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User Survey Results

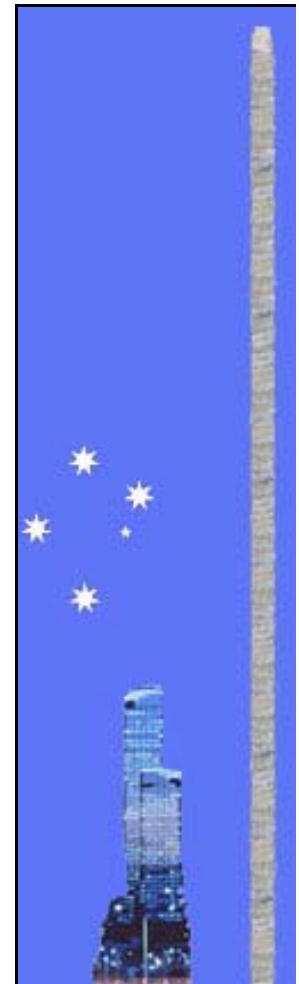
139 doctors completed the survey. 54% were senior medical staff, and 46% trainees. There was a good spread of ages and experience.

Current methods for accessing results

- CLARA Only 49
- Mostly CLARA 56
- Equal mix of paper and CLARA 26
- Mostly Paper 4
- Paper Only 4

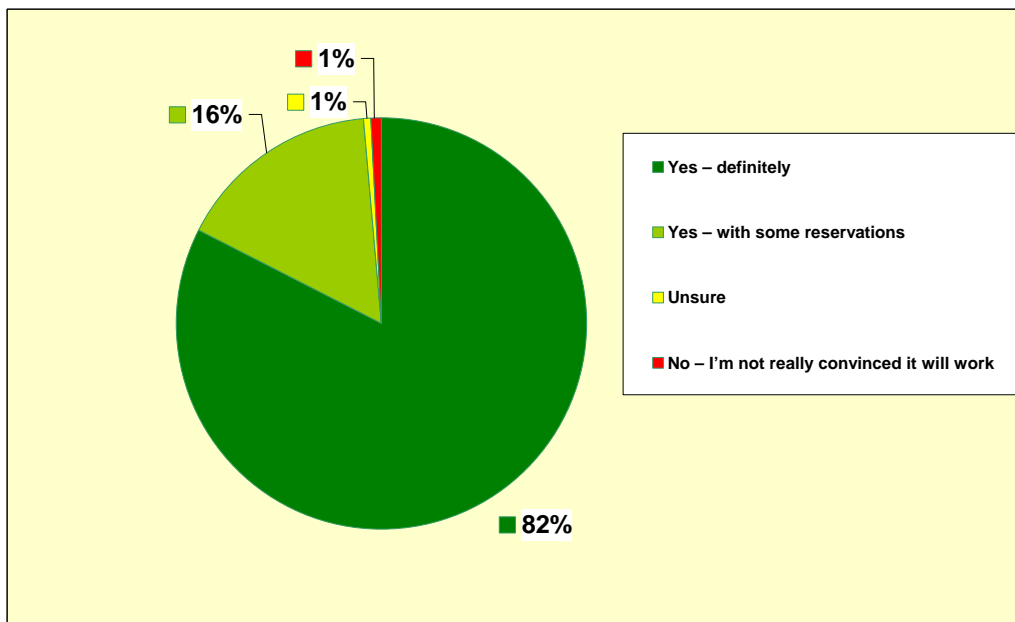
Are there any obstacles to you using CLARA to access all results

- There are no obstacles 84
- I need the paper report to prompt me that a result is available 40
- I need paper reports for my records 13
- I don't always have access to CLARA 4
- I don't have a CLARA logon 1
- I don't know how to use CLARA 2
- I don't like CLARA 5



