

Bridging Operations and Information Technology through an Advisory Council

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OBJECTIVE

- To demonstrate the process that NYU Langone Health follows when an optimization request arises related to EHR Documentation.
- To demonstrate the associated process used to implement a change within the EHR.

BACKGROUND

In 2013, NYU Langone Health implemented a new Electronic Health Record (EHR). As a result, the need to optimize documentation within the system had rapidly increased across all disciplines, including nursing, rehabilitation, respiratory and social work. The hospital formed an advisory council to lead the planning, implementation and subsequent evaluation of the electronic medical record. The primary role of the council is to promote organizational understanding and adoption of shared scope of practice, as well as consider changes to the EHR. Members of the council include representatives from care management, clinical nutrition, health information management, information technology, nursing education, clinical nursing informatics, nursing quality, pharmacy, physical therapy, regulatory, respiratory therapy and social work.

CLINICAL INFORMATICIST ROLE

The Clinical Nursing Informatics (CNI) Team plays a major role in the successful implementation and maintenance of an EHR by bridging the gap between clinicians, the IT department, and the advisory council. The CNI and appropriate IT teams developed a change process that interprets and vets requests, gathers requirements, analyzes impact, communicates changes related to the EHR and educates the community about EHR usage. CNI team members are assigned to different service areas. This method allows each CNI to provide expert, specialized guidance to a particular service when an optimization request arises.

VETTING PROCESS

CPM Change Request SSBARR Form
Please attach completed form to service request ticket

Date: _____
Requestor: _____
Service line: _____
CNI Contact info: _____ Email: _____

ISSUE

Situation: _____
Stakeholders: _____
(Users that will be affected by the change, but not necessarily involved in the decision)

Background: _____
Assessment: _____
Recommendation: _____

References: _____
(Please attach relevant data/references that support your recommendation)

Operational Approval: _____
(Operational approval from operations/epic or other governing bodies other than the CNI/IT coordinator, where applicable)

CPM/IT Coordination Approval

Signature	Date
NYU Langone Health - Informatics	
NYU Langone Health - Orthopedics	
NYU Langone Health - Biostatistics	

Figure 1: **Change Request Form.** The form guides requestors/CNIs in ensuring that correct data elements are captured.

During this process, CNI helps requestor understand the implication of their request and its associated build and how that may affect other teams and workflows.

PROCESS AND PROCEDURES

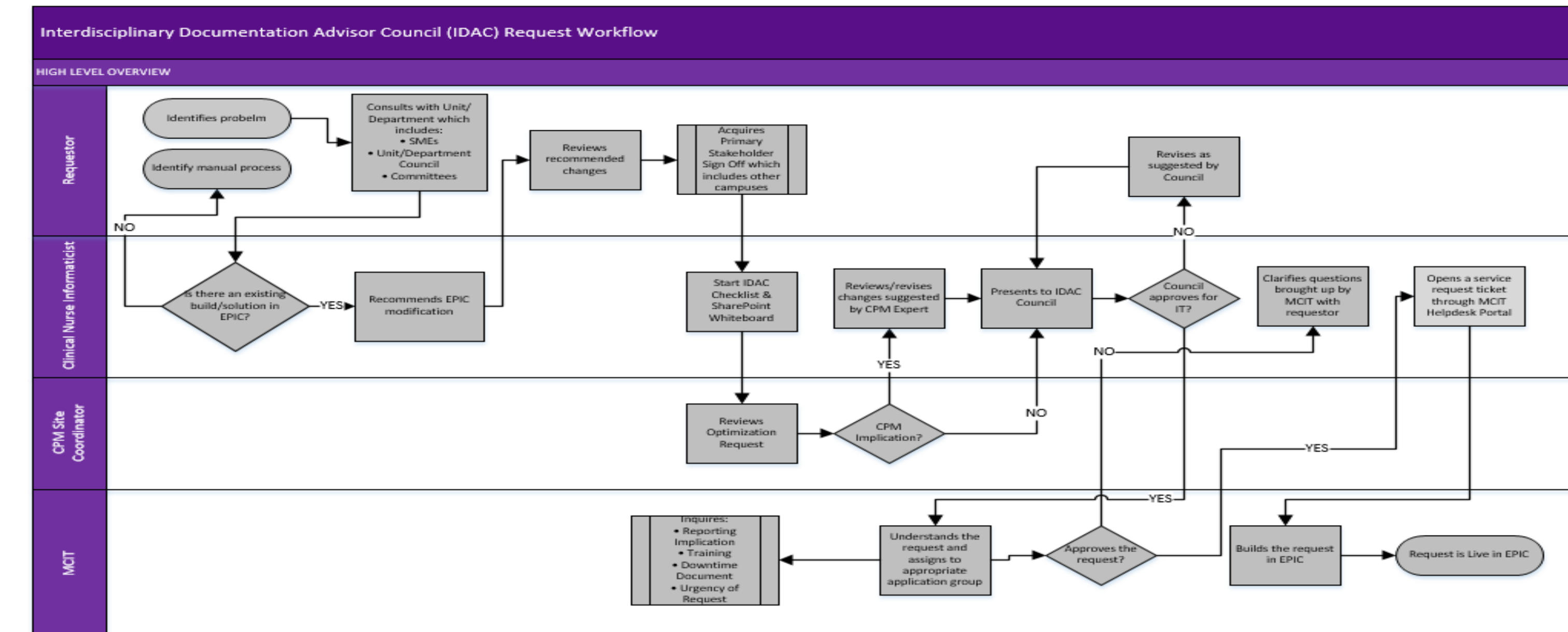


Figure 2: This workflow illustrates a high level overview on how an optimization request starts, gets vetted by the council and how IT department learns & builds the request.

