



## Care Planning

### | SUCCESS STORY

# Unleashing the potential of care plans

Bassett Healthcare Network's success in standardization, collaboration and efficiency

## Overview

Bassett Healthcare Network's commitment to excellence in patient care prompted a transformative journey.

They implemented a system-wide policy to standardize care plans, improve documentation efficiency and promote cross-continuum collaboration. At the center of this initiative was a sharp focus on dramatically shifting the philosophy around documentation. With this elevated approach to evidence-based practice and workflow optimization, Bassett consequently strengthened the quality of patient care.

Bassett Healthcare Network offers comprehensive care and services to people living throughout central New York, employing over 3,500 personnel. From primary to advanced care, specialty services and inpatient medical and surgical care, Bassett is continually advancing its missions of patient care, teaching and research, to meet the evolving needs of the people and communities they serve.



## The challenge

- + Lack of structure across hospitals
- + Inconsistent care planning policies and education
- + Lengthy and redundant documentation

Bassett lacked structure across its five hospitals, exacerbated by varying timelines of transitioning to a uniform EHR system. They faced inefficiencies stemming from inconsistent care planning policies and education. Leadership turnover further compounded these issues, with no intermediary role to bridge the gap between IT and Clinical Operations.

“No one had a solid workflow developed around communicating care plan optimizations; the education piece wasn’t there. We lacked standardized expectations on what to document. We needed help to determine, develop and implement the best solution.”

**Dan Patzek, RN-BC**  
Chief Nursing Informatics Officer  
Bassett Healthcare Network

Nurses didn’t understand the requirements. Consequently, they struggled with a prolonged documentation process, mainly due to lengthy patient assessments and redundancies. Documentation was inadequate, and without standardized care planning education, knowledge gaps widened. Nurses were confused about how to use care plans effectively because they had been taught conflicting documentation methods, a struggle deepened by nurse leadership turnover.

“Nurses didn’t know how to pick the right care plan or what to document. How much is needed, how much is too much? At the same time, everyone was pressured to meet The Joint Commission standards without knowing what care plans actually were,” says Patzek.



## Care Planning



## The goals

- + Standardize care planning policies and education
- + Demonstrate the value of care planning to transform current philosophy
- + Improve documentation efficiency for nurses
- + Foster cross-continuum collaboration

Bassett aimed to implement network-wide policies to standardize documentation, drive process improvement and foster cross-continuum collaboration. They knew shifting the perceptions of care planning would be imperative for their success. The key would be demonstrating why it's vital for efficiency and quality care, and why it's better than current processes. Providing the best experience for both nurses and patients required adoption and standardization with other best practice solutions across the health system.

Additionally, Bassett aspired to evolve into a cohesive system by identifying and addressing the specific support needs related to care plan documentation across various care settings.

**“I'd go right into a patient's chart and say to our nurses, this note probably took you 5 to 10 minutes to write. Then I showed the approach using the care plans. It's basically 3 sentences to do the plan of care, their evaluation outcome. This is so much faster.”**

**Dan Patzek, RN-BC**  
Chief Nursing Informatics Officer  
Bassett Healthcare Network





## The process

- + Examine the typical workflow
- + Elicit professional services
- + Create group of stakeholders

Bassett wanted to understand the typical nursing workflow to determine the most effective approach. They chose Elsevier's Care Planning solution and closely collaborated to integrate the care planning process seamlessly into their EHR system and drive adoption.

Elsevier's Professional Practice Services played a crucial role in guiding Bassett through the transformation. Elsevier developed a tailored plan with actionable guidelines to meet their specific needs. Through stakeholder engagement and collaboration, Bassett approached their challenges with tailored solutions. "Elsevier's Professional Practice Services were a game changer for us. The experts were at our fingertips to answer all our questions," noted Dan Patzek.

As part of their strategy, Bassett formed a Nursing Efficiency Work Group to solicit end-user input, deep dive into identified challenges and outline expectations. This became a pivotal forum for addressing concerns and fostering collaboration. It was a critical step to garner trust and support to transform their philosophy around care plan requirements and expectations. "Super users" for each clinical area at every facility were trained to disseminate knowledge to frontline staff. For example, Nurse Educators helped engage end-users by leveraging daily huddles to review care planning expectations.

**"Everyone was at the table, collaborating to determine how we were going to approach the problem and what the solution was going to be."**

**Dan Patzek, RN-BC**  
Chief Nursing Informatics Officer  
Bassett Healthcare Network



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## The adoption

- + Communicate the value
- + Leverage key stakeholders
- + Assign dedicated roles

Getting buy-in from end users was key to adopting and maintaining a new way of working. The Bassett team was instrumental in leading the staff through a transformative philosophy change in documentation requirements and expectations. Bassett made targeted and strategic efforts to highlight the benefits, particularly documentation efficiency, and patient care improvement. Their goal was to help their clinicians overcome the perception that care planning was simply a “check the box” activity and additional workload.

Nurses could feel confident they were applying the correct intervention based on evidence, and that they could confidently follow the care plan to guide them and align the care provided each shift.

Heather Brown, Manager of Epic Inpatient Applications, noted the Nursing Efficiency Work Group enhanced adoption by fostering a culture of collaboration and empowerment among nursing staff. Brown highlighted the group’s positive impact on decision-making and staff engagement, underscoring the newfound sense of ownership and agency among participants.

Carving a path for change can be met with resistance, but Bassett garnered support by clarifying expectations which exponentially strengthened adoption by their nursing staff. Additionally, to maintain adoption and change moving forward, Bassett assigned a professional practice lead role to facilitate end-user engagement, encouraging staff to voice concerns, ask questions and shape system utilization for patient care.





## The outcomes

- + Evidence-based care plan adoption
- + Standardized care planning policies and education
- + Enhanced interprofessional engagement
- + Improved documentation efficiency for nurses

Bassett's initiative to standardize care planning documentation and improve education led to transformative results. As their nurses adopted evidence-based care plans to guide their practice, Bassett saw tangible increases in efficiency and compliance.

With less “note bloat” and time spent in the EHR, nurses gained more time at the bedside and clarity on patients' progress toward goals. Nurses felt empowered applying the appropriate intervention for their patients.

These new policies and processes also fostered multidisciplinary engagement and awareness of the care plan, which aided continuity of care for each patient.

Elsevier's Care Planning harmonizes the patient's story, evidence-based care plan guides and standardized assessments into one longitudinal plan of care. By sharing this story across settings and disciplines, your clinicians can deliver coordinated, person-centered care to support optimal outcomes.

“For an organization looking for improved staff perception of the value of care plans and wanting to decrease documentation burden along with achieving expectations or outcomes, partnering with Elsevier is going to help you get those results.”

**Loretta Mosher, MSN, RN, CEN, NPD-BC**  
Director of Nursing Education  
Professional Practice and Development  
Bassett Healthcare Network

Through a strategic partnership with Elsevier, Bassett Healthcare standardized and revitalized their approach to care planning, positioning themselves as a beacon of excellence in patient care. As healthcare continues to evolve, Bassett stands ready to meet future challenges with confidence, guided by their commitment to innovation and quality.



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