eBridge Training for Spiritual Care

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- Workflow and Policy Changes
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What is eBridge?

- A simple inpatient note documentation application built in Apprentice (MGH’s Lab or Computer Science application) for use starting this year
- Fills the gap between Acute Care Documentation (ACD) which was cancelled in April, 2012 and the planned implementation of eCare (Epic) in 2016
Why Do We Need A Bridge Strategy?

- The case for electronic medical records is compelling
  - They can make health care more efficient and less expensive
  - Improve the quality of care by making patients’ medical history easily accessible to all who treat them
- The government has given $6.5 billion in incentives, and hospitals and doctors have spent billions more
- More regulatory measurement requirements can only be achieved electronically
- Our clients and clinicians expect it
Changes to Today’s Medical Record

- More notes viewable in the CAS / Results /Notes regardless of origin for easy access
- Some pieces will remain on paper until eCare
eBridge and Inpatient Scanning

**Electronic**
- **eBridge Notes**
  - MD Progress Notes
  - All Nursing Notes
  - Spiritual Care, Respiratory Therapy, Case Management, Pharmacy Notes
- **LMR Notes**
  - MD Admit/Consult Notes
  - PT, OT, Speech, Social Services Notes

**Still in Grey and Green Book**
- Procedure Notes
- Consents
- Brief Op Notes
- A small % of physician notes
- Outside hospital info
- Flow sheets

**Complete Inpatient Record Available Electronically in CAS / Results / Notes**

Health Information Services
Timeline

✦ Phase I – Completed
  ➢ Adult initial nursing assessment (INA)

✦ Phase II – December 2013
  ➢ Physician progress and consult notes
  ➢ * Nursing progress, consult and pediatric INA (date TBD)
  ➢ Care Team (Respiratory Therapy, Pharmacy, Case Management and Spiritual Care (Chaplaincy)) assessment and progress notes
  ➢ PT/OT/SLP and SW will document assessments/progress notes in LMR due to complexity of documentation

✦ Phase III – Ongoing
  ➢ Maintenance, support, and enhancements
  ➢ Additional areas not completed in Phase II
Overall Training & Support

- Computer based training (CBT) will be designed for all users
- The eBridge team will be providing demos and overviews to all interested groups
- Identified Super Users from each discipline will help triage workflow/policy related questions
- On-unit “go live” support will be available for the first 1-2 weeks to provide at the elbow assistance
Access to eBridge/Apprentice

Available from the Partners Start Menu
Also available off PEPL Menu
Workflow and Policy Changes

♦ Changes in templates/content

♦ Process changes
  ➢ All staff members (including students) have a "clinical key" (Clinical Key=POE Key)

♦ Students;
  ➢ Students will write their note in the "contributor's box" (See example)
  ➢ Students notes’ will be signed by a CPE Supervisor, ASAP
Super Users

♦ Role of Super User is to assist end users both during training period and at time of GO LIVE with use of eBridge as well as workflow/policy questions

♦ Chaplaincy Super Users:
  - Katrina Scott, Chaplain
  - Kate Gerne, Chaplain
Training Specifics

♦ Chaplaincy’s note is titled “Spiritual Care Note”
♦ In the notes section of the “Spiritual Care Plan”
  ➢ Please write the following:
  
  Thank you for this referral and for including Chaplaincy in this patient’s Plan of Care. For after hours spiritual support, please contact the on-call chaplain at 27302.

In addition this is a good place to put your title, for example, “Reverend, Imam, Rabbi and your personal beeper number.”
Documentation Templates

MGH Spiritual Care

- Visit #
- Religious/Spiritual tradition
- Language
- Reason for Consult
- Sacrament

Recomendations

- Recommendation
- Consult or referral
- Please call chaplaincy when
- Assessment

Spiritual Care Note updated by Natasha White on Nov 11 2013 12:02PM

Clear all fields
Other Contributors; Where Students enter their name and information
GO LIVE support structure

- GO LIVE: Tuesday, December 3rd
- Unit/department based super users
- GO LIVE staff on units to triage questions, help with access to application and troubleshoot (24/7)
- Command Center 24/7 for 1-2 weeks (central phone line; central email box)
Questions?

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