TECHNICAL SPECIFICATION AND TASK ALLOCATION

Once, a request has been approved by IT for build and development, the CNI enters a service request ticket through the IT Support & Services portal. The service request ticket goes to the EHR application team who builds the request. If the EHR analyst responsible for the build has questions regarding the request, the CNI acts as a resource to clarify.

CONCLUSIONS

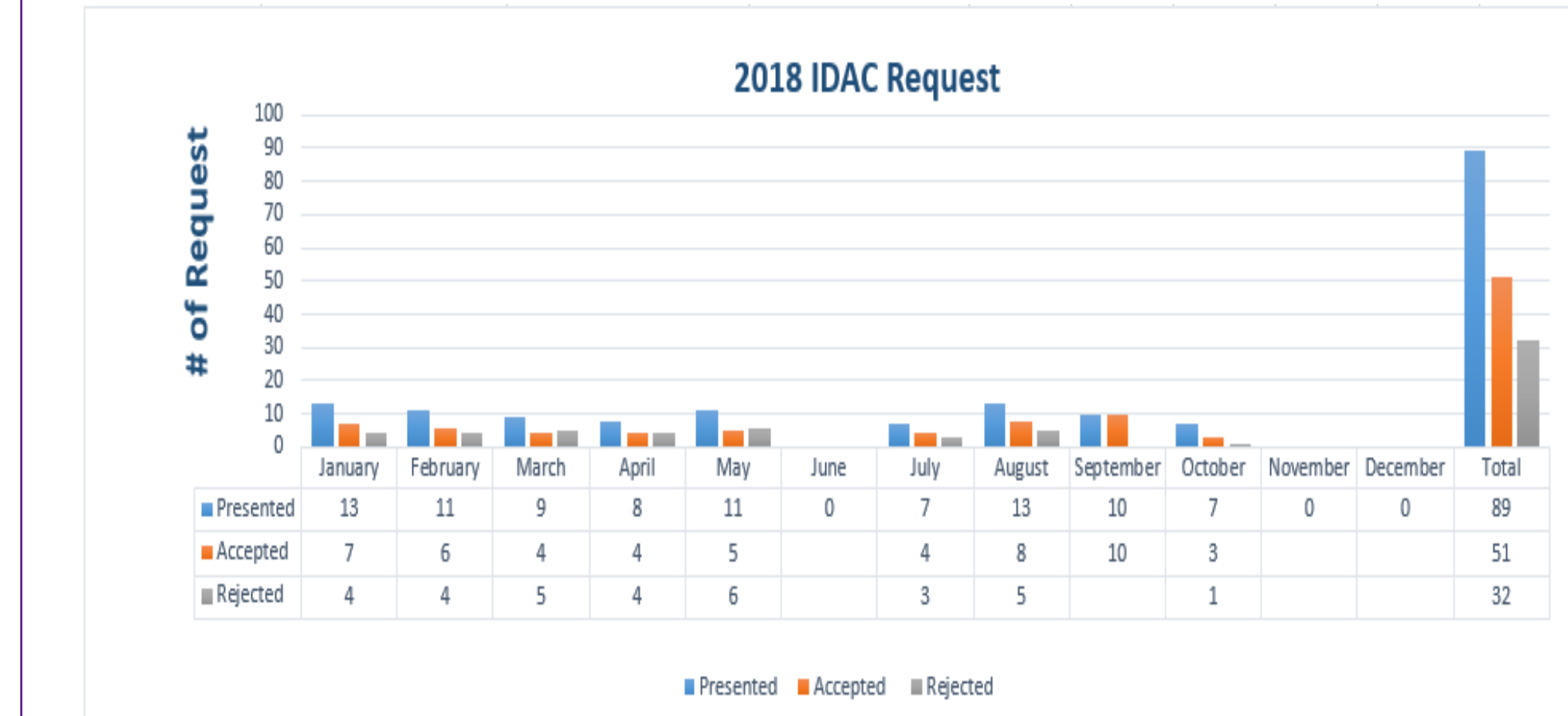


Figure 3: In 2018, the council received 89 requests: 51 were accepted and 38 were rejected. The advisory council has aided the hospital in improving clinician's documentation within the EHR. It allows clinician to own their documentation, giving them a pathway to actively participate in improving the EHR by sharing their insights and experiences.

REFERENCES

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