

# **Evaluating Effectiveness & Efficiency of a Computerized Pt. History in a Family Medicine Clinic**

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## **Goals of Project**

- Document a more complete subjective portion of an exam more consistently
- Reduce physician dictation time
- Decrease transcription costs
- Decrease nurse time in exam room
- Evaluate impact on E&M coding
- Expose staff to concepts used in EHR

## **Implementation Logistics**

- PCs placed in exam rooms
- Swivel screens, swivel keyboard trays
- Visual queues to identify step in the process
- Exam room changes

## **Process**

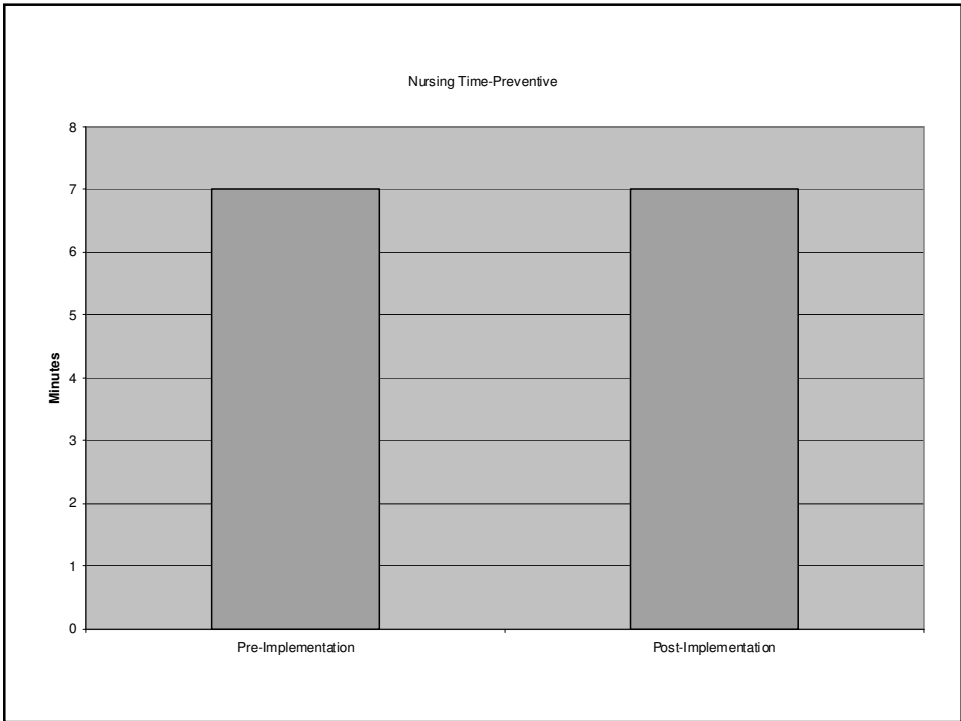
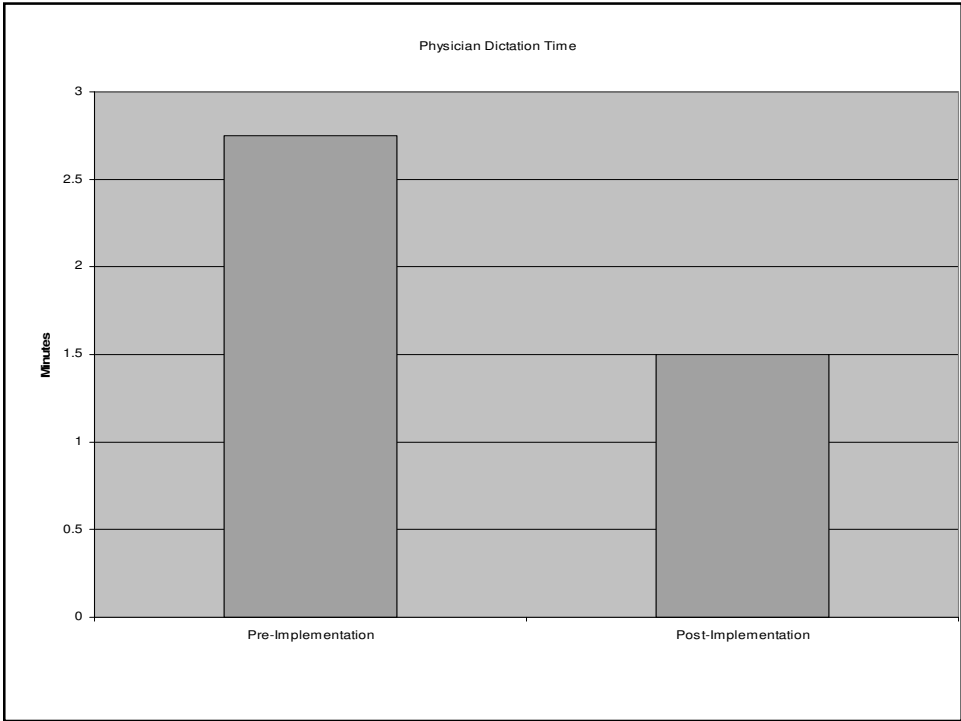
- Nurse rooms patient, ascertains reason for visit
- Nurse asks the patient to perform assessment on computer, pulls up the correct questionnaire and instructs patient on how to complete
- Patient completes questionnaire and places visual queue outside exam door

