

- **Reduced-Paper Reporting**
- **“Less paper” vs “paperless”**



Reduced-Paper-Reporting - survey

- Current methods of results access
- Obstacles to Reduced-Paper Reporting
- Overall view on Reduced-Paper Reporting
- Response to proposed model



Method

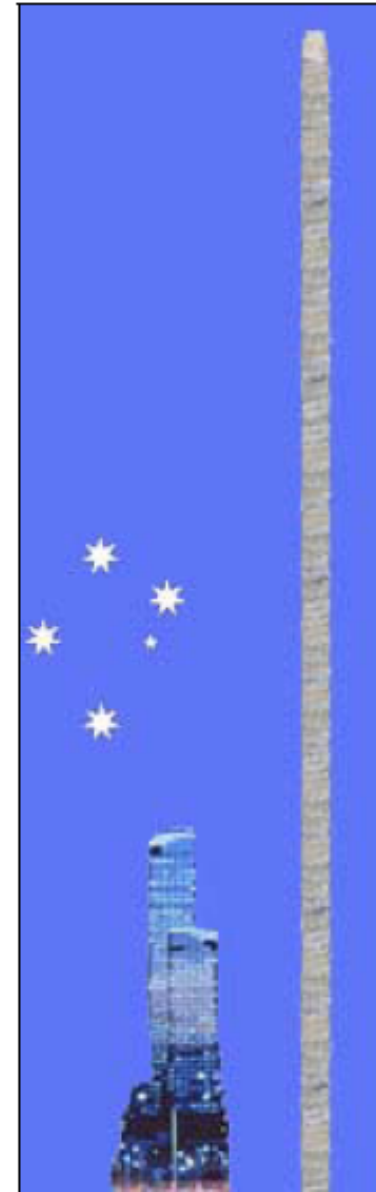
- Document:
Introduction, proposed model and survey
- Tested / refined with this group &
General Medicine
- emailed to SMS and JMS e-mail lists.
- Web based survey



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

Proposed Model 1

- 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.



Proposed Model 1

- 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 this stated in large bold letters:



