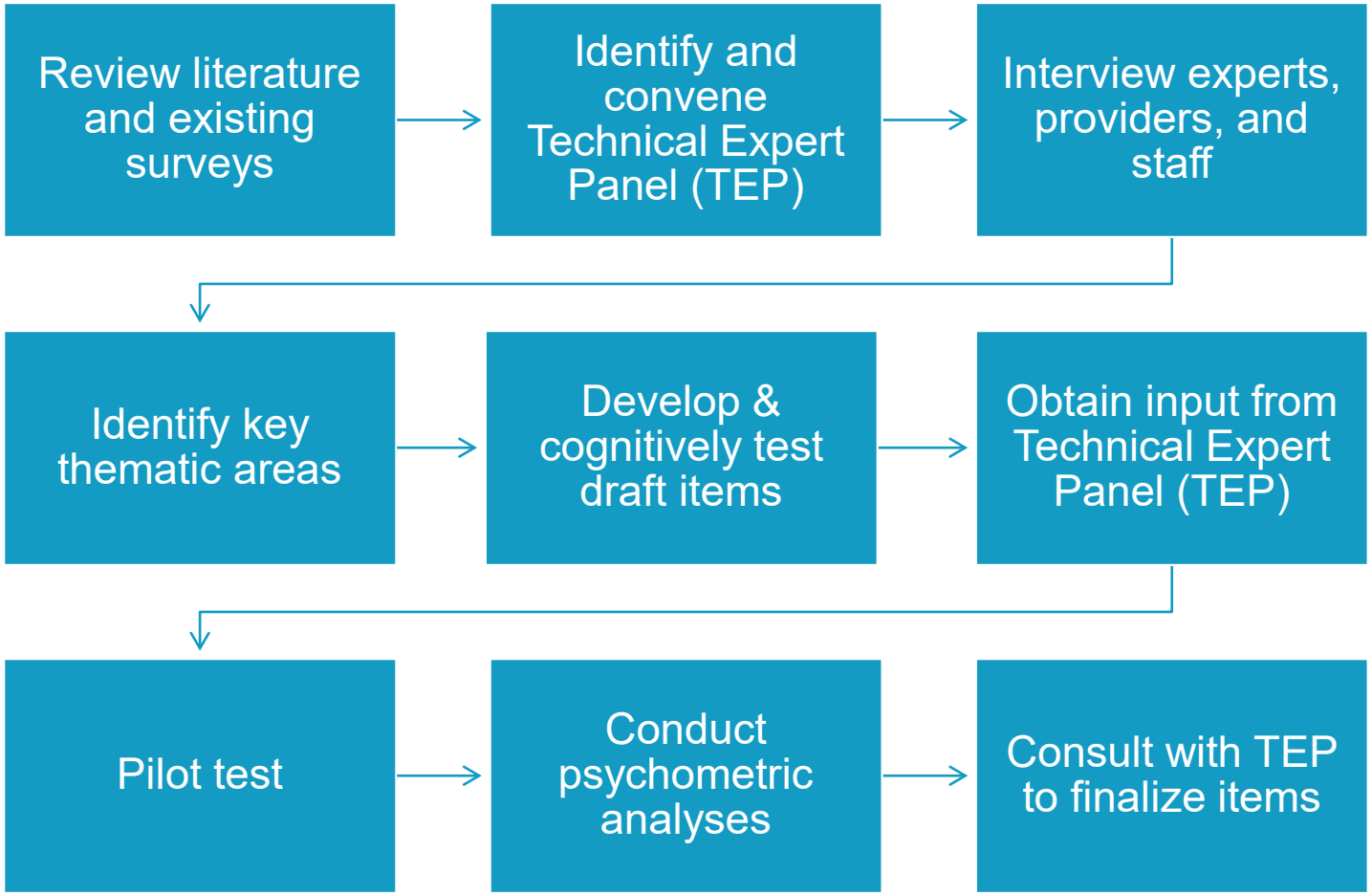
Introducing the AHRQ SOPS Health IT Patient Safety Supplemental Items

