NURSING COMMUNICATION

PHASE 1

September 15th – October 13th

HUDDLE:

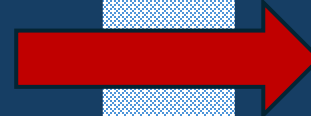
Lead residents + APPs attend Monday/Thursday AM/PM NW-9/TSDU huddle to educate staff on upcoming workflow changes

SURVEY:

Pre-Implementation Survey available to Nursing, APPs, Trauma Service Residents

AUDIT COMMUNICATION:

(2) 72-hour audits of BEH Trauma Surgery (Non-ICU) Secure Chat Group completed. Rubric used to evaluate communication



PHASE 2

October 13th – January 11th

SecureChat Workflow Changes:

All NW-9 / TSDU Nursing communication will go to NW9 APP First Call group between the hours of 0600 – 1600 daily, 7 days / week.

FEEDBACK:

Weekly Feedback “Check-Ins” from NPs with QI/Leadership team

HAND-OFF:

Structured hand-off / rounds will occur at 0600 & 1600 daily, 7 days/week, with the NW-9/TSDU CSL/Charge (if available), oncoming on-call resident, and outgoing APP

PHASE 3

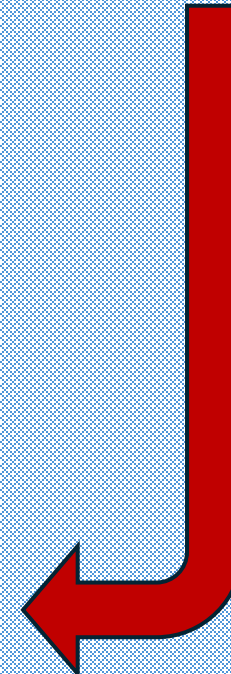
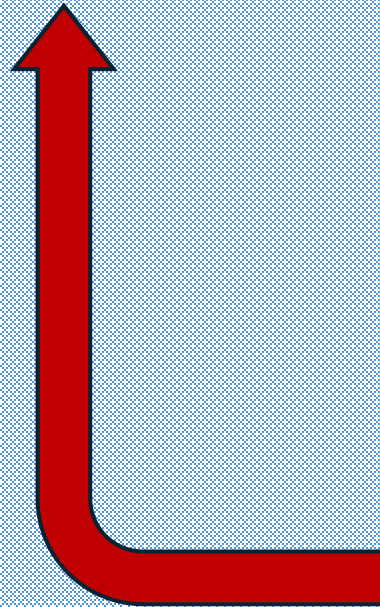
December 8th – January 11th

Survey:

Post-Implementation Survey available to Nursing, APPs, Trauma Service Residents

Audit Communication:

(2) 72-hour audits of NW9 APP First Call Secure Chat Group completed. Rubric used to evaluate communication



**IMPROVING EMR SECURE
CHAT WORKFLOW THROUGH
RESIDENT / MID-LEVEL
PRACTITIONER / NURSING
COMMUNICATION:
APP MESSAGING ALGORITHM**

SecureChat Workflow Changes:
All NW-9 / TSDU Nursing communication
will go to NW9 APP First Call group
between the hours of 0600 – 1600 daily, 7
days / week.

Message from Nurse
to NW9 APP First
Call Group

Request is within
APP scope to
handle?

YES

NO

Trauma
Patient?

YES

NO

Request
handled

Request
handled;
pertinent
information
bundled +
passed to
appropriate
mid-level

Closed Loop
Communication
w/ Nursing

Trauma
Patient?

YES

NO

Trauma
Service
Resident
Contact
ed by
APP

APP commu-
nicates with
appropriate
mid-level /
physician

