UNITING AND ADVANCING YOUR HEALTH SYSTEM IN CLINICAL EXCELLENCE:
EMORY HEALTHCARE'S SUCCESS STORY

Improving interprofessional collaboration to deliver consistent, high-quality care

Emory Healthcare, like many hospital systems today, is working to improve patient outcomes and experiences while managing the challenges associated with staff turnover and experience gaps. Emory's leaders knew the best way to support care teams was to change the way they approached care planning system-wide.

Emory Healthcare partnered with Elsevier to help foster a culture of interprofessional collaboration built on evidence-based practice and to synchronize their clinicians around each patient's care plan to improve outcomes. Throughout the process, everyone remained committed to the mission of keeping patients and families at the center of care.

Emory Healthcare is the most comprehensive academic health system in Georgia and serves the metro Atlanta area.[1]

11 hospitals

Nearly 24,000 employees

2,796 licensed patient beds

3,450+ physicians practicing in more than 70 specialties

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RRT-NPS, RRT-ACCS, RCP**
Clinical Specialist,
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> *"We are always continually trying to improve our processes and workflows that engage the patient and family more, and this [initiative] really allowed us to do that."*
> — **Amanda Smith,**
> *Informatics Nurse Specialist, Emory Healthcare*

A new way forward

Emory Healthcare aimed to change the way they developed multidisciplinary care plans and to make them easily accessible within the new EHR being rolled out across the health system.

Previously, clinical nurse specialists developed their own care plans for the entire system, and then brought together clinicians from across different hospitals to review and approve the plans. Repeating this process to maintain a high volume of care plans with current evidence was extremely resource-intensive, adding more pressure to already time-stricken staff.

Emory chose Elsevier's Care Planning and Patient Engagement solutions to create a more streamlined process that would engage all parties. Emory's primary goals were to improve interprofessional collaboration around care planning and to integrate patient education within the care plan to improve efficiency, practice excellence, and patient experience. Goals were broken down into two categories: clinical goals and EHR goals.

Clinical goals

- Create a culture of interprofessional collaboration
- Build staff confidence in the value of care planning
- Maintain a single source of truth of the patient's story across the care continuum
- Integrate patient- and family-centric care plans and education seamlessly into the EHR workflow
- Leverage reporting features to evaluate care plans and patient education materials

EHR goals

- Establish standardized care plans across the system
- Develop a formal process for the initial review of care plans, ownership assignment, and ongoing review of custom education content
- Integrate patient education within care plans and determine who would manage the distribution

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The value of system-wide engagement

To help Emory secure buy-in for their care planning initiative, Elsevier's Professional Practice Services (PPS) team provided a roadmap for success. They suggested best practices to manage issues efficiently, including communicating with internal stakeholders, engaging with leadership, overcoming key barriers, and working with the EHR vendor.

One of the most critical steps was identifying Emory's professional practice leaders. These leaders established an Interprofessional Practice Council (IPC) across Emory's different disciplines and sites. The IPC guided nearly 40 care plan review sessions across different specialties to discuss care plans pertinent to each area, improving everyone's understanding of the initiative. Each area could opt into which care plans to use and decide if—and how often—they would contribute to reviews.

These sessions—in combination with Elsevier's guidance—led to a stronger understanding of the value of care plans and improved alignment across the system.

> "*In every session we held, Elsevier's team said, 'If something doesn't sound right for you or you have another evidence-based practice, share it with us and we'll review it.' Creating an open dialogue helped make the idea more appealing to different specialties.*"
>
> — **Sou Osen,**
> *Clinical Specialist, Emory Healthcare*

Preparing for rollout

After securing alignment around care plans, the next phase was to fully integrate care plans and patient education into the new EHR workflow. With the new EHR launching at the same time as this initiative, Elsevier supported implementation with tailored demos for specialty areas and addressed questions that surfaced from Emory's professionals.

Key Learnings From Emory's Care Planning Rollout

Training

Providing training that's relevant and valuable for all players is critical when introducing an evidence-based care planning package for the first time. Elsevier worked with Emory to deliver concise training specific to different groups across interprofessional teams.

A comprehensive list of applicable training courses was created for all end users, specific care areas, and super users; in addition, demos were designed for certain specialty areas.

Workflows

Creating seamless workflows for care plans and patient education within the EHR makes it easier for everyone to adopt new practices. Since Emory professionals weren't yet familiar with the workflows within their new EHR, live and pre-recorded demonstrations helped get everyone up to speed quickly.

Adoption

When giving different areas of the health system the option to participate in the initiative, be clear on requirements and deadlines upfront. Hesitancy in changes is normal, but transparent communication can alleviate fears and support end users' adherence to new working methods and processes.

Up to

15%

of nurses' time can potentially be freed through tech enablement, automation, and improved delegation of tasks.[3]

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> *"Having evidence-based care plans that everyone is using across the system is a huge win. We are so appreciative of the fact that the care plans allow our different professions to practice within their scope. There are so many different wins related to how it decreased variation in the way that we practice."*
>
> — **Stephanie Bennett**
> *Director of Patient and Family Centered Care and Patient Education, Emory Healthcare*

Results:
Enhanced collaboration and patient care

Emory Healthcare created a more streamlined, sustainable way for clinicians across disciplines to use evidence-based care plans and patient education in their daily practice. Emory freed up precious staff time and improved interprofessional collaboration—leading the way to better patient outcomes and experiences.
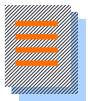
Interprofessional clinicians are actively documenting in the care plan—a testament to the time spent on securing buy-in upfront across the system and committing to robust training.

Care variation has been reduced as all clinical teams use evidence-based care plans to standardize their approach to patient care across the system.

Patient care is more personalized due to the Professional Exchange Report, which provides beneficial patient information, goals, and preferences to clinicians across the continuum.

Take clinical excellence to the next level across your system

Elsevier's comprehensive patient care and education solutions help clinical teams work together more seamlessly to provide personalized, consistent care. When you partner with Elsevier for evidence-based content and tools, you can educate and elevate your care teams to support better engagement for them and better outcomes for your patients.

Elsevier's Care Planning reimagines coordinated, patient-centered care by combining the patient story, evidence-based care plan guides, and standardized assessments into one longitudinal plan of care.

Elsevier's PatientPass provides consistent, evidence-based multimedia education that can be personalized based on patients' unique treatment needs, usability, readability, language, and health literacy level.

Learn more at elsevier.com/health/nurse

1. Dec 2023 news release boilerplate https://news.emory.edu/stories/2023/12/hs_ehc_nference_data_network_05-12-2023/story.html

2. "Hospital-Level Care Coordination Strategies Associated with Better Patient Experience," BMJ Quality & Safety, April 2018.

3. McKinsey, "Reimagining the nursing workload: Finding time to close the workforce gap," 5/26/23.
   https://www.mckinsey.com/industries/healthcare/our-insights/reimagining-the-nursing-workload-finding-time-to-close-the-workforce-gap?cid=soc-web

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