



Emergency Department Tracking System

Improved productivity drives optimal care

Increased Patient Safety

- Optimized clinician workflow
- Instant visual cues
- Reduced wait times

Improving patient tracking with:

- Sophisticated electronic white boards
- Rapid registration
- Specialized tracking views
- Focused reporting capabilities

Faster Access to Quality Care

The hospital emergency department is rapidly becoming the most over-burdened area in healthcare today. Over-crowding, increased wait times, many more ambulance arrivals, and a lack of resources are all contributing to increased workloads and stress levels for clinicians. At the same time hospital administration is looking for ways to reduce costs and improve productivity without compromising patient safety. In order to meet the challenges of reducing wait times, improving resource allocation, and enabling clinicians to deliver high quality care, innovative technology is required.

oAcis' Emergency Department Tracking System from Emergis is a robust, content-rich, patient tracking system designed exclusively to support the needs of hectic emergency departments. Designed with demanding ED clinicians in mind, including nurses, physicians, and clerks, the system enables the clinical team to manage and track the care of patients from triage to admission or discharge, improving productivity and resource allocation.

ED Tracking capabilities include embedded workflow management tools combined with sophisticated "visual cue" flat-screen technology. This 360° view enables clinicians to document key events in real time for an immediate perspective of patients' progress through the emergency department. Integrated with oAcis Clinical Care Suite, ED Tracking enables users to complete all interactions within one application, thereby accelerating improved decision making at the point-of-care.

With oAcis ED Tracking, hospitals now have the ability to streamline processes, effectively manage clinician workload, and reduce wait times for patients.

Improving Clinician Productivity

In many cases a disproportionate number of people are without access to a family doctor. As a result local emergency departments are forced to treat a wide array of medical conditions – in addition to emergencies. Effectively accommodating this escalating volume of patients is frustrating and time-consuming, particularly when relying on manual processes and paper-based methods.

Easy to use, OACIS ED Tracking gives users the ability to enter critical clinical information directly into the system, virtually eliminating the need for paper charts.

Quick Registration

Upon entering the emergency department professionals immediately triage patients in order to determine the severity of the health situation. A triage score is assigned.

Using the Quick Registration tool, users quickly record key clinical data such as demographics, triage information, isolation status, and notes from referring physicians. Important time frames associated with a patient's stay can also be captured, such as ambulance off-load time, the first instance in the emergency department, and the first time seen by a physician. To ensure VIP or isolation status is clearly identified, flags are automatically generated by the system.

Effective bed allocation and management is also vital to an emergency department's ability to quickly track and move patients through the system. The bed selection screen provides clinicians with a complete view of bed status and gives them the ability to assign patients to locations. Once vacated, the system ensures beds are prepared appropriately for the next patient.

The referral list (call ahead) enables clinicians to enter potentially life saving information in advance of a patient's arrival, consequently reducing the amount of time required to triage and register the patient once in the emergency department.

The screenshot shows the 'Quick Registration OACIS' application window. It features several functional areas:

- Meet and Greet:** Includes radio buttons for Patient Status (Arrived, Inbound, Referral), checkboxes for Trauma, Anonymous Patient, VIP Patient, and Unknown Patient, and input fields for Gender, Last Name, First Name, Age, and Arrival Date/Time.
- Referral List:** A table with columns for Name, Age, Gender, Note, View, Referred By, and Service.
- Triage:** Contains fields for Triage Date/Time, Triage Score, and Isolation Required.
- Ambulance:** Includes an Offload Date/Time field.
- Direct to Service:** Features checkboxes for Direct to Service, a Service dropdown, and Search/Provider input fields.
- Bed Selection:** Shows a grid of department codes (OBS 10, PES 5, DEC 2, FTR 2, SATC, DIS 8, FED) and a list of Anticipated Treatment Areas (Waiting Room, Ambulance Stretcher) with a 'Select' column.

A footer note states: '* Mandatory Field'. Buttons at the bottom include Print Label, Save, Save and Close, Cancel, and Help.

OACIS Quick Registration screen

Optimized Emergency Department Flow

Sophisticated Whiteboards

“A picture's worth a thousand words.”

In a busy emergency department it's more likely to be worth a thousand sentences.

The ability to instantly update and view the status of all patients and related information dramatically improves communication, enables rapid decision-making, and enhances the clinicians' capacity to prioritize.

The system's whiteboard provides robust tracking functionality and hands-free interaction with the system. As information is captured in Quick Registration, and the interactive mode, it immediately appears on whiteboards strategically located throughout the department.

This gives clinicians a real time status view of all patients as well as their disposition within the diagnostic and treatment process.

Electronic whiteboards can be used in two different modes: interactive and display.

