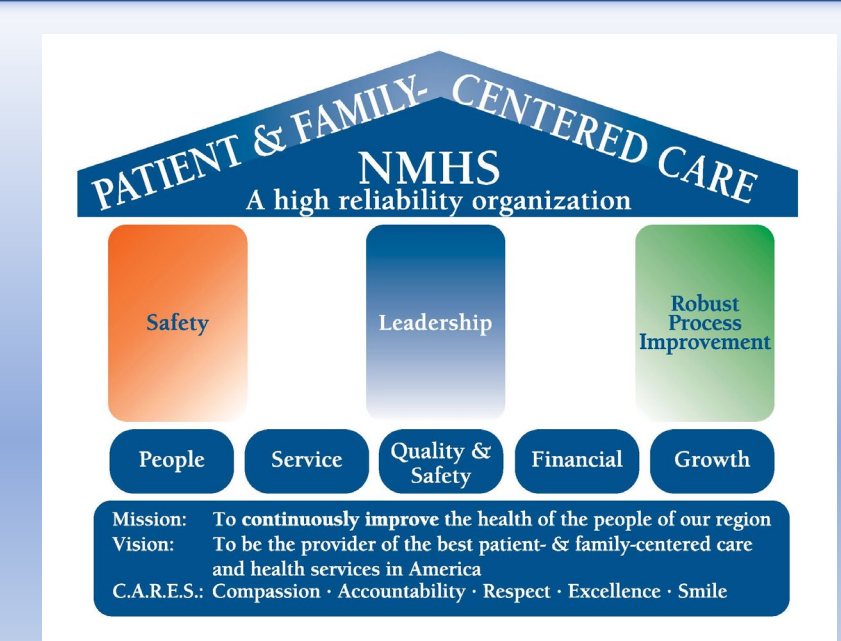




Documentation Reduction: Improving Nursing Efficiency and Job Satisfaction

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Learning Objectives

- Identify Centers for Medicare & Medicaid Services requirements for nursing documentation.
- Discuss methodologies used to decrease nursing time spent documenting.

Background

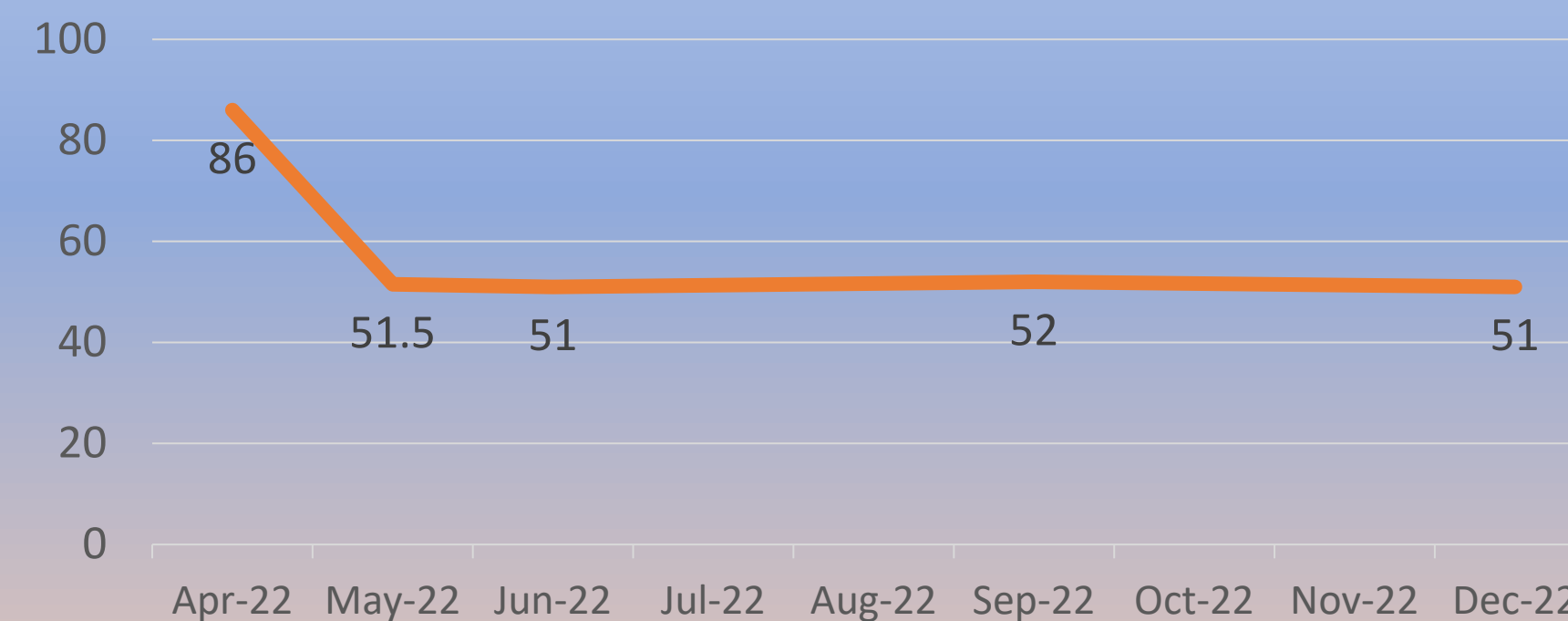
- Nursing documentation is the record of nursing care that is planned and delivered to patients and is the critical document for legal and regulatory agencies.
- The COVID pandemic increased staffing challenges nursing workload
- Med Surg RNs on 3 South averaged 86 minutes documenting care for each patient
- Staffing challenges and increased workload indicated an opportunity to assess current documentation practices.

