



Developing Standardized Note Templates for Inpatient Rounding Teams

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BACKGROUND

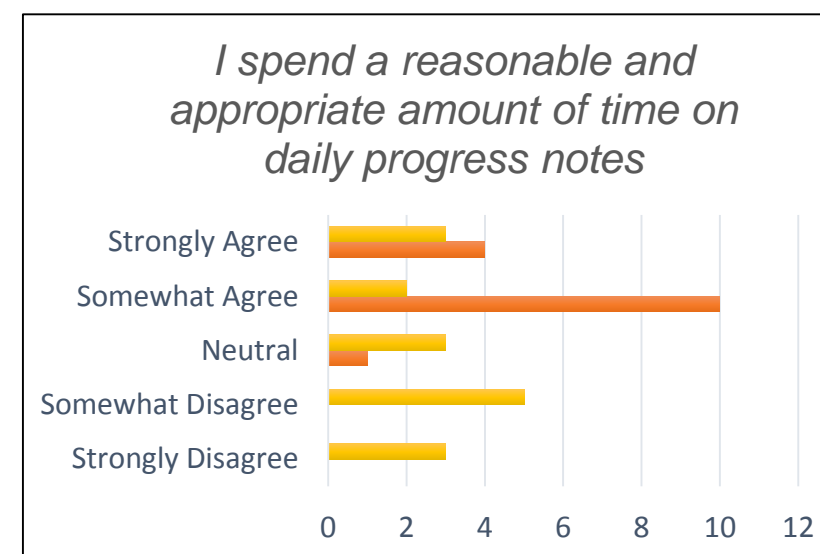
- Several note templates were being used among multiple cardiology subspecialties
- There was confusion regarding which templates to use, and which information was necessary to include in daily progress notes
- This led to over-documentation, progress notes and discharge summaries that were lengthy and hard to follow, less time spent on direct patient care, and overall decreased job satisfaction

METHODS

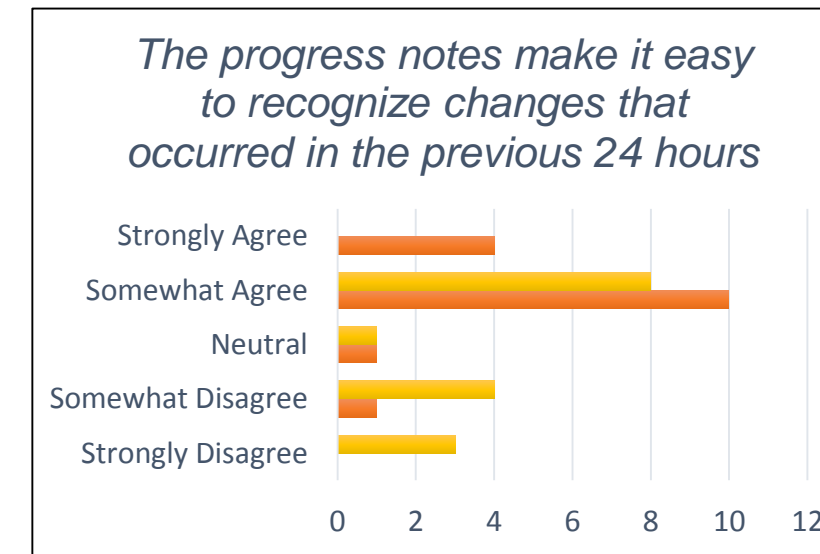
- Pre-survey sent to 16 inpatient Advanced Practice Practitioners* (APPs) to gain insight about current note templates using a five point Likert scale
- Met with hospital representatives from departments of compliance, billing, and clinical documentation
- Created six new note templates with help of electronic medical record concierge, replacing 15 old templates
- Educated APP team with Microsoft Powerpoint presentation about proper documentation and introduced new templates
- After new templates were active, reviewed charts for three months to ensure 100% compliance with new templates
- Post-survey sent six months after new note templates implemented

RESULTS

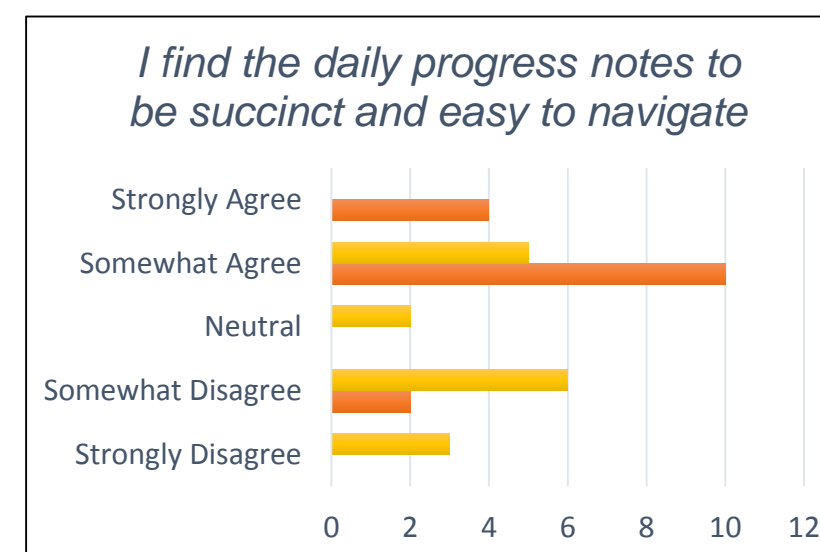
- The average satisfaction percentage for all survey questions improved from 37.5% to 87.43%



