Leveraging Technology to Drive Timely Documentation

Primary Enterprise

Team Members: Dr. Ryan Brown, Dr. Viral Mehta, Hannah Jones, Sanussi Tejan-Thomas, Brian Schroeder, Theresa Berg, Kate Alexis, Lisa Hammond

Contact Information
Name: Hannah Jones
Email Address: hannah.jones@atriumhealth.org

Background
In February of 2018, Carolinas Hospitalist Group began utilizing dynamic documentation for discharge summary documentation. This physician group's usage of dynamic documentation has improved the timeliness of discharge summary completion resulting in increased availability of needed documents for patient care, faster billing turnarounds and more efficient physician workflow.

Goal
The primary objective was to strategically implement and increase usage of dynamic documentation for discharge summaries in the inpatient setting for all Atrium Health CHG Providers. The project goal was to increase adoption of dynamic documentation for discharge summaries by all Atrium Health CHG providers by 100% from a pre-adoption baseline of 0.

Improvement Process
In late 2017, a strategic plan was put in place to implement dynamic documentation for discharge summaries. This plan was developed with input from several stakeholders, frontline users, physicians, and members from the analytics and technology team.

Results
Pre-data in 2017 represented 0% usage of dynamic documentation. February of 2019 demonstrated the highest rate of dynamic documentation for the CHG team to date at 86%. Leveraging dynamic documentation technology also led to faster completion of discharge summaries for the CHG team. December of 2018 represented the highest percentage of discharge summary completion within one day per Atrium Health documentation standards and is part of our organization's commitment to deliver effectiveness and efficiencies by practicing to the highest clinical standards.