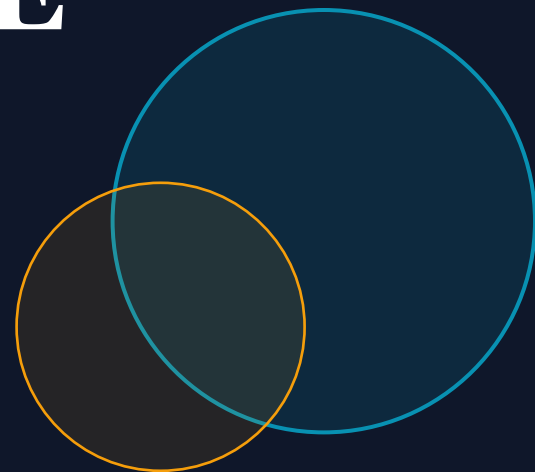


BEYOND THE NOTE

Shaping the Future of Nursing Practice
with AI-Enabled Care Plans

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MERCY

LEARNING OBJECTIVES

01

Describe how AI-enabled care plans can reduce documentation burden while preserving nursing judgment and accountability.

- Examine current challenges with fragmented, duplicative nursing documentation
- Explain how generative AI synthesizes care plan goals into patient-centered summaries
- Clarify the nurse's role in reviewing, validating, and maintaining authorship

02

Apply practical strategies for integrating AI-enabled care planning into nursing workflow and professional practice.

- Identify workflow strategies that embed care planning into the nurse's day
- Discuss governance, regulatory, and survey-readiness considerations
- Develop confidence in articulating clinical judgment when AI tools are used

THE DOCUMENTATION BURDEN

Current State of Nursing Documentation



Time Consuming

Nurses document across multiple locations, leading to fragmented information and time taken away from patient care.



Cognitive Burden

Duplicative documentation creates increased cognitive load, often resulting in content that adds little clinical value.



Variation in Practice

Inconsistent documentation quality and workarounds lead to practice misalignment across units and hospitals.



Regulatory Disconnect

Care plans often experienced as primarily regulatory tasks rather than meaningful reflection of nursing judgment.

NURSE VOICES: THE CARE PLAN CHALLENGE

Feedback from Project ANEW



"It's challenging—why do we even have care plan activity?"

— Nurse, Mercy Hospital Joplin



"Care plans aren't actively updated. It's seen as extra work."

— Nurse, Mercy Hospital NW Arkansas



"What's the actual impact on patient care? How can we make this more efficient?"

— Nurse, Mercy Hospital Springfield



"How can care plans be helpful to me—not just another task?"

— Nurse, Mercy Hospital South

LEADING WITH PRACTICE

A Strategic Shift Rooted in Project ANEW: Advancing Nursing Efficiencies & Workflow



Project ANEW

Went to hospitals to listen and learn.
Created shared accountability with
CNOs. Made quick wins first.



Evidence-Based Practice

Literature synthesis guiding decision-
making. Best practices for data-
informed transformation.



Transparency & Empowerment

Active listening. Speaking less,
listening more. Creating an avenue for
growth and advocacy.

220 million fewer clicks in flowsheets through Project ANEW — Established credibility for AI-driven innovation

KEY ROLES: FOR NURSES, WITH NURSES, BY NURSES



Nursing Executive

- Open-minded innovative mindset
- Creates vision/strategy for transformation
- Endorses the people empowered to do the work



Nursing Practice Leader

- Deep understanding of practice transformation
- Literature synthesis & best practices
- Policy & procedure accountability



Nursing Informatics

- Strategic bridge between IT & clinical teams “Translator”
- Expert workflow engineering
- Disciplined project management