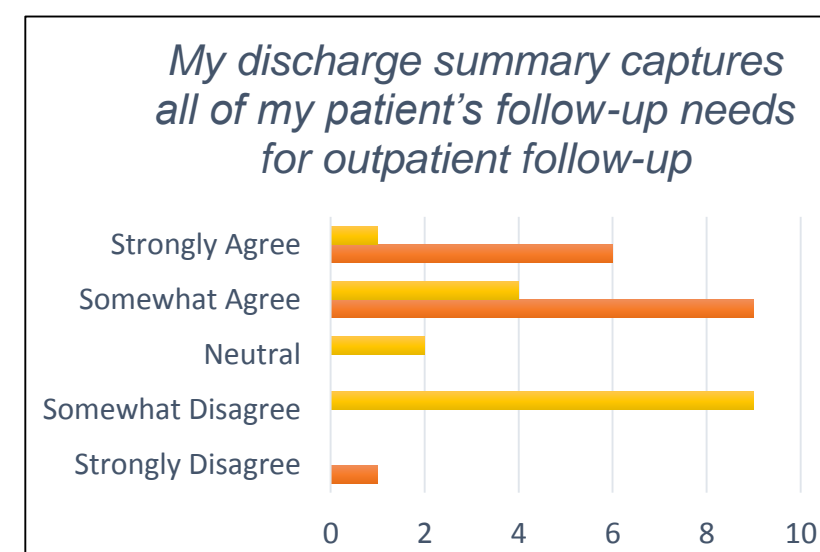
Satisfaction improved from 5 to 14 providers, an increase of 298.68%
*Only 15 responses in post-survey



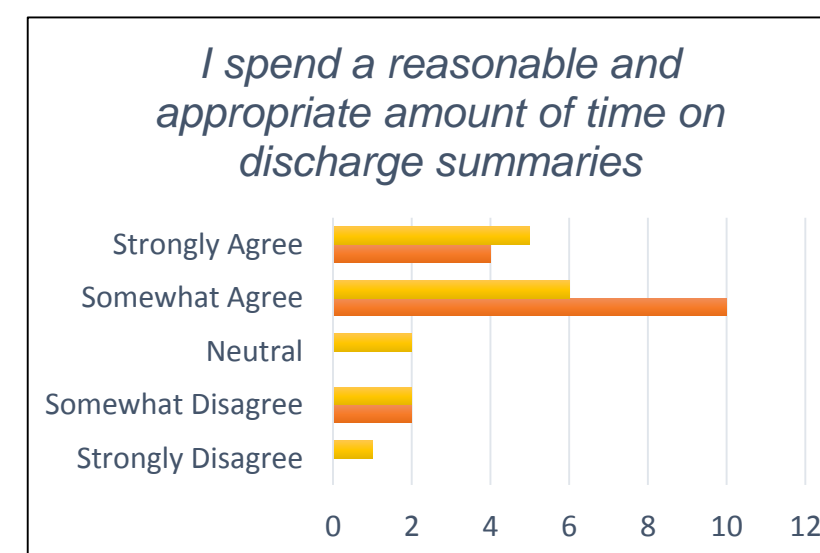
Satisfaction improved from 8 to 14 providers, an increase of 175%



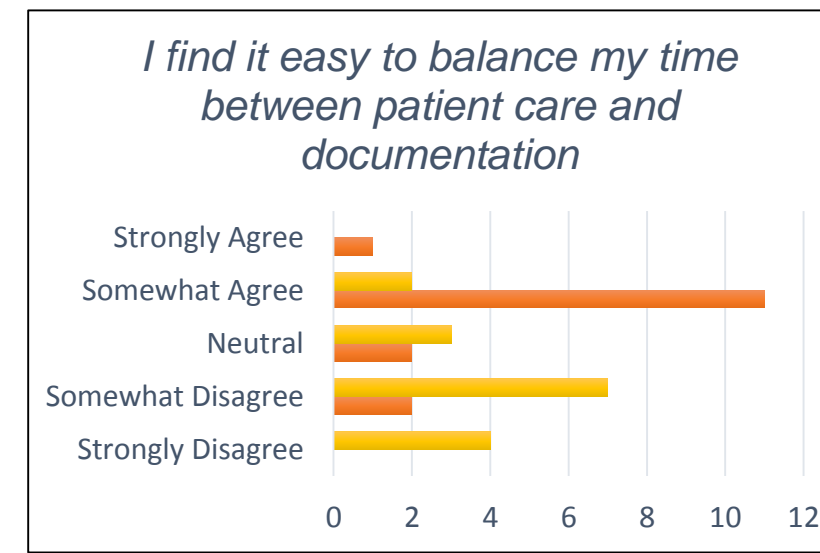
Satisfaction improved from 5 to 14 providers, an increase of 280%



Satisfaction improved from 5 to 15 providers, an increase of 300%



Satisfaction improved from 11 to 14 providers, an increase of 127.27%



Satisfaction improved from 2 to 12 providers, an increase of 600%

DEFINITIONS

- Satisfaction percentage is defined as the number of providers who strongly or somewhat agreed divided by the number of providers who completed the question

DISCUSSION

- Concise, improved note templates allow providers to spend less time on documentation and more time on patient care, as seen in the results section
- Focusing on concise documentation has actually increased the Case Mix Index while shortening the length of our notes
- The 600% increase in satisfaction percentage on the final survey question shows how burdensome the previous number of note templates and length of note templates was
- Other hospital teams have adapted our template style, contributing to more universal discharge summaries for Duke Heart Center

LIMITATIONS

- One question post-survey only had 15 responses out of the 16 APPs emailed
- There were no survey questions that addressed the impact of the educational presentation
- Pre and post survey questions were also sent to inpatient MDs and outpatient APPs, however, an inadequate amount of post-surveys were completed and the results for these surveys lacked power to demonstrate any changes