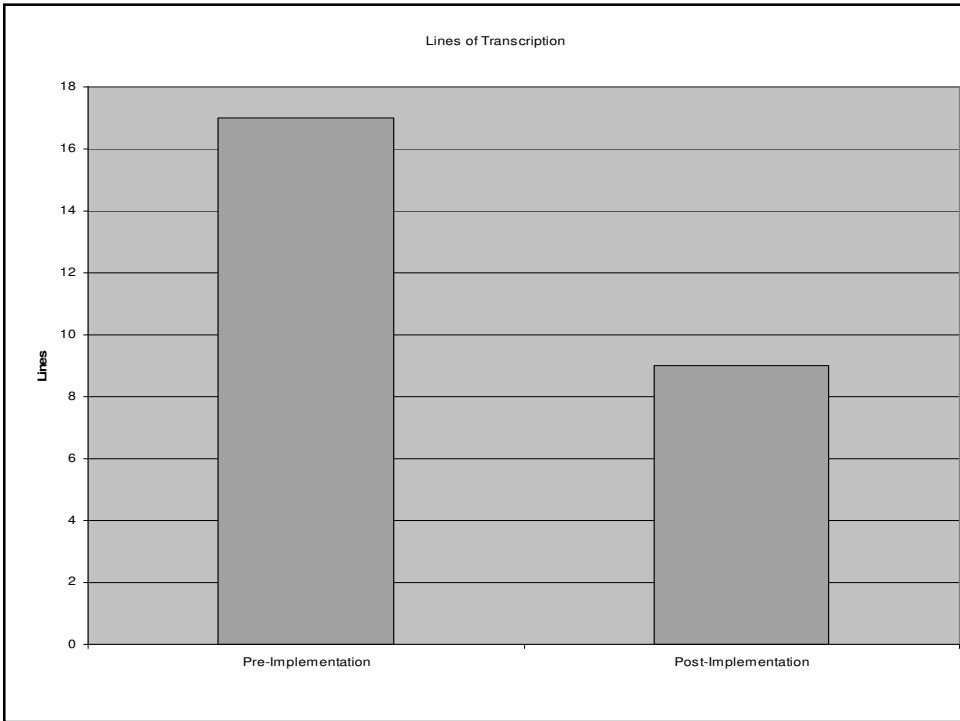
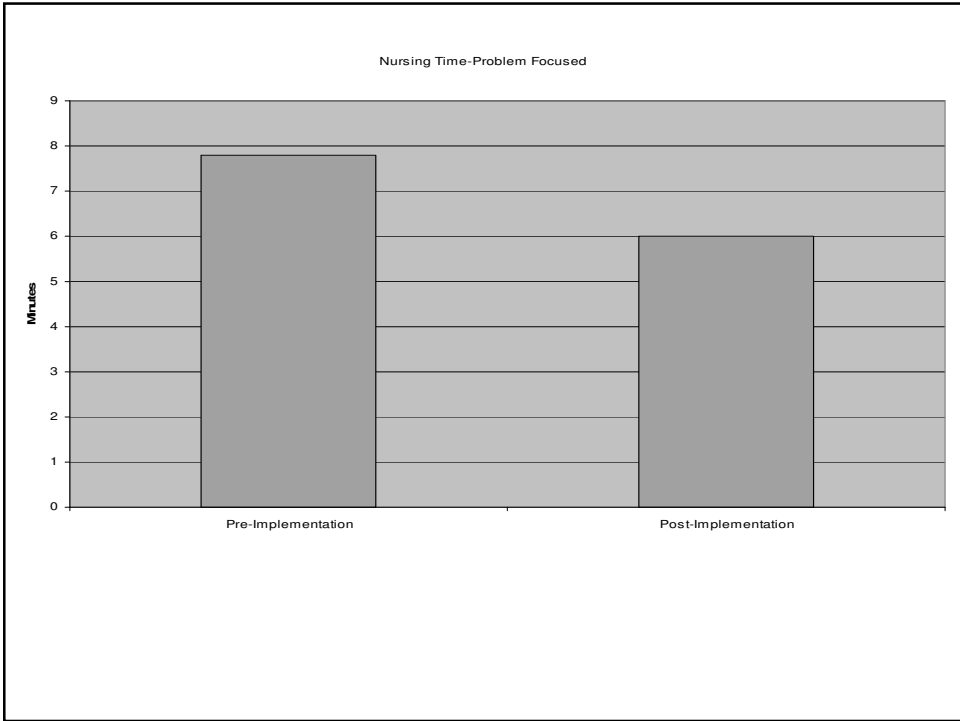
## **Process cont.**