Survey Response

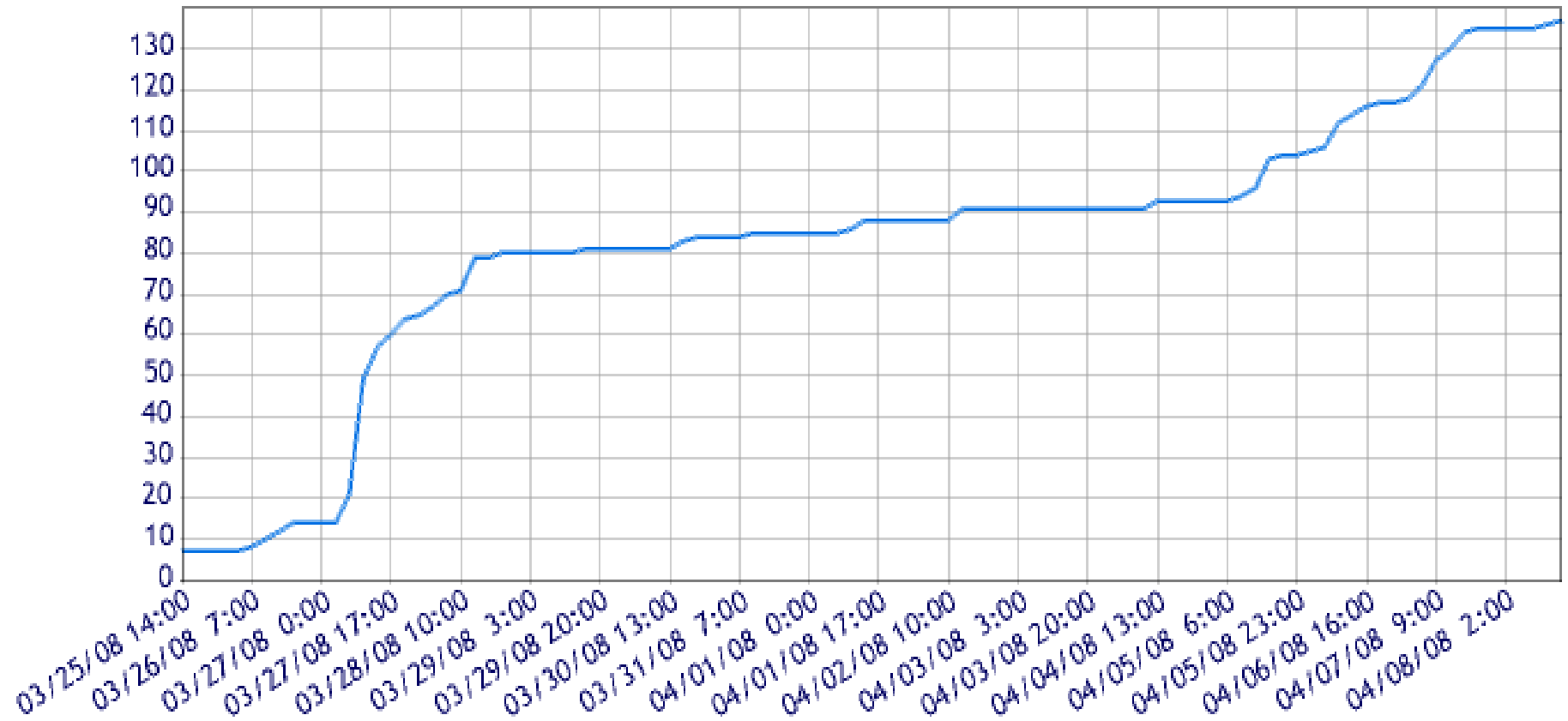
- 137 surveys completed



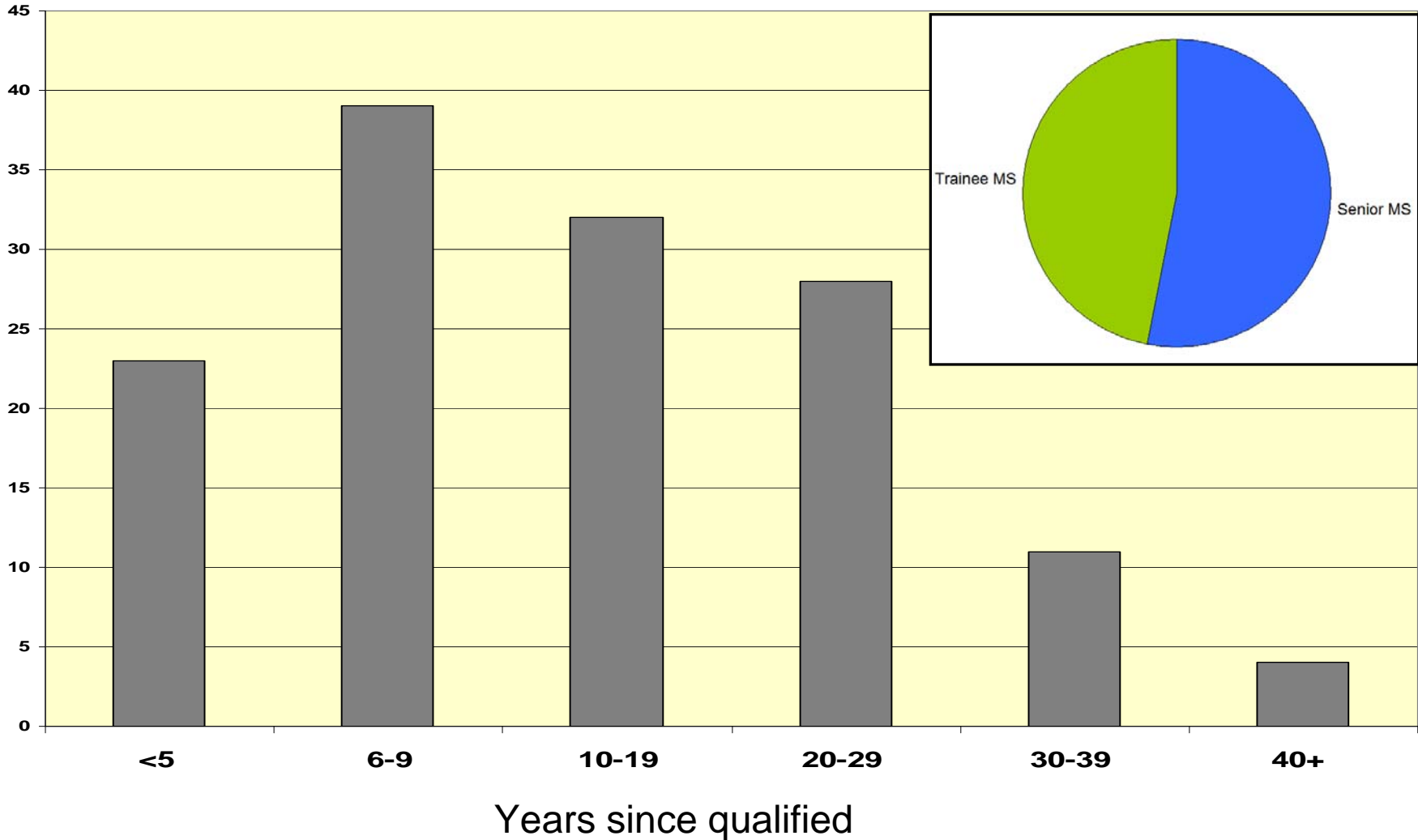
Responses

