

Case Study

Physician Documentation Templates – Comanche County Memorial Hospital



Customer

Comanche County Memorial Hospital, Lawton, Oklahoma, is an independent, non-profit, acute care facility. It has 283 licensed beds, employs close to 2,000 people on a full-time or part-time basis, credentials 250 physicians and enjoys the benefit of approximately 100 volunteers.

Business Situation

- Physician dissatisfaction with current templates
- Redundancy of templates
- Additional templates needed
- Regulatory changes requiring changes to current templates
- Continued dependence on dictation and transcription

Customer Business/Patient Care Need for Solution

- Physicians feel documentation is slowing them down
- More time on documentation means less time with patients
- Decrease in patient load for such things as surgical procedures
- Current templates not meeting the physician needs for thorough documentation
- Need for optimization of templates
 - o Eliminate redundancy where possible
 - o Create additional templates for unmet needs
 - o Re-work current templates to assure
 - Thoroughness
 - Regulatory compliance
 - Ease of use to improve provider adoption

The Anthelio Solution

- Assess current Physician Documentation template library
 - Statistics:
 - Number of physician documentation templates identified: 119
 - Number of inactive templates and unpublished: 83
 - Number of active templates requiring review and/or modification: 36
 - Duplication/redundancy
 - Availability of templates by provider specialty
 - What needs to be developed?
 - What needs to be edited or re-designed?
- Analysis of current template usage
 - Which templates are used/not used?
 - Frequency of use
 - Distribution of use by provider type
- Assessment of providers
 - What they like?
 - What needs to change?
 - What needs to be added?
- Optimization
 - Build new templates
 - Revise current templates
 - Eliminate redundant templates

Outcome

- Improved provider satisfaction and resulting adoption
- Improved patient documentation for medical record completeness and billing justification
- Improved speed of documentation and potential for increase in patient load
- More time with patients and less time spent in documentation

About Anthelio

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