THE UNIVERSITY OF CHICAGO
UChicago Medicine
Center for Healthcare Delivery Science and Innovation

Go With The Flow(sheets)

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Problem

- Effective documentation is critical for therapist efficiency, accurate interdisciplinary communication, and overall staff satisfaction.
- Staff feedback revealed non-standard and inefficient documentation processes led to wasted time, communication breakdowns, and decreased morale, ultimately impacting patient care quality and operational effectiveness.
- By utilizing flowsheets data can be extracted more easily from the medical record.

Goal

- Enhance the usability and completeness of documentation to better support therapists in their daily workflows.
- This aligns with the UCM Annual Operating Plan by advancing goals related to enhancing clinical documentation, improving staff engagement, and fostering interdisciplinary collaboration.

Strategy

Work Group Formation
- Formed a work group to lead the initiative
- Conducted a comprehensive literature review

Feedback Collection
- Collected initial input from end users, Physical and Occupational Therapists, through focus groups
- Held regular feedback sessions to gather ongoing insights
- Maintained consistent collaboration with Epic analysts for technical support and system modifications

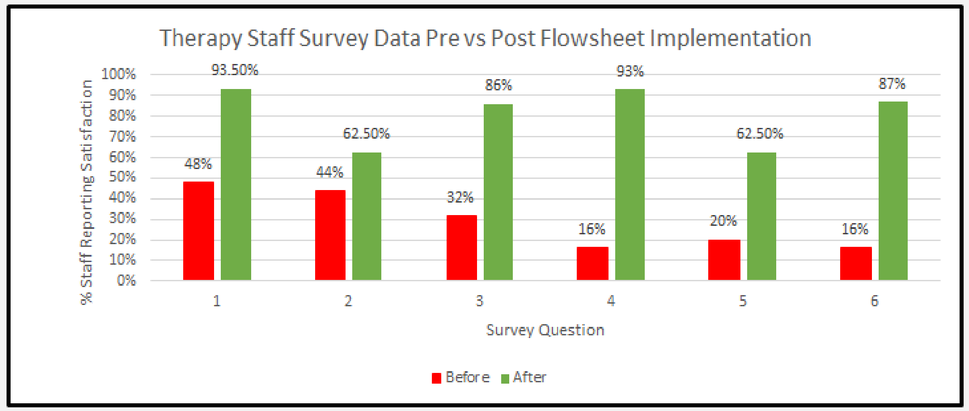
Data Collection
- Developed and collected baseline survey data
- Gathered post-implementation survey data to evaluate impact and satisfaction

Go-Live
- Delivered in-person education to the team
- Executed Go-live

Acknowledgements

- Taylor Guidry, OTR/L Business Applications Analyst, Clinical Documentation
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Impact



Survey Question Key
1. Rate the ease of documenting treatment notes.
2. How much time do you typically spend writing treatment notes?
3. Is the treatment documentation burden (e.g., remembering required elements, free-text entry) manageable?
4. Key clinical data (eg., vitals, AM-PAC. FSS-ICU, etc.) is consistently captured and documented in treatment notes.
5. Communication with other providers is clear and effective in treatment note documentation.
6. Overall, how satisfied are you with the current Epic treatment note documentation?

- Therapy staff reported a **51.4% average increase** in satisfaction, based on survey data, across key indicators including: documentation ease, time efficiency, consistency in capturing clinical data, cross-departmental communication, and overall experience (data from 25 pre and 16 post surveys).

Lessons Learned & Next Steps

Key Lessons Learned:
- Essential to involve daily end users for ongoing feedback and buy-in
- Collaboration with Epic analysts, especially those with therapy expertise, was critical for effective system changes

Next Steps:
- Ensure flowsheets stay aligned with clinical needs and technology updates
- Pursue opportunities to copy flowsheets for maximum efficiency
- Make changes based on post-implementation survey feedback
- Analyze and implement data extraction for research and QI purposes