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## A54 - Emr smart phrases to improve and audit quality metrics compliance in the cardiac surgery icu

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### Introduction:

Confronting challenges within a high-volume, high-acuity ICU characterized by a notable staff turnover poses inherent difficulties in communication and performance tracking. The adoption of a strategic approach, emphasizing key metrics, and the utilization of Electronic Medical Record (EMR) smart phrases emerge as pragmatic measures to streamline documentation processes and systematically monitor pertinent data.

### Methods:

We prioritized two key improvement metrics—mobility goals and pressure ulcer prevention. The ICU leadership designed and implemented the following steps:

- Novel user-friendly EMR smart phrases for comprehensive data capture and best practices were created
- Clear communication on the rationale behind these metrics to improve staff understanding
- Implementation of training sessions and regular audits to ensure consistent and correct usage
- The nurse documented daily patient status; if the prescribed interventions for mobility and pressure ulcer prevention were not met, then barriers were reported
- Maintaining data accuracy with a feedback loops of email reports and meetings.
- Celebrated achievements and addressed improvement areas
- Encouraging continuous improvement with staff feedback on smart phrase usability
- Optimization of rounding strategies for effective communication and goal attainment
- Regular huddles keeping everyone informed, fostering a culture of transparency and collective engagement

### Results:

After 6 months, nursing staff compliance with smart phrase use rose from 60% to 96%. Mobility goal attainment increased from a 6-month average of 50.6% to 77.4%, and pressure ulcer incidence dropped from 1.6/month to zero.

### Conclusion:

By focusing on specific metrics and utilizing smart phrases in the EMR, you can streamline data collection and make it easier for staff to track and report on performance. Regular communication and a commitment to continuous improvement will be crucial in navigating the challenges of a high-volume, high-acuity ICU with a dynamic workforce.

### References:

Kieffer et al., 2023

### Image :

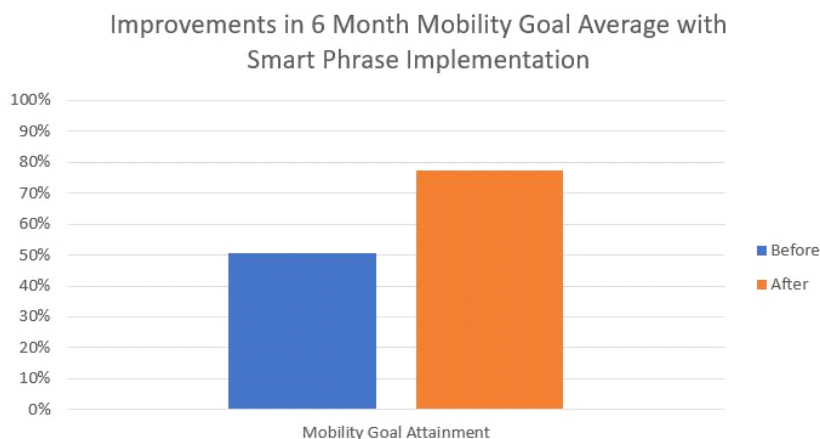


Figure 1: Improvements in 6 Month Mobility Goals