

## Information at your fingertips



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Imagine being able to hand over your client cases at the end of a shift, knowing that all the information is at your fingertips. “It’s all right there – one source of truth,” says Christine Jerrett.

We use clinical documentation to record a patient’s status and problems, and to communicate these to other care providers.

“Electronic documentation helps with standardization and accessibility,” explains Christine. “For example, right now, if a physiotherapist documents a note about a patient’s pain, it’s in a separate section of the chart from other notes, where nurses and other care providers may not see it. CST’s Clinical Documentation team is striving to facilitate interdisciplinary documentation, so that

health care providers can share information, and it isn’t housed in silos – it’s readily visible to all clinicians.”

With standardized electronic documentation, you can easily find, filter and organize clinical information and quickly share it with patients and other care providers. This makes patient education and follow-up easier and more effective. There is less duplication of effort in creating forms, recording results, and creating care plans; which means more consistency. By using standardized electronic templates and menus, you can be confident that you have entered all necessary patient information.

It’s important to get this right at the beginning. That’s why multi-disciplinary teams of health care professionals from across VCH, PHSA and PHC are working to design evidence-based workflows and tools.

As Christine says, “Patients deserve to know they’re getting the same level of care wherever they are, that it’s always based on leading practices, down to the level of what clinicians are assessing and the information they’re communicating to other members of the care team.”

## Background information

The Clinical and Systems Transformation project is a joint initiative of three health organizations: Vancouver Coastal Health, Provincial Health Services Authority and Providence Health Care. The project is designed to transform health care delivery systems and processes to improve the safety, quality and consistency of the patient and caregiver experience. CST will support the health organizations in establishing common clinical and process standards, including workflows, order sets, clinical guidelines integrated plans of care and a common electronic health record. This clinical transformation will be supported by the implementation of a clinical information system that will replace aging existing systems. The project will be implemented in stages across the health organizations.

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