**Patient Safety – Track #7**

Bringing Information Technology to the Peri-operative Setting to Increase Patient Safety.

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**Learning Objectives**

- Understanding how computer technology has evolved and its effects on healthcare
- Learn about how a website can be used to increase safety in the OR
- Learn what forces brought about the need for the Perioperative website
- Share ideas that may be used in other facilities that face the same issues

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**Government Mandate for Patient Safety**

[Image of the United States Capitol]
**Aims of the Mandate**

- Fewer medical errors
- Increased use of clinical guidelines and evidence-based clinical decisions
- Improved access to care and quality of care
- Increased physician productivity
- Improved coordination of care
- Patient involvement in healthcare

**Technological Changes - 1941**

- Pearl Harbor
- Thanksgiving as a holiday
- M & Ms
- Lincoln Continental
Technological Changes - 1946

- Manhattan project
- Tsunami hits Hawaii
- London to New York = 19 h 45 m
- 10,000 American homes have TVs.

Technological Changes - 1969

- The Eagle has landed...
- 1st draft since WW2
- Wendy’s opens
- Brady Bunch premieres
- Last public Beatles performance

Technological Changes - 1971

- Voting age lowered to 18
- Death penalty for Manson
- NASDAQ index debuts
- Archie Bunker on TV
**Technological Changes - 1989**

- Exxon Valdez oil spill
- Voyager 2 passes Neptune
- Berlin wall comes down
- Seinfeld premieres
- Game Boy portable premieres

**The Information Superhighway**

“...and forwarded a copy to your PDA, cell phone, and home computer. I also faxed a copy to your office, your assistant, and laptop. Then I snail-mailed hard copies to you on paper, floppy, and CD. But in case you don’t receive it, I’ll just tell you what it said...”
Information Overload

Getting information off the Internet is like taking a drink from a fire hydrant.
—Anonymous

3.5 million

The Beatles. Now on iTunes.

4 Million

Holiday Gifts in Books

Holiday-Gift Ideas

Best Gifts of the Year

Holiday-Gift Ideas

Best Gifts of the Year

Holiday-Gift Ideas

Best Gifts of the Year
How did we get from there to here?

Paper → Virtually paper free
**Building an EMR**

- To “Err is Human” Report
- Memorial Hospital System
- Commitment to patient safety
- Build the system to best meet needs of clinicians and patients

**So, how hard can it be to build a website...?**

"The impossible can always be broken down into possibilities." - Unknown

"There is nothing like a dream to create the future." - Victor Hugo

**4 Separate OR Locations within 2 hospitals on a single campus**
>200 Staff Needing to Access Information

Information at Hand
Paper information +
Online information
=
Too many areas to

What We Had...
Project Management

- Establish the project parameters
  - Name your project!
  - State the overall purpose of the project
  - State the end results
  - Consider budget and time constraints

- List the Projects End Goal
  - Depict the end product based on customer’s requirements
  - Distinguish between “must haves” and “nice to haves”
  - List the major tasks involved
  - Develop a “work breakdown” structure

Project Management

- Set the project milestones
  - Flag all important points along the way.
  - Distribute a “first Draft” of the plan of the entire project for review and analysis.

- Identify activities, tasks etc.
  - Early in the project these will be the major tasks and activities
  - As the project progress more detail will emerge
  - Set timelines and deadlines

Life of it’s own...
Site Manager Training

- 8 hour session
- Use Memorial’s Site Publisher
- Additional 8 hour training for Form Publisher

Getting Started

- Be prepared!
- What information do you want accessed
- Create page in Word or PowerPoint first

“Look” of a website

- Decide major categories
- Pick a color theme
- Page designed only as wide as your screen
- Place HOME button
Our Website
- Not an open-access public website
- What content should be available
- Who is responsible for upkeep
- Recognition

Website content
- Performance Improvement projects
- Professional organizations
- Policies & Procedures
- Codes for “The Informationally Challenged”
- Unit Specific Isolation Procedures for the “The Informationally Challenged”

Performance Improvement
**What We Ended Up With...**

**Validation**
- 19,848 hits in the 1st 3 months
- Concurrent audits show increase in targeted behaviors

**More Validation**

- Site Marking
- Time Out
**Real Life application**

And **Evaluation...**

**REWARDS:**
- Increase in staff knowledge
- Performance Improvement Initiatives
- Latest info
- Quality of care improves
- Increase in staff participation
- Increase interest in certification

**Challenges:**
- Keeping the website updated
- Education of staff
References

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• ASPAN.org
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