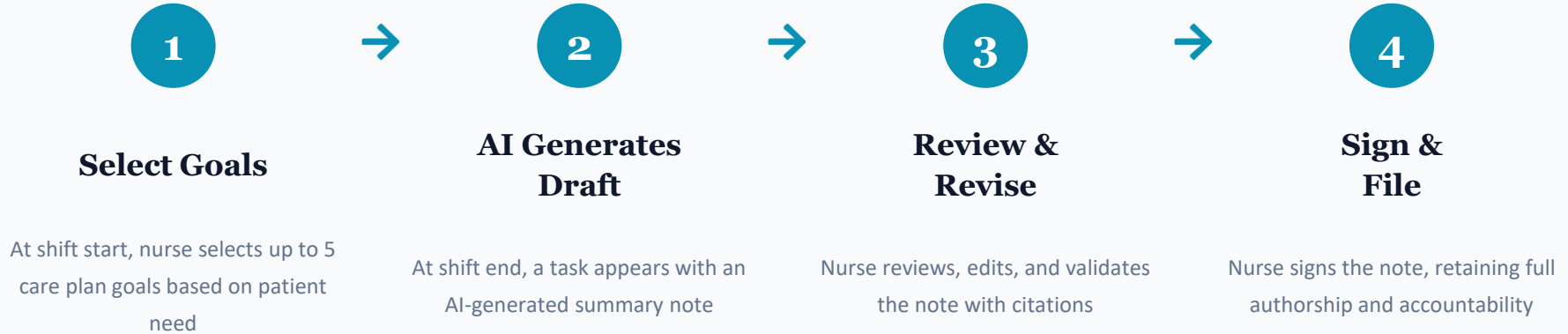


Department Leadership

- Champions AI adoption at the unit level
- Drives staff engagement and culture change
- Bridges frontline feedback to leadership

HOW IT WORKS

End-of-Shift Care Plan Note Workflow



KEY FEATURES

- Integrated into current well-established workflows (BRAIN)
- Notes are editable and not auto-filed — nurse retains authorship
- Citations allow for validation and transparency of information
- Built-in feedback mechanism (thumbs up/down) directly within the activity
- Manual generation available if automation fails

OVERVIEW OF WORKFLOW

Workflow Integration: Tasks Appear at the Beginning and End of Shift

Start of Shift: Manage Care Plan Goals

The screenshot shows a nursing workflow interface. At the top, there's a search bar and navigation tabs. Below that, a patient list is displayed with columns for time slots from 0700 to 1300. A pop-up window for 'Starburst, Loretta' is visible, displaying 'To Do's' and 'Manage Care Plan Goals'.

End of Shift: Care Plan Note Review

The screenshot shows a nursing workflow interface. At the top, there's a search bar and navigation tabs. Below that, a patient list is displayed with columns for time slots from 1200 to 1700. A pop-up window for 'Starburst, Loretta' is visible, displaying 'To Do's' and 'Care Plan Note Review'.

Tasks are integrated into the nursing workflow, appearing automatically at the beginning and end of each shift to streamline care plan documentation.

OVERVIEW OF WORKFLOW

Customize Care: Select Shift Focus Goals

Starburst, Loretta: 2/25/2025 visit with Som Ip, Ob/Gyn Physician, MD for Hospital Encounter

Overview Document Progress

Document Progress

+ Care Plan Filter

Universal Care Plan (Adult and Obstetrics)

- ▼ Pain, Potential/Actual ⓘ
 - Verbalizes/displays acceptable comfort level or baseline comfort level ⓘ Shift Focus ▼
- ▼ Infection Risk/Actual ⓘ
 - Infection Risk/Actual: Infection prevention, control, or resolution by discharge ⓘ Shift Focus ▼
- ▼ Safety/Fall ⓘ
 - Safety/Fall: Absence of fall, injury, harm during hospitalization ⓘ Shift Focus ▼
- ▼ Discharge Planning ⓘ
 - Identify discharge needs upon admission and through discharge ⓘ Shift Focus ▼

Opiate Withdrawal, Potential/Actual (Adult/Pediatric)

- ▼ Opiate Withdrawal, Potential/Actual ⓘ
 - Long Term: Remains free from injury or complications during opiate withdrawal. ⓘ Shift Focus ▼

✓ Mark as Reviewed Save and Close X Cancel

- Select “shift focus” care plan goals
- Summarizes progression of individualized goals,
- Utilizes the events of the shift to create summary
- At shift end, task reminds nurse to complete note review
- Notes are editable and not auto-filed—nurse retains authorship
- Manual generation available if automation fails

