



Main Line Health

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**Alert Implementations: How do we
achieve balance?**

November 4, 2011

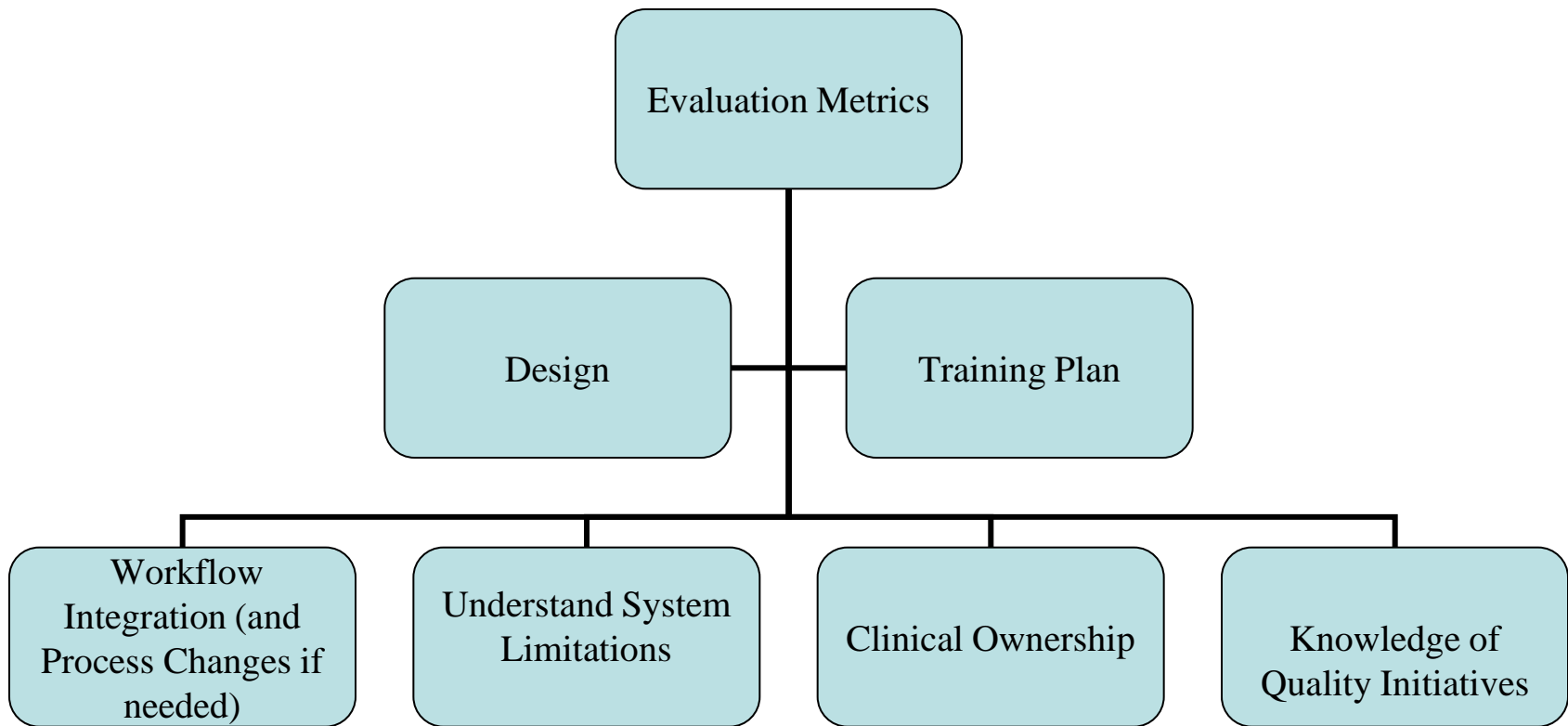
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Literature Summaries