Naomi Yount, PhD
Westat

Health IT Patient Safety Supplemental Items

- Supplemental item set that can be added to the end of the Hospital SOPS
- Goals of the item set:
  - Raise awareness about impact of Health IT on patient safety
  - Assess how organizational culture influences health IT and patient safety

Development Process

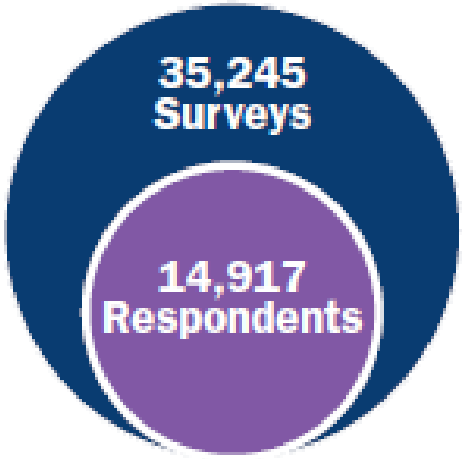


Health IT Patient Safety Topics

- Patient Safety and Quality Issues (5 items)
- EHR System Training (3 items)
- EHR System Support and Communication (3 items)
- EHR and Workflow/Work Process (3 items)
- Overall EHR System Rating (1 item)

Pilot Test in 44 Hospitals

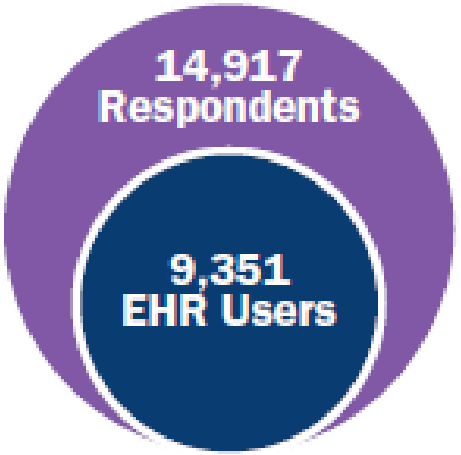
Overall Response



42%

Response Rate

EHR Users



69%

EHR Users

Patient Safety and Quality Issues

In the past 3 months…

"There are way too many places to chart things and it's very hard to find information."

"We are using 3 different computer systems for each patient. The information is very fragmented and hard to find and put all in one place."

Patient Safety and Quality Issues

In the past 3 months…

"There are way too many places to chart things and it's very hard to find information."

"We are using 3 different computer systems for each patient. The information is very fragmented and hard to find and put all in one place."

Patient Safety and Quality Issues

In the past 3 months…

"A lot of the medication lists are either wrong or patients are having to call us back…to update their med list."

"I do a lot of chart reviews…and I frequently find wrong information in [physician] progress notes."

Patient Safety and Quality Issues

In the past 3 months…

29%

discovered **incorrect information was copied and pasted**

"Physicians sometimes copy and paste incorrect information in notes…"

"I think the errors in the charting occur when people get in a hurry and copy and paste."

Patient Safety and Quality Issues

In the past 3 months…

32%

discovered **Information was entered into the wrong patient health record**

"Patient information is scanned in [the] wrong patient chart. I notify the appropriate person of these errors."

EHR System Training

63% We are given enough training on how to use our EHR system.

67% Training on our EHR System is customized for our work area.

62% We are adequately trained on what to do when our EHR system is down.

EHR System Training Comments

"There is no formal training for the EHR, you learn as you go."

"I have not been trained at all on how to use this program…It seems no one has the time of day to give me any training."

"No one really knows what the requirements are for using [downtime forms]."

EHR System Support & Communication

Problems with our EHR system are resolved in a timely manner.

We are asked for input on ways to improve our EHR system.

We are made aware of issues with our EHR system that could lead to errors.

EHR System Support & Communication Comments

"We would like more responsiveness by IT in making adjustments to our electronic charting format."

"I wish that the nurses would be consulted more frequently on how to improve the EHR."

"Changes are made to our charting, and nothing is said. We find out because we open the chart and find new fields, new pages, new requirements."

EHR Workflow/Work Process

69% There are enough EHR workstations available when we need them.

