

Main Line Health

Patient Daily Care Plan

Soarian® Clinicals

Challenge

A hospital stay is a confusing and overwhelming time for patients and their families. There is a deluge of information, communications, and decisions to be made. Main Line Health developed a patient-directed “Daily Care Plan” or report to help inform patients and families of the care they receive while in the hospital. This plan serves as an information summary and a communication tool for the patient and care team.

Solution

Main Line Health leveraged Soarian’s reporting tools (Crystal Reports®, Operational Reporting Framework) to create a patient daily care plan/report. The plan is created by using and bringing together data from Soarian Clinicals and presenting it in a patient-directed format.

Key innovations used in this report:

- Prior to creating and using the patient daily care plan/report, physicians and nurses made up the majority of users for the clinical information system. With the daily care plan, patients now become users — or consumers — of clinical information system data and participants in the information flow.
- Main Line Health created a translation table for “Therapeutic Category Code,” to translate terms like “antihypertensive” into “used to treat high blood pressure,” for example. Various exceptions and modifications were necessary to ensure that this translation table correctly covers the majority of medications and includes a reason for taking the medications in a patient-targeted language.
- In collaboration with the Main Line Health marketing team, an attractive graphic style was created for headers and banners for the report. These details had to have a professional and patient-friendly look, and needed to include Main Line Health branding.

- The daily care plan/report required working with the legal department and the compliance department to address legal and confidentiality concerns. For units that use this report, patients receive special folders in which they can keep this information in a private and confidential manner. A small disclaimer and explanation for the usage of the report was added.

Outcomes

Main Line Health conducted pre- and post-visit surveys of patients to measure the impact of the daily care plan/report in general, and on specific elements on the plan. Examples of key survey questions and results are:

“Is this report helpful in understanding your care during your hospitalization?”

- Very helpful – 71%
- Somewhat helpful – 26%
- Not helpful – 3%

“Would you want yourself or a loved one to receive this report again during a future hospitalization?”

- Yes – 93%

Patients generally knew the names of their nurses— there was no increase in the percent of patients who knew who their nurses were before and after the report. However, the report increased the percent of patients who knew the names of all their physicians:

“Do you know the names of your doctors?”

- All: Before 32%, After 62%
- Some: Before 52%, After 32%
- None: Before 15%, After 6%

Patients increased their knowledge of which medications they were on and what the medications are for.

“Do you know the names of your medications?”

- All or most: Increased from 79% to 88%
- Few or None: Decreased from 21% to 12%

“For how many of your medications do you know why your doctor prescribed them?”

- All or Most: Increased from 83% to 91%
- Few or None: Decreased from 17% to 9%

Staff were surprised by the high baseline knowledge (pre-report) of medications. Rather than asking patients if they know their medications, staff test patient knowledge and understanding, correcting for any bias that may have influenced the baseline data.

The outcomes achieved by the Siemens customers described herein were achieved in each customer’s unique setting. Since there is no “typical” hospital and many variables exist (e.g., hospital size, case mix, level of IT adoption), there can be no guarantee that others will achieve the same results.

“The Patient Daily Care Plan report is exactly where the ARRA Meaningful Use requirements take us—to make more information available to patients and families. This report is a simple way to fulfill that need.”

Jon Stallkamp, MD
Director of the Hospitalist Service at Lankenau

On account of certain regional limitations of sales rights and service availability, we cannot guarantee that all products included in this brochure are available through the Siemens sales organization worldwide. Availability and packaging may vary by country and is subject to change without prior notice. Some/All of the features and products described herein may not be available in the United States.

The information in this document contains general technical descriptions of specifications and options as well as standard and optional

features which do not always have to be present in individual cases.

Siemens reserves the right to modify the design, packaging, specifications and options described herein without prior notice. Please contact your local Siemens sales representative for the most current information.

Note: Any technical data contained in this document may vary within defined tolerances. Original images always lose a certain amount of detail when reproduced.

Global Siemens Headquarters

Siemens AG
Wittelsbacherplatz 2
80333 Muenchen
Germany

**Global Siemens
Healthcare Headquarters**

Siemens AG
Healthcare Sector
Henkestrasse 127
91052 Erlangen
Germany
Phone: +49 9131 84-0
www.siemens.com/healthcare

Local Contact Information

Siemens Medical Solutions USA, Inc.
51 Valley Stream Parkway
Malvern, PA 19355-1406
USA
Phone: +1-888-826-9702
www.usa.siemens.com/healthcare

Global Business Unit

Siemens Medical Solutions USA, Inc.
Health Services
51 Valley Stream Parkway
Malvern, PA 19355-1406
USA
Phone: +1-888-826-9702
www.usa.siemens.com/healthcare

Legal Manufacturer

Siemens Medical Solutions USA, Inc.
Health Services
51 Valley Stream Parkway
Malvern, PA 19355-1406
USA

www.siemens.com/healthcare