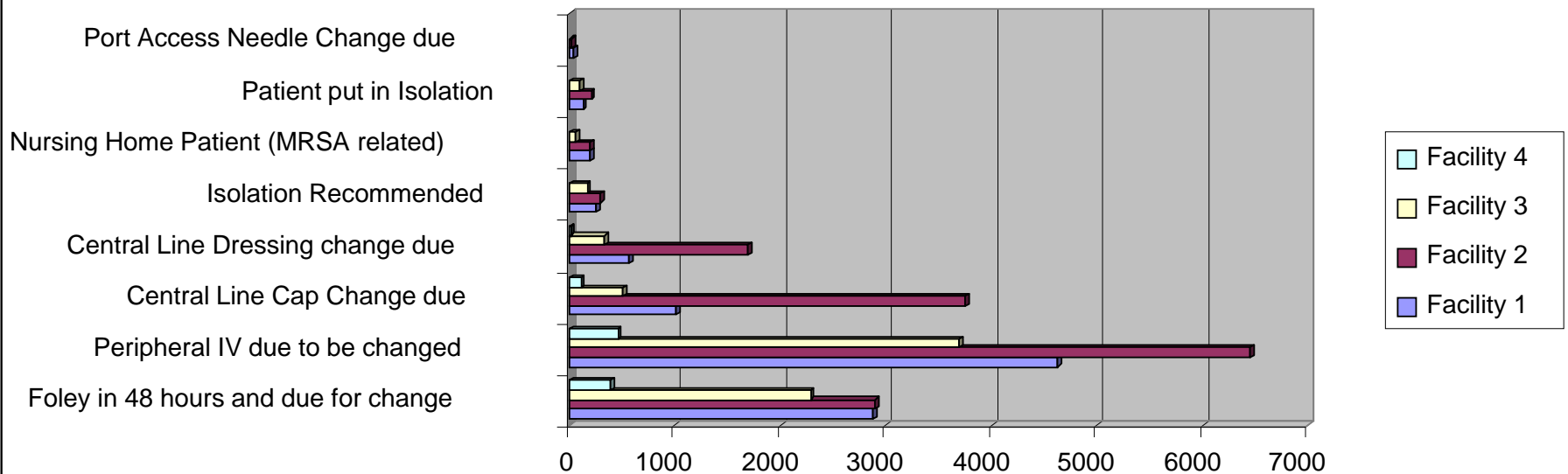
- “Balance” is a recurring theme.
- Pre Design
 - Consensus
 - Appropriate Audience
 - Documentation of current workflow processes
 - Select quality improvement processes
 - Use alerts only when absolutely necessary
 - Encourage use when looking to decrease errors
 - Bring Value to user
- Design
 - Be efficient
 - Clarity
 - Watch speed of implementation
 - Creative training and always consider this factor when evaluating
- Metrics
 - Utilization Metrics
 - Patient Outcome Metrics
 - Efficiency Metrics