Number of survey answers over time

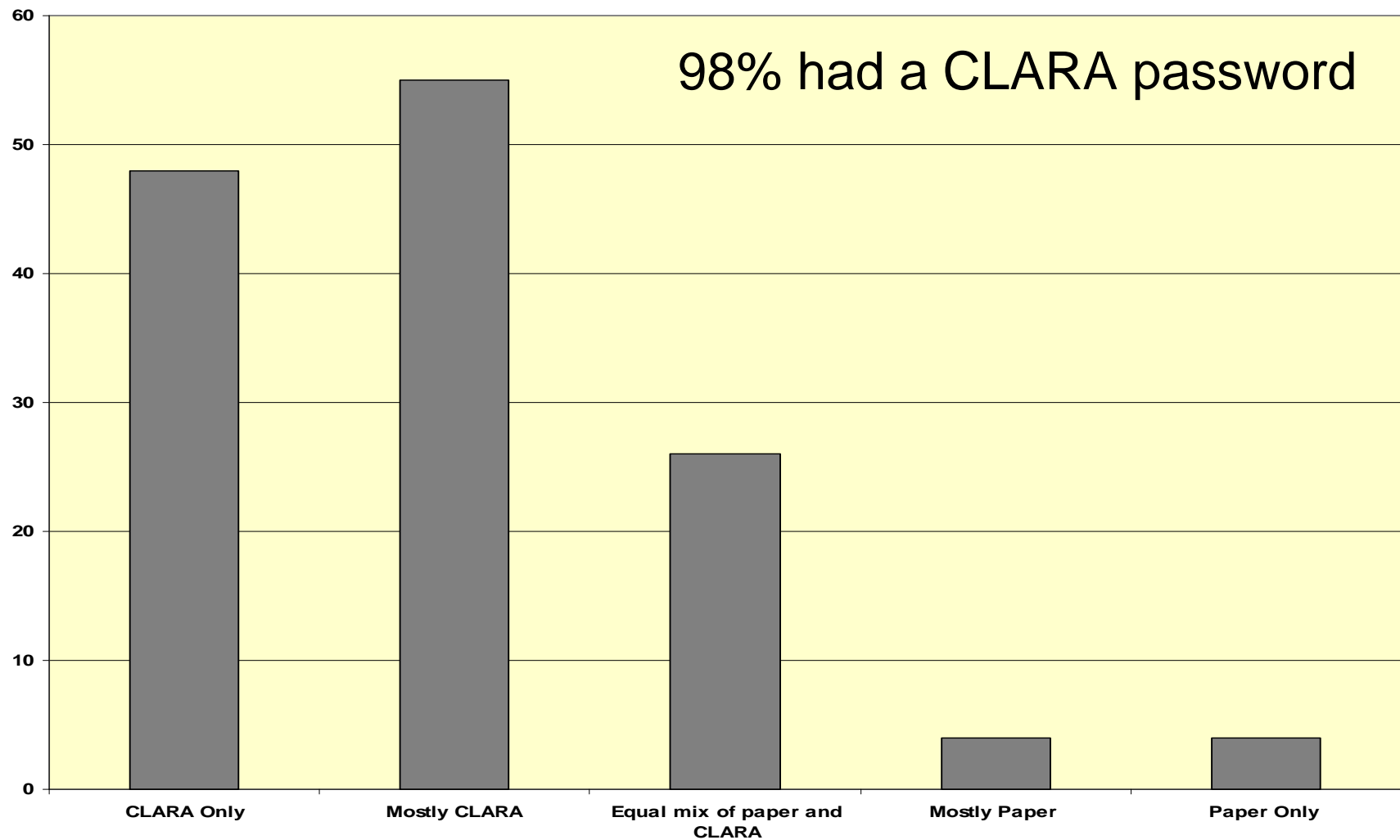
LYRIS



Who replied



How do you currently access results?

