

Critical Care Environments and the Need for Providers' Collaboration

Challenges

EHRs are not designed for critical care environments. Their silo approach has fragmented data and impacted patient safety, causing providers to fall back on manual processes.

- No replacement for nurse flow sheet, alert fatigue, miscommunications and omissions of patient condition, and lack of support for patient care continuum all contribute to potential medical errors affecting patient outcomes.
- Time to pull and search for patient medical data instead of patient care
- Manual process put emphasis on providers to 'remember', track down medical activities
- Lack of collaboration between healthcare institutes (inpatient and outpatient)

Solutions

Healthcare applications to support the patient care continuum (inpatient and outpatient), dynamic medical messaging (push) with automated workflow.

- Mobile healthcare applications capable of operating on diverse EHR systems with smart alert notifications and automated workflow across the patient care spectrum addresses the need in critical care environments.
- Dashboard as e-nurse flow sheet focusing on medical information (vs. data)
- Smart notifications – right information to right providers at the right time
- Automated workflow to ensure no activity falls through cracks
- Accountability and reporting capabilities for care quality tracking and continuous improvement

Drivers for Change

Improve patient care outcomes through medical error reductions, improve providers' scalability and collaboration in critical care environments.

- Patient safety is a major concern. EHR system does not support critical care environment operations with its generic medical recording approach. No application addresses that gap in critical care environments.
- Improve collaboration, communication among care providers
- Covers the entire patient care spectrum (Medical record reconciliation over diverse EHR systems)
- Notifications to providers versus providers continuously pulling for condition changes
- Quality guideline compliance and continuous process improvement

