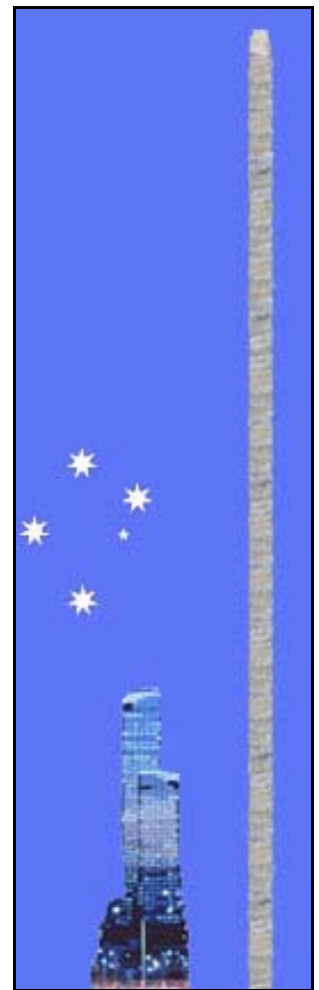


A move towards reduced-paper-reporting of test results at RCH.

Help us save time, paper, energy and money

- Every day clinicians order thousands of tests on RCH patients.
- Paper reports are generated for all of these tests, which are then mailed to clinicians or wards before being sent back to Health Information Services (HIS) for filing.
- A very large proportion of these paper reports are not needed because clinicians have already accessed the results in CLARA before the paper copy arrives.
- The current process uses huge amounts of paper. Did you know that the length of additional shelf space needed each year for filing our medical records is >3 times the height of the Rialto building. A lot of this is test results printed on paper.
- A large amount of paper is also used for the non-reusable window type envelopes in which results are mailed.
- The process is very expensive in staff time spent printing, enveloping, delivering, collating, filing results and culling previous versions of cumulative reports.
- The records consume a lot of space (much of it off site) which is very expensive.
- The process is inefficient and it can take weeks before a test result is filed in the patient's UR folder.
- The process is often incomplete and some results never get into the UR folder.
- Clinicians in many areas have said that they do not need paper copies of test results as they access them in CLARA.
- Many other hospitals have moved to reduced-paper-reporting of test results.



There has long been an intention at RCH to move to primarily electronic reporting of test results. This is part of the strategy to develop a fully electronic medical record system. It is unlikely that this will be fully developed before RCH moves into its new buildings in 2011, but we hope to be making progress in that direction. Developments in this area have been slower than wished because of various delays outside our control.

All test results from RCH Pathology and Radiology (plus some other departments) are available in CLARA. These results are available immediately the test is completed, and do not get lost. They can be accessed by multiple clinicians simultaneously and there is the ability to acknowledge a result as having been seen. At this stage CLARA is a passive lookup system which requires clinicians to access results. It doesn't push new results to the clinician.

One of the main issues highlighted in informal discussions is that for some patients clinicians rely on the arrival of a paper result as a trigger for action. This is a "push" system by paper.

At some stage in the future clinicians will have a personal workspace in the electronic records system from where tests can be ordered and results will arrive in a push system. That will take some time before it is available. There would be however an immediate benefit by reducing the waste involved in generating and handling our extensive paper reporting system. Financial savings will be put into further development of a more sophisticated electronic medical record system.

We need your help!

We need your help!

Please complete the survey to tell us how you currently access patient results, and what obstacles (if any) you would see to the introduction of reduced-paper-reporting.

Please also answer the questions on the proposed trial for reduced-paper-reporting (see below).

Clinician needs and views are very important in this process so please take the time to respond.

Thank you very much.

John Stanway
Executive Director
Clinical Support Services

Peter McDougall
Chief of Medicine

Mike South
Head of General Medicine

A proposed trial for reduced-paper-reporting.

This is a possible interim solution to reduce the use of paper yet allowing printing and delivery of some results when needed by clinicians. The model would be used initially in a trial for Pathology reports and, if successful, could be extended to all other results in time.

There would be no more filing of RCH Pathology reports in the UR folder.

All RCH Pathology results would be available in CLARA

Paper results would be printed and posted (or faxed) to ordering clinicians **only when they specifically request it.**

Clinicians could request this using either (or both) of these methods:

1. By registering (with pathology) one or more provider numbers for automatic printing.
2. By ticking a box on the request form.

If either condition is met the results would be printed and mailed (or faxed).

Method 1 would allow a clinician to always get a printed result when wanted (e.g. for use in private rooms), method 2 would allow printing for selected results.

Clinicians would therefore still have the option of a paper prompt when results become available.

Clinicians would have the option of getting a paper result in some settings (e.g. private rooms) and not others (e.g. for public inpatients) by selective registration of provider numbers.

Clinicians would not need to send any printed results for filing.

Any reports printed and posted to clinicians would have in large bold letters:

***This test result is printed for use in patient management and/or your own files.
It does not need to be filed in the patient's hospital record folder.
Please do not send it to Health Information Services for filing.
Store it in your own records or dispose of it confidentially.***

Help us save time, paper, energy and money.

Complete the survey by following this link: <http://lyris.wch.org.au:81/subscribe/survey?f=46>