OVERVIEW OF WORKFLOW

AI-Generated Summary with Citations & Feedback

The screenshot displays a clinical workflow interface with a sidebar on the left and a main content area. The sidebar, titled "Summary and Note", lists three categories: "Shift Focus", "Respiration", and "Infection", each with a citation. The main content area features a "Draft Note" window with a "Shift Summary" section containing three paragraphs of text. A callout box titled "Administrations of morphine injection" is overlaid on the text, containing a table with columns for "Administration", "Action Date", "Observed Date", and "Documented By".

Summary and Note

Group by: **Problem** | **Outcome** | Add to note

Shift Focus

- Respiration**
Vital sign status
Today at 0807 - by Kim Parker, RN
- Achieves optimal ventilation and oxygenation
Today at 0807 - by Kim Parker, RN

Infection

- Achieves infection during hospitalization
Today at 0807 - by Kim Parker, RN

Draft Note

Shift Summary

- NS bolus was administered twice to manage low blood pressure
- Acetaminophen was administered three times to manage fever
- Morphine was administered four times to manage pain
- Despite ongoing signs of infection and respiratory issues, vital
- measures and pain is managed

Vital signs stable: Blood pressure was initially low but stabilize
administration. Pulse rate decreased over the shift. Temperature
peaked at 38.9 °C, managed with acetaminophen. Respiratory rate and
oxygen saturation relatively stable

Achieves optimal ventilation and oxygenation: Inset tracheal driver positioned
correctly on the right and crochets on the left. Despite this, chest expansion remained
symmetrical and respiratory pattern regular throughout the shift

Achieves infection during hospitalization. Temperature spikes suggest
ongoing infection, managed with acetaminophen. No new signs of sepsis
observed

Administrations of morphine injection

Administration	Action Date	Observed Date	Documented By
Administered	04/23/24	04/23/24	Kim Parker, RN
Administered	17:00	17:00	Kim Parker, RN

Learn More | Start with Draft | Start Blank Note

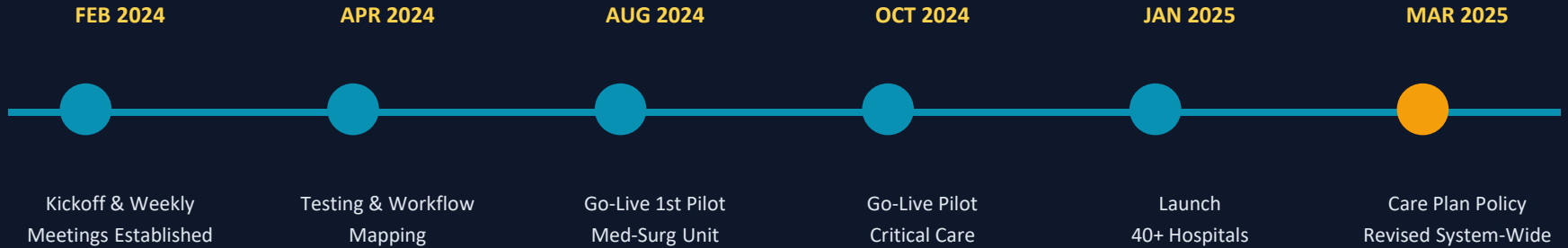
Citations for Validation

Citations allow for validation and transparency of the information generated by AI.

Built-In Feedback Mechanism

Feedback mechanism directly within the activity enables continuous improvement.

IMPLEMENTATION JOURNEY



Weekly Meetings: Epic Research & Development Team + Mercy Nurses (Operations) + Mercy Technology Services (Nurse Informaticists)

The end-of-shift note project development involved Mercy nurses from six hospitals and Epic Madison. At the start of each shift, a task has nurses select care plan goals—then toward shift end, a new task appears with a draft AI note for the nurse to review, revise, and sign.

TRAINING & CHANGE MANAGEMENT

Standard for All AI Nursing Projects

Module 1

Understanding Generative AI

Overview of AI, its applications in healthcare, and what it is and isn't.