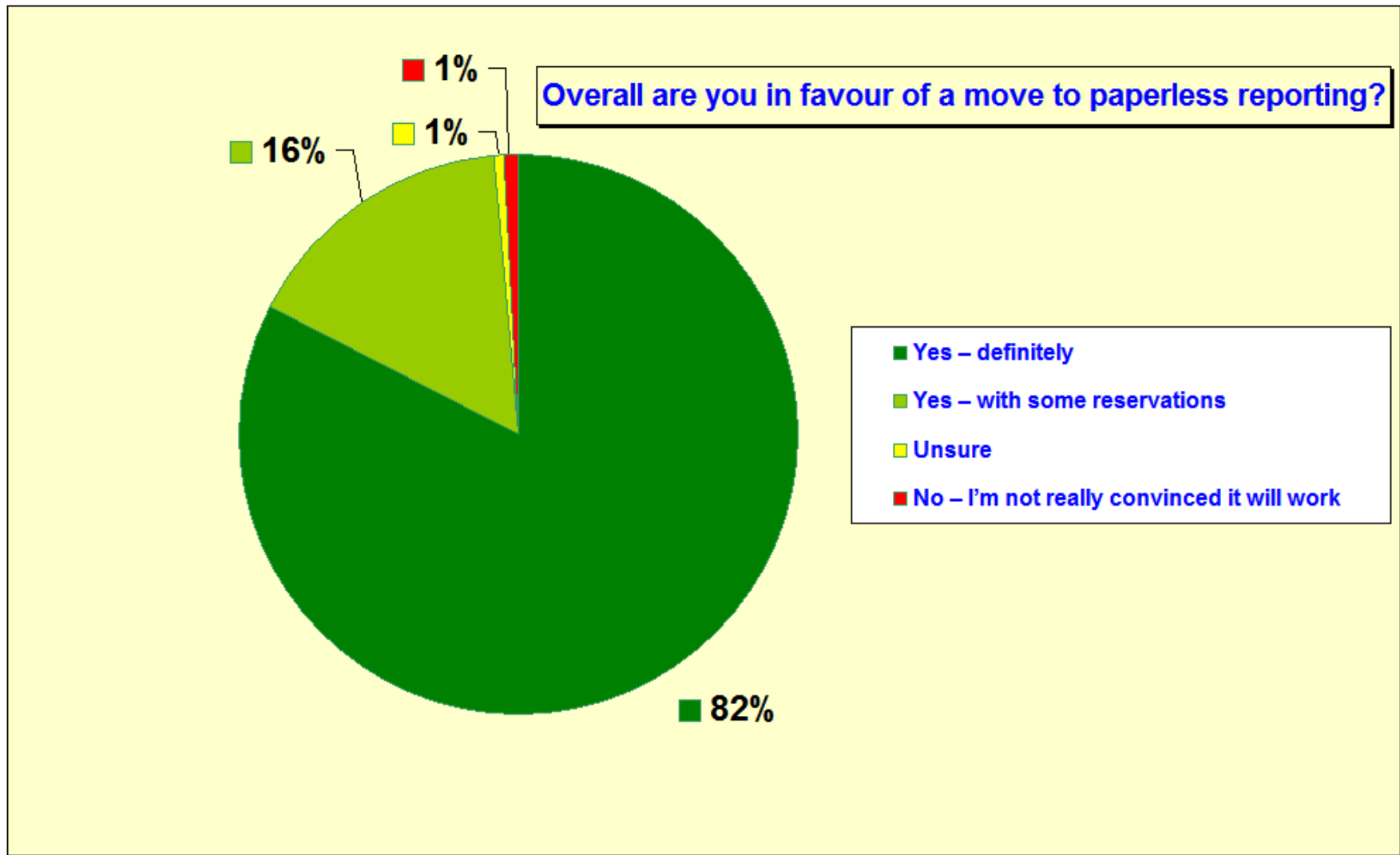


Are there any obstacles to you using CLARA to access all your results?