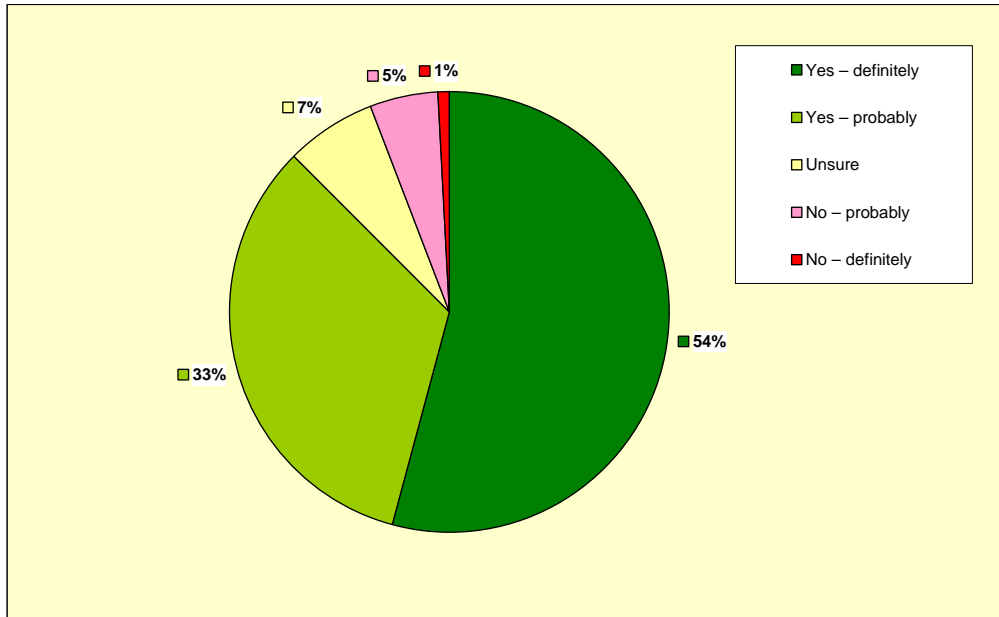
Rialto Building & paper filing generated by RCH each year

Overall are you in favour of a move to reduced paper reporting?



Would the proposed model work for your reporting needs?

See http://www.wch.org.au/genmed/staff.cfm?&doc_id=12039 for details of the model



Comments

There were very many comments and suggestions received.

Common themes included:

- Need for a prompt (paper or electronic) when a result is available
- Many comments that paper results do not need to be in paper file, and that results are in CLARA sooner, and more complete.
- Frustration with inactivity auto log-off time for CLARA is too short (5 minutes)
- Frustration with password changes too frequent and difficult.
- Very many comments about desirability of reducing wastage of paper and energy by cutting printing and filing.

The original mail out on this topic, full results of the survey, and user comments can be found at: http://www.wch.org.au/genmed/staff.cfm?&doc_id=12039

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.

In view of the very strong support from medical staff for a move away from paper towards electronic reporting, the Reduced-paper-reporting Steering Group has decided to begin the necessary changes. The first step will be to stop filing paper results for pathology in the medical record folder.

As of 1st July 2008 paper results for RCH Pathology will no longer be filed in the medical record.

This is for **RCH Pathology** results only.

Medical imaging results, those from other departments (e.g. Cardiology, Neurology, Respiratory, VCGS, etc), and results sent to you directly from outside providers will still be filed on paper in the record at this stage.

Medical Record Folders will have a sticker attached stating that results after this date will be found in CLARA and not in the paper record.

Results from RCH Pathology will still be printed and delivered at this stage.

They will be marked to indicate that they are not for filing in the hospital record. You will easily recognise these reports as they will not have the coloured bar down the right hand side.

These paper results may be retained for use in clinicians own records, disposed of in secure bins / shredded, or if they are returned to Health Information Services they will be disposed of there.

This first phase of implementation will be monitored for clinician acceptability, and the following phases (moving to selective printing of results, improvements to electronic systems with push functionality etc) will follow.

CLARA News & Tips

1. The CLARA inactivity auto log-off period will be extended from 5 to 30 minutes for all users. This change will happen progressively over the next 4-6 weeks.

2. CLARA is available off-site to authorized users via VPN.

To get VPN access, complete the form at:

http://www.wch.org.au/genmed/staff.cfm?&doc_id=12039

VPN can also be used to access other systems, such as the Radiology Synapse application

3. CLARA Password

Get one here: http://www.wch.org.au/genmed/staff.cfm?&doc_id=12039

4. View some brief video tutorials on the more advanced features of CLARA

http://www.wch.org.au/genmed/staff.cfm?&doc_id=12039

- i. Setting your search preferences (1 minute)
- ii. Using the My Patient list features (4 minutes)
- iii. Using the keyboard short cuts when searching results. (2 minutes)
- iv. Making and saving custom results searches (2 minutes)

5. CLARA on a PDA.

Mobile CLARA for PDA was developed by RCH ICT Dept and currently under trial in General Medical Units.

Please give us any comments on this project, either now or as it is progressively implemented. You can do this using the feedback form at http://www.wch.org.au/genmed/staff.cfm?&doc_id=12039

From the Reduced-Paper-Reporting Steering Group

Membership details at http://www.wch.org.au/genmed/staff.cfm?&doc_id=12039