Complete Your Vision

Improve Patient Care Utilizing Electronic Whiteboard
Improve Patient Care Utilizing Electronic Whiteboard

Presented By:

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• Performance Improvement Specialist
• IDEXX Laboratories

Steve Safris, DVM
Agenda

- Streamlining Patient Order Entry
- Putting Electronic Whiteboard to Use
- Electronic Whiteboard Customization
- Electronic Whiteboard Tips
- Cornerstone 8.2 Electronic Whiteboard—What’s New?
Westfield Veterinary Hospital

Practice Introductions

- Practice type: small animal
- 13 of staff: 9 full-time; 2 doctors
- Cornerstone user since 2001
- Chartless practice
- Cornerstone version: 8.1
- Integration:
  - IDEXX VetLab® Station and in-house analyzers
  - IDEXX-CR™ 1417 Digital Imaging System
  - 15 Cornerstone® workstations

Dr. Steve Safris, Owner
Johnston, IA
Streamlining Patient Order Entry
Streamlining Patient Orders

Use Estimates

- Finalize estimates
- Transfer items from Whiteboard PVL
Streamlining Patient Orders
Put Smart Groups to Work on the WB

- All WB treatment plans should have a smart group
- Set up WB smart groups to:
  - Improve efficiency
  - Improve consistency
  - Give control to doctor
Streamlining Patient Orders

Put Smart Groups to Work on the WB

- Set up WB Smart Groups as you go
  - Don’t just enter orders; create a Smart Group
  - Set up multiple species or add them later
  - Smart Groups can be modified
Streamlining Patient Orders
WB Smart Group Advantages

- Consistent treatment standards
- Consistent billing
- Consistent record keeping
- Increase efficiency
- Eliminate errors
Streamlining Patient Orders

WB Smart Group Considerations

- Time to create WB Smart Groups
- Doctors with different protocols
  - Use Pick Lists
  - Ask User Feature
Streamlining Patient Orders

WB Smart Group Examples

- Drop-off Vaccine/Wellness
- Drop-off Illness
  - Blood work
  - Radiographs
- Surgery
- Inpatient
- Contagious patient
- Diabetic patient
- More groups = greater consistency!
Putting the Electronic Whiteboard in Use
Whiteboard: USE IT!

Improve Your Quality of Care

- Benefits of Whiteboard
  - Complicated cases
  - Consistency in care
  - No “lost in translation”
  - Consistency in charging
  - Record keeping
Whiteboard: USE IT!
Improve Your Quality of Care

- Complicated cases
  - Complicated case = complicated orders
  - Complicated orders = increased mistakes
  - Doctor says—technician hears
  - Multiple meds, multiple orders, multiple times
Whiteboard: USE IT!
Improve Your Quality of Care

- Consistency in care:
  - Prolonged hospital stay
    - Different doctors
    - Different staff
  - Eliminates repetition of orders
    - Staff simply looks at the Whiteboard
Whiteboard: USE IT!

Improve Your Quality of Care

- Eliminate “lost in translation”
  - Reduces communication errors
  - What I think vs. What I say
    - Multiple patients
  - What I say vs. What they hear
  - Doses
  - Try to reduce multitasking
  - Still need to double check doses
Whiteboard: USE IT!
Improve Your Quality of Care

- Consistency in charging
  - Charge for what we do!
  - Reduces steps for staff
    - Complete the injection
    - Tracks inventory
    - Creates medical note
  - Same charges each time
    - Repeat procedures
Whiteboard: USE IT!
Improve Your Quality of Care

- Record keeping
  - We live in a litigious society
    - Your only defense is record keeping
  - Who, what, when?
  - If not recorded, it didn’t happen
- Consistency in care
  - Different doctor/staff
Case Management
Complicated Case Walk-Through

- All Appointments start at the Front Desk
  - WB patient care starts there as well
    - WB allows for communication
      - Who, What, When?
  - Front staff starts with initial orders
    - Drop Off Groups
      - Illness
      - Wellness
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Case Management
Complicated Case Walk-Through

- Technician/Doctor care is the next step
  - Technician/Doctor exams completed
  - Diagnostic tests ordered
    - Laboratory, Radiology, US
      - Orders Placed with Time
  - Doctor moves on to next case
  - Lets staff take the lead
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Case Management
Complicated Case Walk-Through:

- **Treatment**
  - Once diagnostics are completed
  - Complete treatment plan
    - Owner consent
  - Doctor enters complete orders
    - Allows for easy communication
    - Consistency in care
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Case Management
Complicated Case Walk-Through

- Post treatment care
  - Orders for remainder of stay
    - Medications
    - Client communication
    - Hospitalization care
    - Discharges
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Electronic Whiteboard Customization
Treatment Categories

- Patient treatments viewed by category
- Electronic Whiteboard reports filtered by category
- Default categories:
  - Communication/Discharge
  - Daily care
  - Diagnostics
  - Medications
  - Procedures
  - Treatments
  - Vital signs
Areas

- Use to filter Electronic Whiteboard
- Location in hospital (e.g., boarding, ICU, treatment)
- Task-type list (e.g., lab work, radiology, bath, grooming)
- Staff to complete treatment (e.g., technician, doctors, assistants)
Frequencies

- Create new frequencies
  - Customize to fit practice hours
  - Modify frequency descriptions to include times
  - BID 8am, 5pm.; every 2 hours (odd)
Patient Hospital Status

- Readily visible from:
  - Whiteboard
  - Census List
  - Patient Clipboard
Wards/Locations