Methods

- A team of nursing educators and nursing leaders was formed to review all data elements that were required for documentation
- The data elements were reviewed to determine CMS, Joint Commission and facility necessity
- Three documentation time studies were conducted on nurses with varying years of experience.
- Documentation changes were recommended based off of this work and presented to system leaders for approval
- Standardized workflow and process flow mapping completed for medical/surgical nursing units

Results

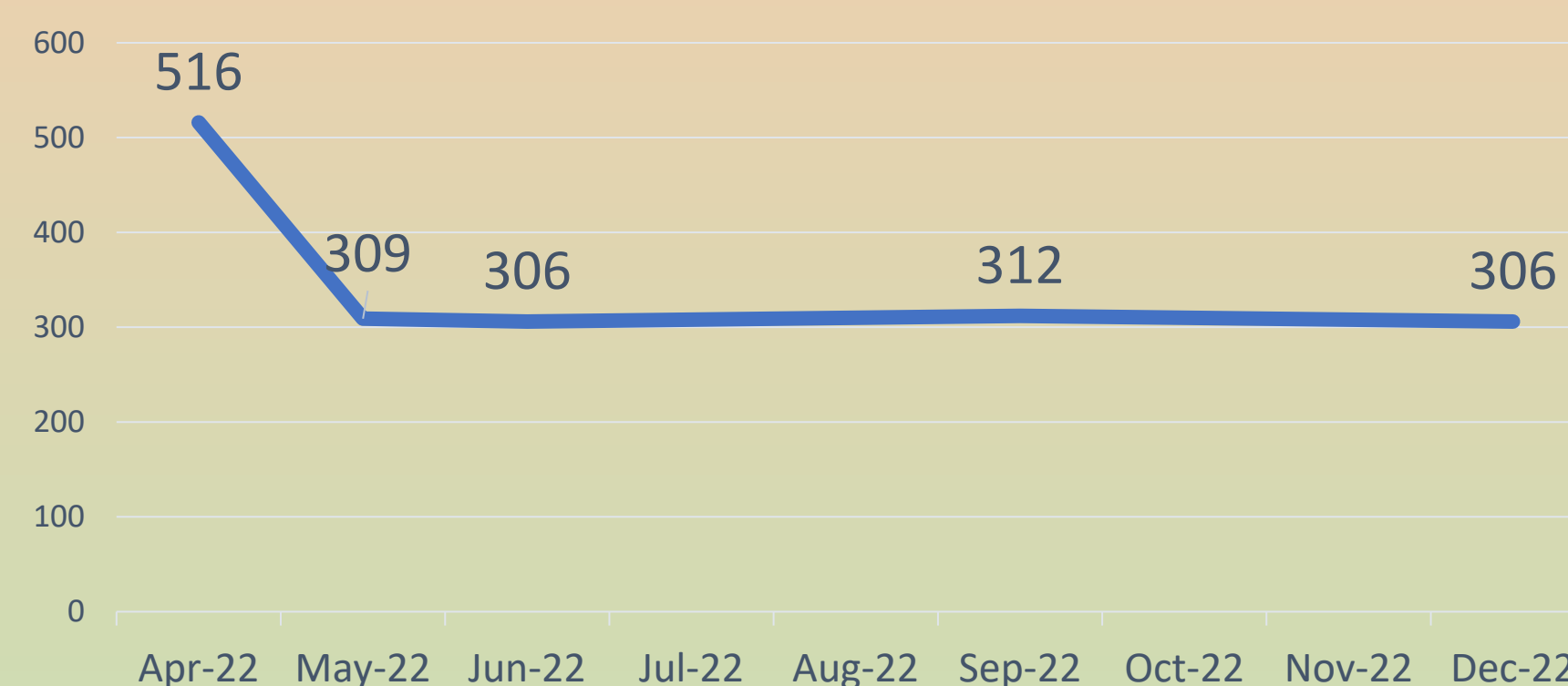
Figure 1
Documentation Minutes per Patient



- Figure 1 describes the time in minutes a 3 South med-surg RN spends documenting on one patient
- The time reported in this time study excludes admission and discharge documentation

Figure 2

Documentation Minutes per Workload



- Figure 2 describes the time in minutes a med-surg RN spends documenting on a workload of 6 patients
- The time reported in this time study excludes admission and discharge documentation

Outcome / Impact

- Removal of duplicative, redundant documentation decreased the amount of time med-surg nurses document in the standard 1:6 patient ratio by 207 minutes adding 3 hours 27 minutes for patient care activities
- Staff reported increase in job satisfaction post implementation
- Standardized nursing documentation workflow was implemented across the six community hospitals in the health system.

Key Take Aways

- Listen to your bedside nursing staff and involve them in workflow decisions
- Convene a multidisciplinary team consisting of nursing, quality, legal, and information technology to review documentation requests for necessity, redundancy, and duplication.
- For every data element added, do your best to remove an element
- Review CMS Conditions of Participation and The Joint Commission Provision of Care Chapters yearly for changes that affect documentation
- Adhere to standards as they are written.

Speaker Contact Information

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Disclosures

No one in a position to control the content of this educational activity has relevant financial relationships with ineligible companies.