The Challenge
In 2010, Chilton Hospital, a 260-bed, acute-care, non-profit community medical center in Pompton Plains, New Jersey, decided they needed to enhance their inpatient clinical documentation experience and workflow process. Their objective was to reduce documentation times, enhance navigation and streamline the overall documentation process — all while continuing to make progress on their MEDITECH 5.64 upgrade to prepare for Meaningful Use. They turned to Cornerstone Advisors for assistance.

The Solution
Cornerstone Advisors was engaged by Chilton Hospital to:

1. Enlist clinical staff in the process of improving and streamlining documentation across the care continuum, assuring clinician commitment and adoption.
2. Identify opportunities to eliminate duplication in Chilton’s current clinical documentation system in order to reduce charting times.
3. Stage and roll-out online clinical documentation in paper charting areas of the hospital.
4. Provide ongoing 5.64 upgrade support for the Nursing and Order Entry systems.

Applying our toolset for clinical documentation improvement, Cornerstone engaged clinicians in the process through focus groups and hands-on, targeted care unit walk-throughs and analysis sessions. Cornerstone then created a multi-phase project with deliverables and metrics to assure that momentum grew and built on each success. A three-phase project was created to:

1. Streamline identified nursing assessments.
2. Realign the assessment process across the multiple caregivers.
3. Move paper-based units to online clinical documentation.

Cornerstone Advisors, in concert with Nursing Leadership, Nursing Informatics and Information Systems, accomplished the following:

• Created a process for clinician input through nursing and clinical super-user review of assessment and documentation changes.
• Reduced documentation time in Phase One of the project by an average of 15% (and in some cases as much as 50%).
• Successfully re-aligned the documentation effort across nursing and the other clinical disciplines.
• Supported the organization through the Nursing and Order Entry components of the 5.64 go-live.

The Results
After validating Chilton Hospital’s commitment to MEDITECH as their preferred vendor in an earlier Cornerstone engagement, the organization was ready to push aggressively to streamline and enhance their clinical documentation. Today, utilization of clinical documentation has reached its highest level ever. With Cornerstone Advisors’ assistance, Chilton Hospital continues to move towards its goal of full CPOE and online clinical documentation across all hospital units by the end of 2012.