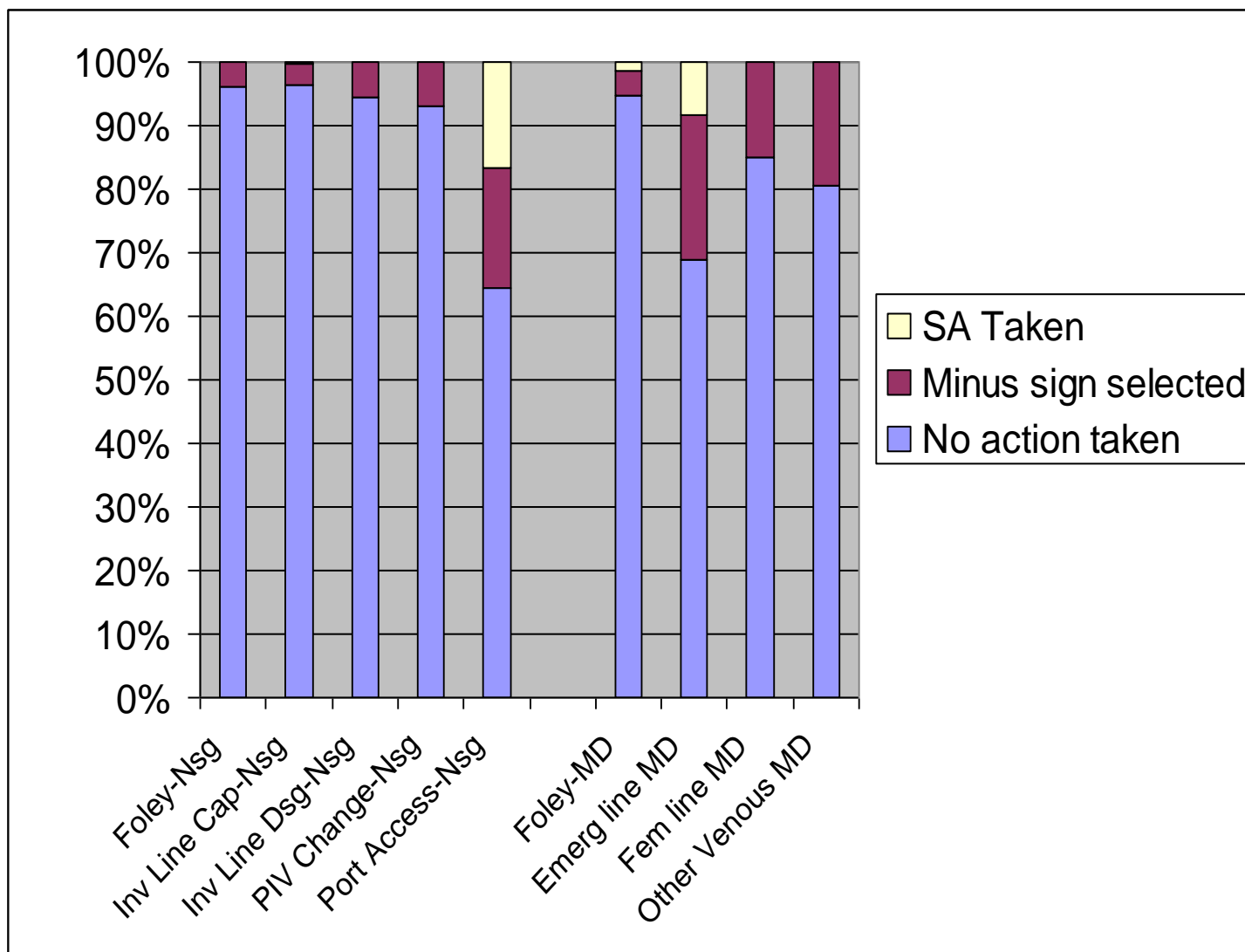


39,738 Total Alerts Issued in the month of June, 2011
33,329 Infection Control Alerts graphed below.

84% of Alerts Infection Control Related



Major Infection Control Alerts – Using as designed



Questions to ask when evaluating (adapt as needed depending whether pre or post implementation)

Category	Questions
Workflow Integration	Explain the process used in relation to alerts for patients
System Limitations	How does the alert system design assist or detract from effectiveness?
Clinical Ownership	Who was the main driver of the alert implementation?
Knowledge of Quality Initiatives	<p>Was the implementation a part of a Quality initiative?</p> <p>What other improvement measures were put into place at the time?</p>
Design	Is there any way to redesign?
Training	Is re-education needed?
Metrics	What do the measurements say?



Conclusions

- Infection Rates had decreased since alert implementations, Further questions revealed multiple initiatives put into place, some unrelated to the alert content. There are other processes in place such as daily rounding that make the alerts duplicative
- The reason for poor alert utilization was because the alert process does not fit into the nurse's workflow processes. System limitations didn't allow redesign.
- The measurements indicate there are too many alerts and poorly used the way originally intended (this does not mean the alerts are not looked at, it means the user does not link to the shift assessment in order to update the documentation)
- Proposal to remove alerts was made, but group was hesitant to remove the alerts until the new daily rounding procedure was in place longer. At time of publication, alerts are still in place and we continue to evaluate.



Limitations of data and Future considerations

Limitations of data:

- Data does not reflect documentation completed outside of alert, although alert does remove when documentation is updated.

Future considerations:

- Need for further investigation to understand implications of removing alerts that are currently in practice. (when is it “safe” to remove alerts)?



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Questions?

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