NOTES FOR THRIVE

How one Texas hospital significantly reduced charting times, increased time with patients, and got providers home for dinner.

SEEING IS BELIEVING:

For Iris Sims, Clinical Informaticist at Falls Community Hospital and Clinic, when it came to Notes for Thrive, the proof was in the pudding. "After CPSI did an analysis on our system, they invited me to come see Notes in action during a beta testing session. When I got to see real-time patient charts, I came back and said, 'Let's do this!' It was amazing to see it live."

Sims saw some of the many benefits of Notes. For instance, the readability and overall improved continuity of patient care — which is especially important when multiple providers are reviewing, writing and contributing to a patient chart. This, in turn, creates a much more streamlined experience for the patient and a more efficient process for providers.

FASTER DOCUMENTATION, MORE EFFICIENCIES:

Jeremy Reynolds, PA-C, MPAS at Falls, was just as enthusiastic about what he saw, specifically the impact Notes has on the reduction in guesswork. "Notes made documentation four to five times faster. Its narrative format made it read a lot better and easier for the next provider to interpret." Reynolds went on to say, "The other immediate benefit we saw was that it also made the next patient visit much easier. With a record more readable, a visit takes less time. Over the course of a day or even a week, that means more patient interactions and more time for providers and other clinicians to spend with their families."

NOTES BY THE NUMBERS:

- Charting time went from 25-30 minutes to 5-6 minutes
- ER: Reduced 75 manual charts to 6 Notes templates
- Providers are no longer working over lunch or after hours
- The readability of Notes has led to less insurance denials resulting in a higher claim success rate and a healthier bottom line
- New provider training time has gone from 12-24 hours to 2-4 hours

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A MORE EFFECTIVE EHR IN THE ER:

"From a provider standpoint, less time on the computer equals more time with the patient — which is really huge," said Jeff Lyle, Chief Executive Officer at Falls. "Also, in the ER, with the previous system it wouldn't have been practical to use the EHR in the ER, so we just used manual charting. That, however, created a lot of duplication of efforts." Lyle went on to say, "From that standpoint, especially, we wouldn't have an EHR in the ER that worked effectively if we didn't have Notes."

FLEXIBLE TEMPLATES:

"The other thing that's been really beneficial is how easy it is to adjust our templates and the fact that we can do it locally." Notes was designed with flexibility in mind, so users can make adjustments that best meet the needs of their hospital and clinical staff. By allowing users to avoid going back to the Thrive Support team, they save time. "We can format the templates for the ER and on the hospital floor, not just for clinic purposes, which has eased any growing pains. Instead of it taking hours or weeks to make adjustments, we can do it right there — in real time."

Sims agreed, adding, "We went from 75 manual sheets to 6 Notes templates that fit the needs of documentation in the ER. The providers love it — they don't have to dig for information, it's right there."

Falls was having a difficult time getting ER providers to enter simple information in manual chart sheets, but the automatic generation of templated problem lists available in Notes has led to significant improvements. According to Reynolds, provider documentation is much more complete.

'With the previous system used in the clinic you'd get through a chart in about 25 or 30 minutes. Now it's about 5 minutes. Notes made the documentation so much faster.'

- Jeremy Reynolds, PA-C, MPAS
Falls Community Hospital and Clinic

"Eliminating the need to move between tabs to access different parts of the patient's note has made it exponentially faster than our previous EHR documentation."

- Jeff Lyle, CEO
Falls Community Hospital and Clinic

GREATER PATIENT SATISFACTION:

One of the most important benefits of Notes is the improved patient experience. Since the provider is better informed more quickly, they can pay more attention talking to and listening to each patient rather than being distracted by clicking boxes on the computer. Plus, Notes does a better job of communicating forward to the next provider, which eases patient frustration, and allows the whole care team to work together more seamlessly, which is essential to patient satisfaction, care and safety.

"Just recently I used Notes to do multiple inpatient progress notes, inpatient admissions, inpatient discharges and 21 ER notes and ER discharges — all in a 12-hour shift."

- Jeremy Reynolds, PA-C, MPAS
Falls Community Hospital and Clinic

To learn more about how Notes helps providers deliver better patient diagnosis, treatment and overall care, or to schedule a demo, contact your Client Success Manager (CSM) today.

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