21% Our EHR system requires that we enter the same information in too many places. (R)

Strongly disagreed/Disagreed

37% There are too many alerts or flags in our EHR system. (R)

Strongly disagreed/Disagreed

EHR and Workflow/Work Process Comments

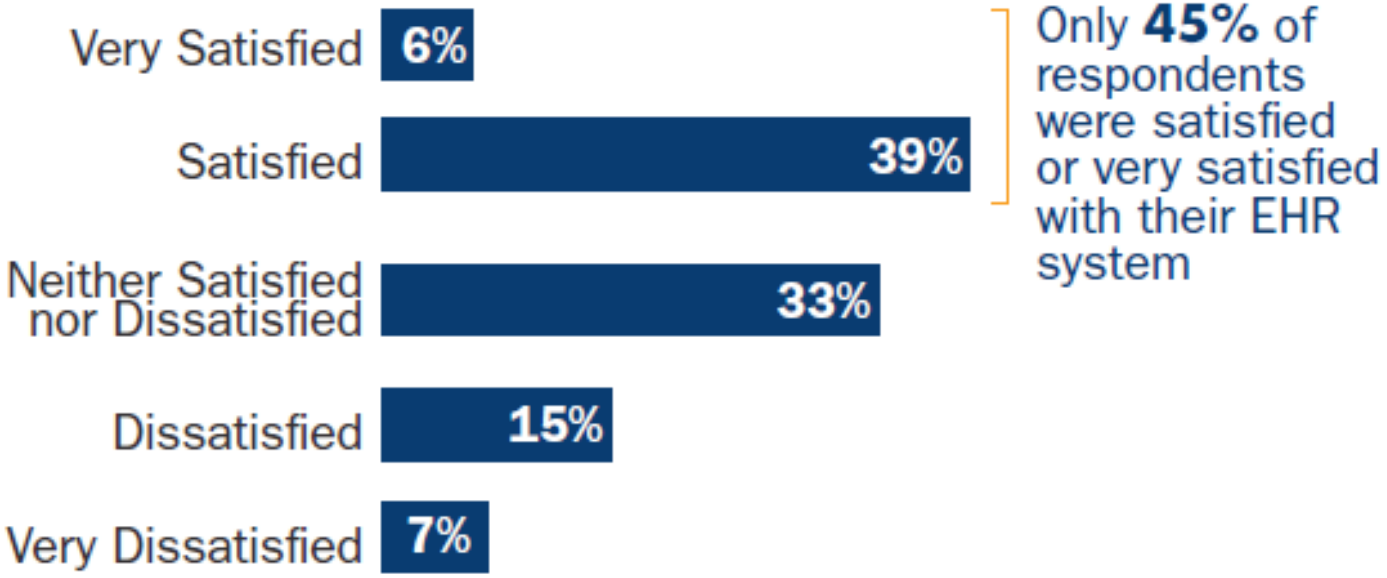
"Need more portable workstations or a computer in every room."

"Our EHR has too many places that we have to double document information such as vitals, pain intake and output, that could lead to mistakes."

"Everyone just learns to accept they will need to override so many alerts and warnings that people tend not to read them and miss significant drug interactions."

EHR Overall Rating

How satisfied or dissatisfied are you with your hospital's EHR system?



EHR Overall Rating Comments

"The EHR system at our hospital is the worst EHR system I have ever used."

"EHR is not user friendly."

"Too many issues, absolutely not user friendly and potentially can cause serious issues."

Health IT Patient Safety Items Resources

- ☑ Pilot Study Results Report
- ☑Items available in English and Spanish
- ☑Resource List
- ☑ Data Entry and Analysis Tool

https://www.ahrq.gov/sops/quality-patient-safety/patientsafetyculture/supplementalitems/hospital_hit.html

Supplemental Items Data Submission

- Data submission
  - During next Hospital SOPS data submission in 2019
- What do you have to do?
  - Administer Hospital SOPS with the Health IT Patient Safety supplemental items
  - Administer to all staff, but include filter question for Health IT Patient Safety items

Supplemental Items Data Submission

- Benefits
  - Receive a customized feedback report that displays results against the Database
  - Results will be included, in aggregate, in a Database Report