

CASE STUDY

UNIVERSITY HOSPITAL GALWAY

University Hospital Galway's Acute Medical Unit (AMU) and Short Stay Ward uses Digital Progress Notes and Order Pathways to save clinicians time, standardize care delivery, and provide valuable data for Activity-Based Funding reporting.

As the main acute hospital in Galway, Ireland, the University Hospital Galway (UHG) is responsible for delivering high quality patient-centered care to a large and diverse population.

The objective of the AMU is to fast-track the assessment of patients presenting with acute medical problems and to facilitate early diagnosis and treatment. The establishment of acute medical units has been internationally recommended and has been shown to improve the efficiency of acute medical care.

THE CHALLENGE

The AMU at UHG had been effective in streamlining operations and were looking to further improve care delivery and reporting. To be most effective, the AMU wanted to provide electronic clinical assessments, enable timely clinical decision making, and remove unnecessary diagnostic testing, which could speed up the discharge process. Finally, as Ireland moves to an Activity-Based Funding model, the AMU wanted to provide legible clinical noting that would assist the HIPE coding staff to collect higher-quality reporting of activities.

The existing processes within the AMU relied on non-standardized paper-based methods. This was time consuming and led to lengthier periods for diagnoses and initiation of treatments. The leadership of the AMU were seeking a clinical decision support tool that could provide the necessary standardization, digitize its paper-based operations and support the tracking and measuring of decisions and orders made.



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UHG'S MEDICAL ASSESSMENT UNIT AND SHORT-STAY WARDS:



- Up to 50 patients daily;
- 33 Beds;
- 14 Consultants
- 22 Nurses; and
- 2 Health Care Professionals

Think Research develops knowledge-driven tools that empower clinicians to deliver evidence-based care. Connecting clinicians, facilities and entire healthcare systems with quality clinical content and technologies to put it into practice.



- 4 entire jurisdictional roll-outs
- Library of over 7000 evidence-based Order Sets
- 900 Sites (under contract), 450 sites live
- 6,135,817 - Patient Records

THE SOLUTION

To meet this challenge, the AMU partnered with Think Research to deploy their cloud-based platform Entrypoint, which helps improve workflows and support the clinical decision-making process.

For over a decade, Think Research has driven healthcare innovation, standardization and cost savings by streamlining clinical practice and improving patient outcomes. Think Research's services are used or being implemented in over 900 healthcare facilities in Canada, Europe and the US.

The partnership includes two applications, Order Sets and Progress Notes, which were both specifically configured for AMU's clinical workflow, communication requirements and formulary in order to drive clinical adoption. The applications directly integrated with UGH's health information system and are visually akin to the paper forms the clinicians were already using. The cloud-based applications are accessible at the point of care – via web browsers on desktop workstations, computer on wheels, and portable tablets.

Progress Notes lets physicians document succinct and focused patient progress notes in a structured and smart electronic document. At a high-level, every clinician follows consistent documentation guidelines to support best quality of patient care. There is a significant reduction in the time spent on documentation with the pre-packaged content modules, which is very helpful in standardizing patient care. The ability to document in this manner allows management to have an overview of patient figures and current operations to facilitate decision-making.

Order sets are sophisticated medical checklists, derived from integrated care pathways, that offer evidence-based treatment options in a single, user-friendly document – driving best practices to the point-of-care. Think Research has an extensive library of over 1000 reference Order Sets that have been expertly created

by Think Research's multidisciplinary Clinical Research and Development Team. Moreover, Think Research provides access to a library of over 7000 evidence-based care pathways used by partners across the network.

BETTER OUTCOMES

The consensus was that clinicians were working faster and smarter, and able to spend more time with patients.

The customized Progress Notes and Order Sets applications quickly replaced the hand-written notes that were commonplace in the AMU – gone were the legibility issues, disparate note taking styles and fragmented patient stories.

Better communication in the AMU has ensued patient documents are available at any time of the day from any Internet enabled device, assessments are now more comprehensive, accurate and organized. Document authors, date and time were recorded automatically and accurately, which provided valuable insight into clinical workflows.

The use of these applications provide the hospitals HIPE coders legible and real-time data to better inform them on the diagnostics, interventions and treatment by clinicians. The applications also capture in-depth data of patient population and demographics.