- Software reformats questionnaire into SOAP template (subjective portion)
- Dr. Rens enters exam room, reviews results of questionnaire with patient, makes editorial changes as necessary
- Dr. Rens e-mails interview to transcriptionist who pastes template into Dr. Rens dictation

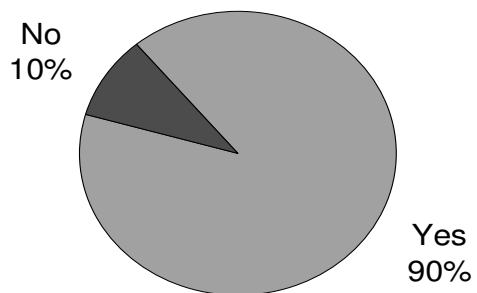
## **Results of Project**

Dictation Time  
Nursing Time  
Transcription  
Patient Satisfaction

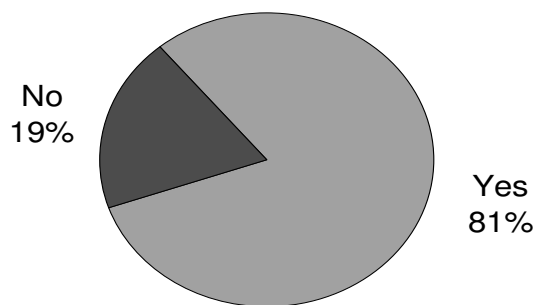




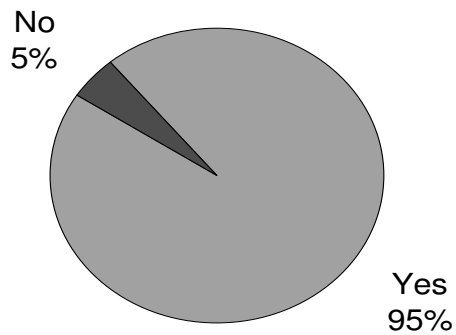
**Did you think the computer was easy to use?**



**Do you think it asked questions that were relevant to your appointment?**



**Are you willing to use it again at your next appointment?**



## **Other Findings & Lessons Learned**

- Audit of E&M coding revealed 9 of 20 problem focused visits could have been coded at a higher level
- Be careful in selecting interview questionnaires
- Physician work flow changes
- Inclusion of negative findings