- Readily visible from:
  - Whiteboard
  - Census List
  - Patient Clipboard

- Filter whiteboard

- Entered/modified quickly from Check-In or Patient Orders

- Set up as ‘location’ or ‘department’ where residing
Nonbillable Invoice Items

- Create Whiteboard Invoice Item Classification
- Create Whiteboard Travel Sheet
- Create Invoice Items for Whiteboard Patient Treatments
- Create Whiteboard Smart Group
Whiteboard Defaults

- Refresh rate
- Discharged patients
- Doctor to use on Patient Visit List
- Invoice settings
- Uncompleted treatment settings
Electronic Whiteboard Tips
Billing Approaches

- Billable items
  - Exams
  - Injections

- Nonbillable items
  - Call owner
  - Remove catheter

- Mix (nonbillable and billable items)
  - TPR
  - Clean and polish teeth
Billing x Frequency = PVL

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<tr>
<td>1 Line Each Visit</td>
<td>BID</td>
<td>2</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>No billing or inventory reduction</td>
<td>BID</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Prescription Tips
Orders for Items with Dispensing Fees

- Dose from patient vial
  - Create original prescription
  - Enter patient order for administering medication (billable or nonbillable)
Prescription Tips
Orders for Items with Dispensing Fees

- Dose from pharmacy
  - Create dispensing items and attach to inventory items
  - Remove dispensing fee
Special Pricing Considerations

Smart Groups

- Move and process entire group from PVL to whiteboard
- Leave ‘special price’ items on PVL
- Add nonbillable items to whiteboard
- Adjust groups to not use markup/markdown feature
- Always check PVL before invoicing
Special Pricing Considerations

Estimate Markups

- Leave ‘special price’ items on PVL
- Add nonbillable items to whiteboard
- Remove estimate markups
- Always check PVL before invoicing
Special Pricing Considerations
Manually Changed Prices

- Leave ‘special price’ items on PVL
- Add nonbillable items to whiteboard
- Always check PVL before invoicing
Cornerstone 8.2 Electronic Whiteboard
What’s New?
Cornerstone 8.2 Whiteboard

What’s New?

Setup

- Set display order for patient treatments
- Invoice item defaults to speed up order entry
- Whiteboard Alert List with multiple alert types
- New field: secondary reason for visit
- Expanded treatment frequency options
  - Every X minutes
  - Every X days
Cornerstone 8.2 Whiteboard

What’s New?

Usage

- Improved Whiteboard display for “at-a-glance” scanning of treatments with detailed treatment blocks
- Expanded hours display to include previous and next day
- Icons to denote critical patients and nonbillable items
### Cornerstone 8.2 Whiteboard

**Patients (12)**

<table>
<thead>
<tr>
<th>Patient Name</th>
<th>Status</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barksalot</td>
<td>Possible Bladder</td>
<td>INPATIENT</td>
</tr>
<tr>
<td>Adan</td>
<td>Inpatient</td>
<td>Al Snyder</td>
</tr>
<tr>
<td>Daisey</td>
<td>PU/PD workup</td>
<td>Inpatient</td>
</tr>
<tr>
<td>Bean</td>
<td>Neurology</td>
<td>Inpatient</td>
</tr>
<tr>
<td>Dog</td>
<td>Cardiology</td>
<td>Inpatient</td>
</tr>
<tr>
<td>Hagar</td>
<td>Ultrasound Consult</td>
<td>Inpatient 30 Ultrasound Abdominal</td>
</tr>
<tr>
<td>Morgan</td>
<td>Cleaning</td>
<td>Inpatient</td>
</tr>
<tr>
<td>Nacho Dog</td>
<td>Retinal Emergent</td>
<td>Inpatient</td>
</tr>
<tr>
<td>Radar</td>
<td>Cardiology</td>
<td>Inpatient</td>
</tr>
</tbody>
</table>

**Alerts**

- SUGR TODAY: NP0
- CVA: BP 120/80
- Pregnancy: No
- Allergic: Yes
- Immune Suppressed: Needs Immune Suppression

**Patients (12)**

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/29/2011</td>
<td>11am</td>
<td></td>
<td>V: Catheter Placement</td>
</tr>
<tr>
<td></td>
<td>12pm</td>
<td></td>
<td>V: Catheter Placement</td>
</tr>
<tr>
<td></td>
<td>1pm</td>
<td></td>
<td>V: Catheter Placement</td>
</tr>
<tr>
<td></td>
<td>2pm</td>
<td></td>
<td>V: Catheter Placement</td>
</tr>
<tr>
<td></td>
<td>3pm</td>
<td></td>
<td>V: Catheter Placement</td>
</tr>
<tr>
<td></td>
<td>4pm</td>
<td></td>
<td>V: Catheter Placement</td>
</tr>
<tr>
<td></td>
<td>5pm</td>
<td></td>
<td>V: Catheter Placement</td>
</tr>
<tr>
<td></td>
<td>6pm</td>
<td></td>
<td>V: Catheter Placement</td>
</tr>
</tbody>
</table>

**Notes**

- INPATIENT: Inpatient
- OUTPATIENT: Outpatient
- NEUROLOGY: Neurology
- CARDIOLOGY: Cardiology
- ULTRASOUND: Ultrasound
- CLEANING: Cleaning
- RETINAL EMERG: Retinal Emergent
- DENTAL: Dentist
- IMMUNE SUPPRESSED: Immune Suppressed
Questions?

- Please complete survey and turn in
- Next sessions (after break):
  - Optimizing Medical Note Templates
  - Key Performance Indicators: the Vital Signs of Your Practice
  - Instructor-Led Lab: Up and Running on Electronic Whiteboard
Thank you for attending

Improve Patient Care Utilizing Electronic Whiteboard
Complete Your Vision

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