

# Abington Memorial Hospital Adopts Evidence-Based Clinical Documentation System

ELSEVIER

Abington Memorial Hospital, located in the Philadelphia suburb of Abington, has long been a leader when it comes to harnessing technology to improve the quality of care. Beginning in 2001, the 600-bed acute care hospital began installing a computerized physician order entry system to minimize adverse drug events and improve overall efficiency. Within a year, 93 percent of physician orders were being made through the system and the hospital was reaping the benefits of the application's advanced decision support tools, which alerted clinicians to a wide range of patient risks and needs.

Now Abington Memorial Hospital has taken the next step by introducing Elsevier Care Planning, a comprehensive EHR-based interprofessional care planning and clinical documentation system, developed by Elsevier. By using Care Planning, embedded with the Care Planning Guidelines, the hospital is delivering the latest guidance for more than 200 patient conditions directly to clinicians at the patient's bedside as part of the automated clinical documentation system.

The result has been reduced care variance, improved interprofessional collaboration and increased accountability among caregivers, according to Diane Humbrecht, Abington Memorial Hospital's nurse director of clinical excellence and innovation. Not to mention the peace of mind that comes with knowing that everyone is on the same page when it comes to the care process.

## Magnet Recognition

"It's very reassuring to know that nurses and others have access to the data they need to make confident, informed decisions," Humbrecht says. "We had some guidelines before, but the difference in terms of the quality of the Elsevier Care Planning information and its ease of use is like night and day. We feel like we've fundamentally transformed the way we provide care."

Beyond boosting quality, Elsevier Care Planning — along with the interprofessional practice framework and clinical practice guidelines that accompany it — has played a central role in helping Abington Memorial Hospital achieve coveted Magnet Status under the Magnet Recognition Program, an initiative designed to recognize quality of care, professionalism and best practices in nursing.

According to Humbrecht, the successful deployment of computerized physician order entry and the electronic medical record reinforced the importance of accelerating the hospital's ongoing transformation to a paperless environment.

"We all saw the benefits of physician order entry, and I think there was a collective realization that we could take it further and reap even greater gains," Humbrecht says. "For us, evidence-based guidelines and intentionally designed clinical documentation were the logical next steps."

### Organization

Abington Memorial Hospital  
Philadelphia, PA

### Challenge

Whether to buy pre-configured evidence-based documentation and clinical practice guidelines or build individually.

### Solution

Elsevier Care Planning content and documentation system, with Care Planning Guidelines embedded, integrated into the EHR with adoption supported by the Elsevier Care Planning and Professional Practice Services

### Results

Reduced care variance, improved interprofessional collaboration and increased accountability among caregivers.

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– Diane Humbrecht, Nurse Director  
Clinical Excellence and Innovation



## Buy Versus Build

One question that the hospital needed to resolve was whether to buy pre-configured evidence-based documentation and clinical practice guidelines that created the patient’s plan of care from a content provider or to build them internally. Although Abington Memorial Hospital had worked for a number of years on developing its own guidelines, the process was painfully slow and resource-intensive.

“It took a tremendous amount of work, not only to develop the guidelines by going through all the literature and then getting it down on paper, but also to follow up with physicians and nurses to develop consensus around each guideline,” Humbrecht says. “And then you have to keep them updated. It was a full-time job and we just were not making the progress we needed to.”

As a result, Abington Memorial Hospital turned to Elsevier Care Planning as a value-add to their current healthcare information technology vendor. With more than 200 separate clinical practice guidelines and associated documentation to support the interprofessional team’s documentation of professional services, the application represents the most comprehensive evidence-based data set on the market. The guidelines and documentation framework supports assessment, diagnosis, treatment and plan of care across all disciplines and clinical domains, including medical/surgical, critical care, perioperative, emergency, pediatrics and obstetrics.

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## Managing Change

In adopting Elsevier Care Planning, Abington Memorial Hospital embraced the Care Planning Framework, a comprehensive blueprint for providing interprofessional, evidence-based care. Through ongoing education and hands-on collaboration provided by Elsevier’s Professional Practice Services experts, a comprehensive model of care and framework were created to provide the most effective documentation tools for achieving evidence-based interprofessional care. Elsevier Care Planning provides a tested pathway for maximizing the power of the systems-thinking framework and documentation system to improve patient safety and enhance the efficiency and coordination of care.

“A big part of what you’re doing with guidelines and documentation is changing the way nurses and clinicians work, and the support of Elsevier Care Planning personnel has been invaluable in engineering that change management process,” Humbrecht says. “They’ve worked very closely with our team to support practice changes, not only planning for the implementation, but also after we were up and running. They’ve been with us each step of the way.”

## Helping the Novice and Expert

Today, Elsevier Care Planning is utilized throughout the hospital's medical/surgical, pediatrics and critical care units. The applications also are being rolled out in the neonatal intensive care and psychiatry departments. With workstations strategically placed on each unit, the practical benefits of the guidelines and documentation have been immediate, Humbrecht says.

"It gives the novice nurse immediate information that he or she needs to care for the patient," she says. "At the same time, it provides more experienced clinicians with a reference point for a disease that they perhaps haven't seen in a while, or one they've never cared for before. Now, signs and symptoms of complications, nursing interventions and patient education — everything they need to be doing for that patient — is clearly articulated and just a mouse click away."

And because the guidelines are embedded in the charting system at the point of care, they're readily accessible not just to nurses but also rehab medicine, nutritionists, pastoral care, respiratory therapists, social workers and case managers.

The application also is used by more than 250 students at the Abington Memorial Hospital Dixon School Nursing. Throughout their two-year education, students use the Elsevier Care Planning to develop care plans for patients as well as provide clinical care.

## Oversight and Accountability

For nurse managers, the system also provides safeguards and transparency that help ensure the highest quality care.

"I have great confidence when regulatory bodies show up, because I can look into the system for each patient and know the guidelines are being used for an interprofessional, individualized plan of care and the care is being documented," Humbrecht says. "It really provides a whole new level of oversight and accountability."

"One day you look around and think, 'My goodness, we really have transformed practice at the point of care!'"

## A New Era

Indeed, Humbrecht says that the benefits produced by implementation of Care Planning Guidelines have brought a profound change to the organization.

"We're extremely proud of what our interprofessional team has been able to accomplish in partnership with Elsevier Care Planning," Humbrecht says. "The quality and level of care that we're able to deliver is enhanced significantly by having evidence-based automatic tools at the point of care and as a result, the level of care is above where it was before and is certainly more efficient."



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Clinical Excellence and Innovation

## About Elsevier Care Planning Resource Center

For more than 30 years, Elsevier has been offering evidence-based, interprofessional clinical practice guidelines, care planning and documentation at the point of care. Based on Elsevier Care Planning, these EHR compatible and web-based solutions are developed and maintained by expert interprofessional colleagues, and tested/validated through a Consortium of over 300 member hospitals. In addition, the company offers Professional Practice Services to assist organizations with clinical practice advancement, team-based care and EHR implementation and adoption. Care Planning is a business unit of Elsevier, the world's leading provider of science and health information.

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The Elsevier logo consists of the word "ELSEVIER" in a white, serif, all-caps font, centered within a solid orange square.

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