There are no obstacles	84
I need paper results as a prompt that a test result is available	40
I need paper results to file in my own records	13
I don't have access to a computer	4
I don't have a CLARA logon.	1
I don't know how to use CLARA	2
I don't like CLARA	5

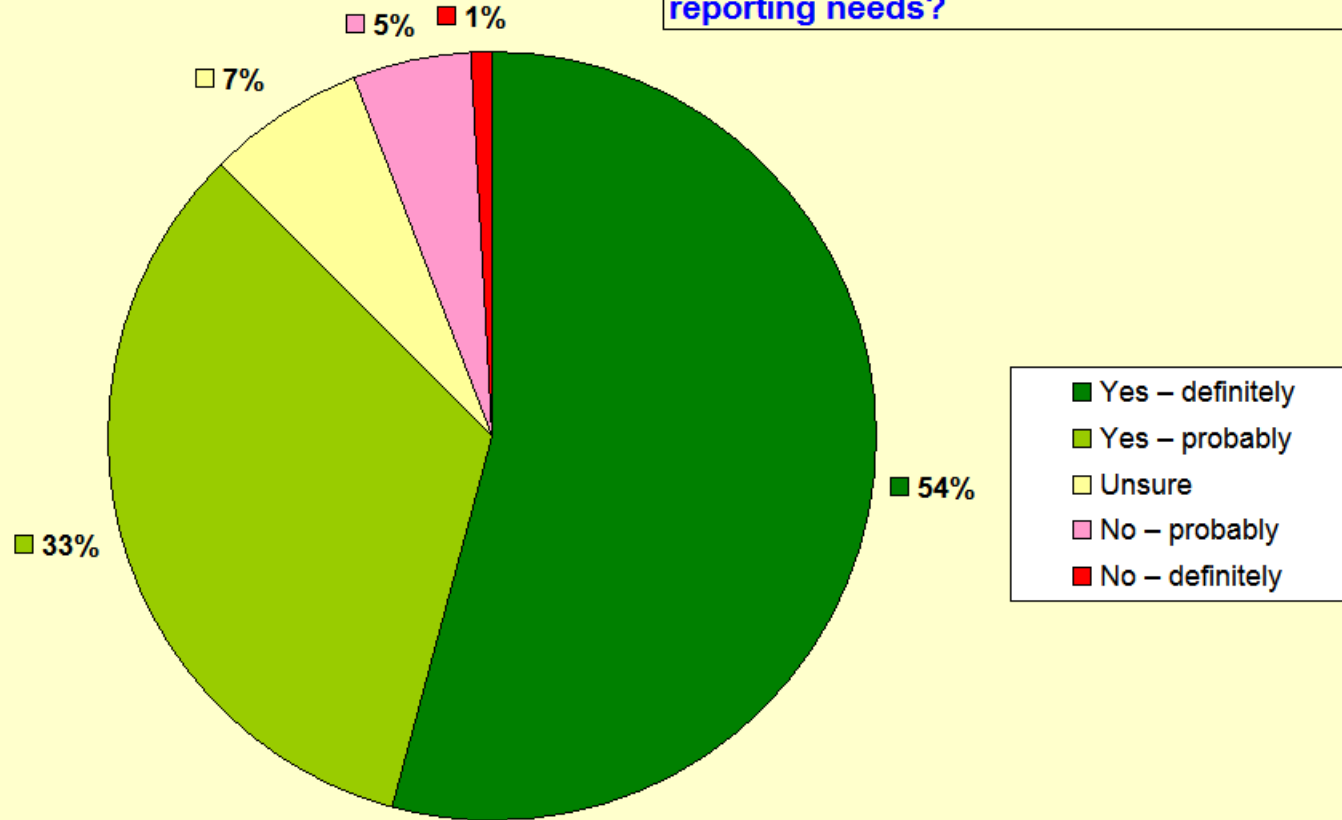


Views on Paperless Reporting



Response to proposed model

Would the proposed model work for your reporting needs?



Comments – reporting needs

- Need a prompt +++++
- Electronic prompt desirable +++
- E-mail or within CLARA (or similar)
- Paper acceptable prompt
- Most agree paper does not need to be filed in UR



Complaints re CLARA

- Auto log off ++++ frustration
- Password changes ++++ frustration
- Lockout +++ frustration
- No external access (untrue)
- Multiple entries in doctor list for same doctor
- No flagging of abnormal results in top level list
- VCGS/EEG/Respiratory/send away labs etc not in CLARA



Support for proposed model

- Overall very positive
- Environmental driver strongly supported
- Access to old results in CLARA must be maintained



Other comments

- Many extraneous issues
- Many could be dealt with by further education – should publish a FAQ sheet when we distribute survey results



Ward Clerks

- Bring it on!
- Huge amounts of time spent filing results that no one has looked at.



Conclusion

- Time seems right to take action
- Users ready and support reduced use of paper
- Proposed model still allows selected use of paper and has favourable response.
I suggest we take it forward
- Should continue to investigate specifications for a comprehensive electronic order-entry and reporting system
- These approaches are complementary

