

Building Consensus for Electronic Charge Report

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Introduction/Background

In May of 2015, Brigham and Women's Hospital implemented a new electronic health record (EHR). After the initial rollout, staff nurses noted that their new EHR was missing a broad unit report. Prior to the EHR, there had been no consistent format for charge nurse report hospital wide. Practices included paper notebooks, Apprentice (computerized application which gathered high level data from the electronic medical record), Sharepoint sites, and Excel spreadsheets. The high level information required by a charge nurse should be conveyed in a clear, standardized, up to date, and efficient way as recommended by Joint Commission. This issue was identified as an opportunity for practice improvement by the BWH Nursing Informatics Committee.

Methods

Informatics committee members were each asked to present their unit's process for charge report for analysis by the full committee. The oncology service had developed a "Charge Report" which pulled data from the EHR and allowed an additional field for free text input from users. The "Charge Report" could be accessed by all staff members on each of the individual units. As this method showed the most promise, the committee agreed on this platform for wider implementation. Committee members were asked to convey the "Charge Report" concept to the individual units and assess the level of acceptance.

The members were then tasked with identifying which data elements each unit was collecting in charge reports using the varied tools. Common elements were identified and analyzed, and a minimum set of data was agreed upon by the committee.

A subcommittee was tasked with development of a Tip Sheet that includes step by step instructions on how to build this list in the EHR. The steps included the specified required data elements and instructions on list ownership, maintenance, and security. The committee approved the Tip Sheet and its use in coaching the units in adapting to the "Charge Report."

Results

Brigham and Women's Hospital is currently in the process of implementing this tool. The Tip Sheet has been submitted for approval for the BWH policies and procedures website. It has been presented to department experts, nurse educators, and the nurse-in-charge forum. The Committee plans to evaluate implementation in the near future.

Discussion/Conclusion

To date, staff adoption of this technique for performing charge shift report has been well received. Staff continues to express a desire to print the report. We are in the process of creating guidance to address HIPAA concerns. Limitations of the system have presented some challenges for customization to individual unit needs: patients in off floor location, and additional fields. While system optimization should allow for greater flexibility for the units to be able to customize the EHR for their unit needs, we have focused on ensuring that the core process is in line with the Joint Commission's National Patient Safety Goals.

References

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