Interactive mode enables authorized users to:

- Customize patient views by bed location, all locations, waiting rooms, and status
- Input and update patient information, resource allocation, and task status
- Automatically update the display mode
- Launch the Quick Registration system
- View bed allocation and patient information
- Link Quick Registration to Admitting Registration
- Access Tracking and History Views

Loc	Out	Name/Age/Gender	CTAS/IPC	LOS	SVC	EP	MD Tasks	RES	NSO	NSG Tasks	Results	Consult	Clerk Tasks	Dpst
WTR		CRANE, B 89yr F	Loss of hearing	24:11		SB					4m	DER-RPG	RPG-DEF	
CDU F		DANIELS, B 56yr M	4 Facial trauma	18:12		PM		JNC						ADMS
WTR		DILLON, D 10yr M	5 Cast check	00:00					PD					
CDU A		FRENCH, I 43yr F	4 Anxiety / Situational crisis	00:46	ANE	PN		PG				ANE-ACC		
WTR		HARRINGTON, D 49yr M	5 Joint(s) swelling	00:14	FAM	EK			AO	TIRA		FAM-PED	PGE-FAM	
URO 1		REED, R 46yr M	3 Head injury	18:22		SB		PS				CAR-PGD	RPG-CAR	
URO 2		UBALDI, A 34yr M	Vomiting blood											

oacis Electronic Whiteboard – Interactive mode

Using Display mode, ED personnel can:

- View the entire department and specific regions including waiting rooms, triage, X-ray, and other areas where bottlenecks may occur
- View patients and related information with icons and threshold indicators
- View resource allocations and related tasks.

Loc	Out	Name(Age)/Gender	CTAS	LOS	SVC	EP	MD Tasks	RES	NSO	NSO Tasks	Results	Consult	Dist
WTR		CRANE, B 89yr F		01:08		SB	R/A					DER-RPG	
CDU F		BLACK, B 56yr M	4	05:09		PM		JNC					
WTR		DILLON, D 10yr M	5	07:05					PD				
CDU A		ERNHARDT, E 85yr M	2	06:50									
CDU A		FRENCH, I 43yr F	4	07:43	ANE	PN	R/A	PS				ANE-ACG	
WTR		HARRINGTON, D 49yr M	5	07:10	FAM	EK			AG	T/RA		FAM-PGD	
EMO 1		HAUGHTON, A 87yr F	4	00:30									
WTR		ICARUS, E 6yr F		07:51								ANE-RSP	
URO 1		REED, R 48yr M	3	05:18	CARD	SB		PS				CAR-ACG	
URO 2		UBALDI, A 34yr M											

OaCis Electronic Whiteboard – Display mode



Once patients are in the system, clinicians can update clinical and task information including:

- The transfer of patients to specific ED locations
- Identification and tracking of those patients that are out of the department
- Assignment/reassignment of patients to care providers
- Updating nursing/physician task status such as patient seen and reassessment required
- Updating of clerk tasks including paging consultants
- The disposition of each patient and final diagnosis

360° Patient care

Tracking views

Once a patient leaves the emergency department there is still a number of activities that need to be finished in order to complete the chart. Within the OACiS CDR, test results received after discharge, physician notes and observations, as well as recommendations for care and follow-up all need to be acknowledged.

The OACiS system provides clinicians with a patient-centric, historical view of the ED record and gives them the ability to continue to document the patient record post-discharge. The Tracking Follow-up View displays all abnormal or corrected results from tests ordered by the emergency physician or resident which were not available at the time of discharge. The results remain on the follow-up diagnostic imaging view until they are reviewed and acknowledged by the clinician. Going forward results can be seen in the Follow-Up History View.

As patients are removed from the Interactive Whiteboards, clinicians can still access and make changes to the ED record from a series of search information views including:

- Within past 24 hours
- Within past 48 hours
- Within past 96 hours
- User-defined
- Search for patient
- Incomplete

Being able to access and review the ED record at any time enables the clinical team to track results for greater continuity of care.

Reporting

Information stimulates improvements in care delivery. The ability to analyze documentation and provide reports on key events, tasks completed, and patient records gives hospital administrators strategic insight into how their emergency department is running and what can be done to streamline efficiency. Information can also be used to identify trends, such as which day of the week sees the highest volume of patients in the emergency department and what diagnoses are most common during a set period of time.

OACiS ED Tracking offers a rich set of emergency department reports for use by both hospital executives and clinicians including:

- Activity reports which detail the mean time it took for a task or a series of tasks to be completed
- Staffing and Workload measures that provide a summary of patient numbers, clinician utilization, as well as consult utilization
- Acuity reports summarize disposition types, presenting complaints, patient status, and final diagnosis
- Patient summaries display a log of patients who visited the emergency department during a given time period and describe key events and occurrences that took place

Capturing information electronically during a patient's ED visit is vital to finding ways to increase safety and improve best practices.

Supporting the continuum of care

Because the emergency department is the entry point into the healthcare system for a large number of patients, it's critical that methods are in place to ensure the timely administration of care. Implementing the OACiS ED Tracking System offers a wide range of benefits such as:

- Improving workflow and decreasing wait times
- Reducing operational and support costs
- Meeting regulatory/government requirements through focused reporting
- Supporting best practices through the capture of valuable patient information, follow-up on conditions and treatments, and the use of data for improved decision-making
- Expediting "speed-to-value" by reducing costs for interfaces, shortening implementation time, and increasing flow of patients through the department
- Supporting clinician workflow through streamlined screen design
- Speeding-up system deployment through rich standard content
- Meeting unique needs through capability to personalize content and design

Implemented as a stand alone product or as part of the OACiS Clinical Care Suite, the OACiS ED Tracking System is transforming the way emergency departments deliver care to countless volumes of patients every day.



Information for life

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