Module 2

Ethics & Patient Privacy

Ethical frameworks, bias, fairness, accountability, and data security.

Module 3

Project-Specific Application

How generative AI assists with the nursing process for this initiative.

Module 4

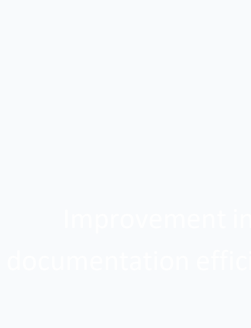
Nursing Workflow

EHR integration, step-by-step process, and troubleshooting.

IMPLEMENTATION CONSIDERATIONS

- Clinical validation in pilot departments with process for feedback review
- Human-in-the-loop providing transparency and explainability
- Policy review aligned with regulatory and accreditation standards
- Training aligned with organizational AI governance

MEASURABLE RESULTS



EFFICIENCY COMPARISON



ADOPTION & FEEDBACK

93%

Generated Notes
Utilized

*Adoption exceeded 85% within
the first 30 days across the system*

FEEDBACK LOOP

3,000+ responses collected

Thumbs Up: 2,538



Thumbs Down: 486



ACTIONABLE FEEDBACK THEMES

- Include continuous medication start and stop times
- Focus on "just the facts" — objective documentation
- Tag medications administered by other units
- More support for ad hoc generation of notes

WHAT ARE NURSES SAYING?

“ *"I like how it gives a basic summary of how the shift went...and quickly review any changes that have occurred to my patient's condition."*

— Gus, LPN — Washington, MO

“ *"I am able to write an end of shift note now, which is new for me. I like how the note correlates to the patient's care plan focus."*

— Joana, RN — Washington, MO

“ *"It has made it easier for me and saves time. I particularly like having objective determination if a patient has met goals or not."*

— Kimberlee, RN — Ardmore, OK

“ *"Even a nurse who isn't part of our direct team was able to document an end of shift note, which speaks to the easy operability!"*

— Paulanne, RN — Springfield, MO

“ *"This is so helpful, I don't have to remember everything I did all day."*

— Jennifer, RN — Springfield, MO

“ *"Well, look at this! It is all wrapped up in a nice little bow in this note."*

— Kanon, RN — Rogers, AR

LESSONS LEARNED & BEST PRACTICES

✓ “My Note” vs “Patient’s Note”

Note written is what occurred for the patient that shift not just what I did as a caregiver..

✓ Feedback Loops Are Essential

Continuous improvement driven by nurse input.
Transparency to process improves trust in output.

✓ Scope of Practice/Policy Review

Know your scope of practice standards for RNs and LPNs. Ensure policy matches current practice.

✓ Build Upon Department Leadership

Front-line leaders become leader-to-leader peers as they gain familiarity.

✓ Human-in-the-Loop

Validation ensures accuracy and maintains nurse trust and accountability.

✓ AI Literacy & Governance

Align with organizational AI governance. Build EHR expertise among the team.

FUTURE VISION



Right Amount of Human in the Loop

Optimizing the balance between AI efficiency and human oversight as trust and adoption mature.



Continued Development Touch Points

Ongoing engagement with frontline nurses to refine and improve the AI-generated content.



Enhanced Analytics

Dashboard metrics for deeper insights into documentation quality, adoption, and patient outcomes.

KEY TAKEAWAYS



AI-enabled care plans transform documentation from a regulatory burden into a meaningful reflection of clinical judgment.



Nurse authorship, accountability, and the human voice in care are preserved—AI augments, it doesn't replace.



Start with practice, not technology. Project ANEW established credibility and trust before introducing AI.



Nurse involvement, training, and transparency are essential pillars for successful AI adoption.

QUESTIONS & DISCUSSION



"I wanted to share with all you that the nurses are absolutely loving the care plan AI assistance in my inpatient areas. They have expressed that the way it is set up has made care plan documentation so much less cumbersome and simplified. Great Job on this innovation!"

— Jennifer Kiplinger, RN, MH Southeast

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