



Communicating for Safety National Standard

Accreditation week

what the assessors commended us on

Governance structure

- Communicating for Safety National Standard Committee links and interacts with all other National Standard committees
- Commended collaborative work with
 - EMR Team
 - Pathology Quality and Safety Committee
 - Imaging Quality and Safety Committee
 - Health Information Services

Today we will tell you of some improvements the assessors were really impressed with:

- EMR and handover tools
- CLO screens
- Alerts management
- Communicating critical information – banner bar
- Consumer engagement



Clinical Handover – Assessors observed 14 different handovers all disciplines

Assessors impressed with the PROMPT documents and how they define transitions of care and accountability of handover.

ISBAR framework and structured EMR tools utilise ISBAR format, such as:

- ISBAR & Clinical Leader Organiser (CLO for Nursing Handover)
- iPASS /Inpatient workflow & worklist (Medical Handover)
- Allied Health ISBAR & Multi Patient task list
- Pharmacist workflow & Care Organiser
- Medical Discharge Summary
- Transfer tools – transfer summaries

Critical information is recorded within the EMR banner bar (allergies and ADRs, Patient Clinical Alerts, Goals of Care). (able to be manually curated).



ISBAR/Inpatient Workflow pages to support comprehensive care and handover - Nurse/Midwife/Allied health/Ward Clerk

The screenshot displays a clinical information system interface for a patient named Mc UR:38. The interface includes a top navigation bar with various system links, a patient summary header with demographic and clinical data, and a main content area with several sections. A yellow oval highlights the 'ISBAR Handover' section in the left-hand menu.

Patient Summary: Patient: Mc UR:38, Sex: Male, Dosing Weight: 107kg [29/06/2022: 2 days], Age: 76 years, Birth Date: 04, Allergies/ADRs: methyldopa, Monosodium Glutamate, Alerts: "No Alerts Recorded", Goals of Care: A - No limitation of treatment, Consultant: Bhaskaran, Sumitha - Consultant, Unit: C Gen Med Bravo Team, Loc: C CCU; -: 02, Inpatient FIN: [redacted], Admit Dt: 25/06/2022 11:28:03 AEST D...

ISBAR Handover: This section is highlighted by a yellow oval and contains a list of menu items for patient care and documentation, including: Goals of Care, Care Team, Chief Complaint, Problem List, Allergies / Adverse Drug Reactions (2), Vital Signs, Fluid Balance Chart, Scales and Assessments, Care Plans, Lines/Tubes/Drains, Medications, Pathology Results, Histories, Microbiology, Pathology Reports, Diagnostics, Documents, Home Medications, Visits, Outstanding Orders, Order Profile, Actions & Situational Awareness, Create Note, and Nursing Transfer Summary.

Goals of Care: A table showing active orders. One order is listed: "A - No Limitation of Treatment" with order start 26/06/22 01:10 and status "Ordered".

Care Team: A table listing team members. For "This Visit", the Nursing team includes Backo, Irene - Registered Nurse. For "Cross-Visits", the General Practitioner is Weng, Yan Hong.

Chief Complaint: Ref GP - 1/7 blood in urine. Neck stiffness, fevers and chills. Found to be hypotensive at GP. Phx: Prostate Ca. Cardiomyopathy, torticollis. O/e alert, nil SOB, HR reg, BP 85/62, asymptomatic, mildy pale. 7/10 neck pain.

Problem List: A notification states "No Chronic problems documented. Document 'No Chronic Problems' or add a problem". The classification is set to "Medical and Patient Sta" and the problem is added as "Chronic".



EMR Clinical Leader Organiser (CLO)

Improved clinical overview of all ward patients has enhanced the quality of the Nurse in Charge handover.

Location	Patient	A...	R...	Skin Inte...	Fall	Nutrition	PNST	MHP...	4AT	High Risks	Care Plans	Diet	Fluid restrict...	Central...	P
--01 C Adult Me...	Latino, Patient... 31... DOB: 12 APR 1990 MRN: 9305942	Y N...		18	0	High 32 hrs ago		Medium... 48 mins...	Deliri... 4AT S...	9 High Ris...	3	11	Strict Fluid Bal...	V PECC (P...	J
--02 C Adult Me...	*Latino, Patient... 22... DOB: 13 OCT 1998 MRN: 9305943	A...		6	30	High 30 hrs ago	High 46 mins...		Possibl... 4A...	1 High Ris...	in NIM		Fluid Restricti...	V CVC - lu...	J
--03 C Adult Me...	*Latino, Patien... 48... DOB: 07 JUL 1973 MRN: 9306180	Y N...		23	16	High 30 hrs ago			Possibl... 4A...	1 High Ris...	2	11	Fluid Restricti...	V Portocat...	J

Improved visibility of:

- Care Plans
- Risk Assessments (4AT now has a score and a trend indicator)
- High Risks (including Behaviours of Concern)
- Peripheral Intravenous Catheters
- All Lines and Devices
- Wound and Ostomies
- MET/Clinical review
- Sepsis alerts
- Documentation such as Ward Round notes,
- All Other Referrals and Consults





Patient Care Alerts

- Since EMR Go Live the EMR & Informatics and NS6 have worked to develop robust governance for alerts that includes:
 - Over 80 alerts to keep patients safe
 - Clear definitions and ownership of each alert
 - Monitoring of appropriate/comprehensive use of each alert
 - Clear & robust governance process for addition of new alerts
 - Mandatory approval by NS6 of any new alerts/changes to alerts
 - Standard form/process for requesting new alerts
 - Recent examples:
 - COVID/Suspected COVID
 - Paed Complex Patient
 - Non Invasive Ventilation patient
 - Cystic Fibrosis Patient



Communicating Critical Information

- Monash Health PROMPT document suite
- Monash Health utilises ISBAR to meet minimum information content
- EMR Banner Bar, Patient Clinical Alerts, Medical Discharge Summary



- Red identification bands communicate a known allergy or ADR
- Welcome to Ward orientation and Ward Boards
- Patient and family centred care is supported through multidisciplinary team meetings, bed rounding, Bedside Communication Boards
- Monash Health feedback and review processes
- Patient Friendly Discharge planning



Consumer Engagement

Diverse range of communication channels and processes exist to provide, and receive, information to our workforce, patients, carers and their families.

- Patient Experience Team – patient information, compliments & complaints management
- Patient Safety Walk arounds
- Ward Governance meetings, multidisciplinary huddles, nurse rounding
- Handovers, Communication Boards
- Language Services and Aboriginal Health Liaison Officers
- Robust referral process across organisation
- Quality newsletters, All staff employee forums, Monash health website/social media platforms
- Monthly Clinical Governance report
- Ward Quality boards, Welcome to Ward boards

