

# Towards Excellence

Using a Quality Improvement Approach to Support  
Nursing Documentation

Leinic Chung-Lee, RN, BScN, MN  
Catherine Palisoc, RN, BScN  
Wendy Otsu, RN, BScN  
Natalie Christie, RN, BScN, MPH  
Toronto Public Health

# ➤ Outline



- Introduction to TCHIS
- Nursing Documentation
- Documentation QI/QA Strategy
- Reflections
- Next Steps

# ➤ About Us



**S**ystems  
Trainer

**P**rogram  
Support  
Assistants



**M**anagers

**H**ealth  
Informatics  
Public Health  
Nurses

**Q**uality  
Improvement  
Specialists

**S**enior Health  
Information  
Analyst

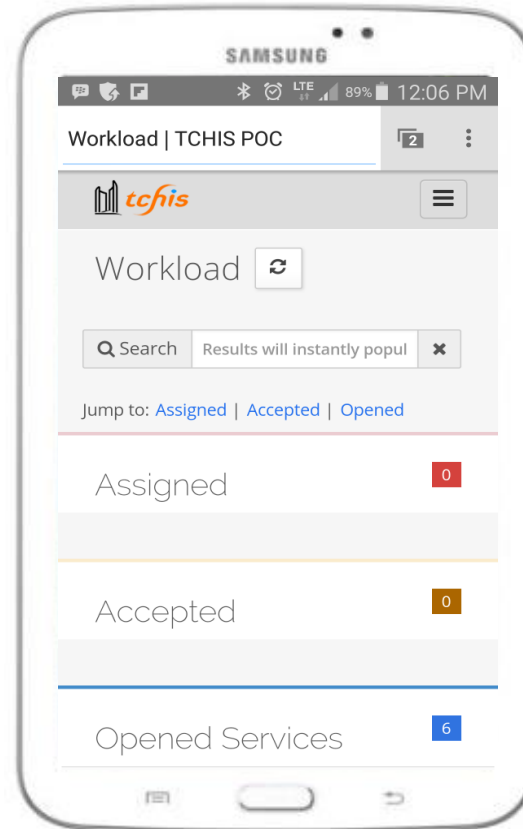
## Toronto Community Health Information System

- Secure web-based e-Public Health Record System
- Developed by Toronto Public Health
- 3 Directorates
- Released in 2010
- 700 users



The screenshot shows the login interface for the Toronto Community Health Information System. At the top, it displays the Toronto Public Health logo and the system name. Below this is the TCHIS logo with the tagline 'Flexible Useable Integrated'. The login form includes fields for 'USERNAME' and 'PASSWORD', a 'LOG INTO TCHIS' button, and a footer with the URL 'hlh.toronto.ca' and version information 'Version: 2.4.0.0 2016-12-17'. A link to 'Contact TCHIS Technical Response Centre' is also present.

# ➤ TCHIS on the Go!



# ➤ Service Documentation



Toronto Community Health Information System - Internet Explorer

Search Workload Reports Admin ManageQ Help HLH-TRAINING.TORONTO.CA LCHUNG2 Mobile version Knowledge Base Logout

Service Name: PNP Healthy Eating Workshop (v2) Customer: Cupcake Sprinkle-Buttercream TCHIS ID: 12947

**Interaction\***

Interaction Type: Face to face  
Interaction Purpose: Customer Currently Receiving Serv  
Interaction Status: Completed  
Subject:

Interaction Date: 27 / 4 / 2017 Today  
Interaction Time: 10 / 45 / am Now  
Interaction Duration: 0 / 10  
Add TAT

Is this interaction directly with the customer?  Yes  No

Issue And Assessment	Intervention /Action	Evaluation/Plan
<input type="text"/>	<input type="text"/>	<input type="text"/>

**Professional Participants**

Title	Last name	First name	Organization	Phone
no participant available.				

Add

Click Browse To Choose A Local File For Upload

Attach File:  Browse... Attach

# ➤ Documentation: Nursing Story



- Written account of our nursing work
- Helps:
  - Monitor a client's progress
  - Communicate with other service providers
  - Plan, deliver, evaluate appropriate health services for clients
  - Support quality improvement and health research
- Impact on big picture/decision-making

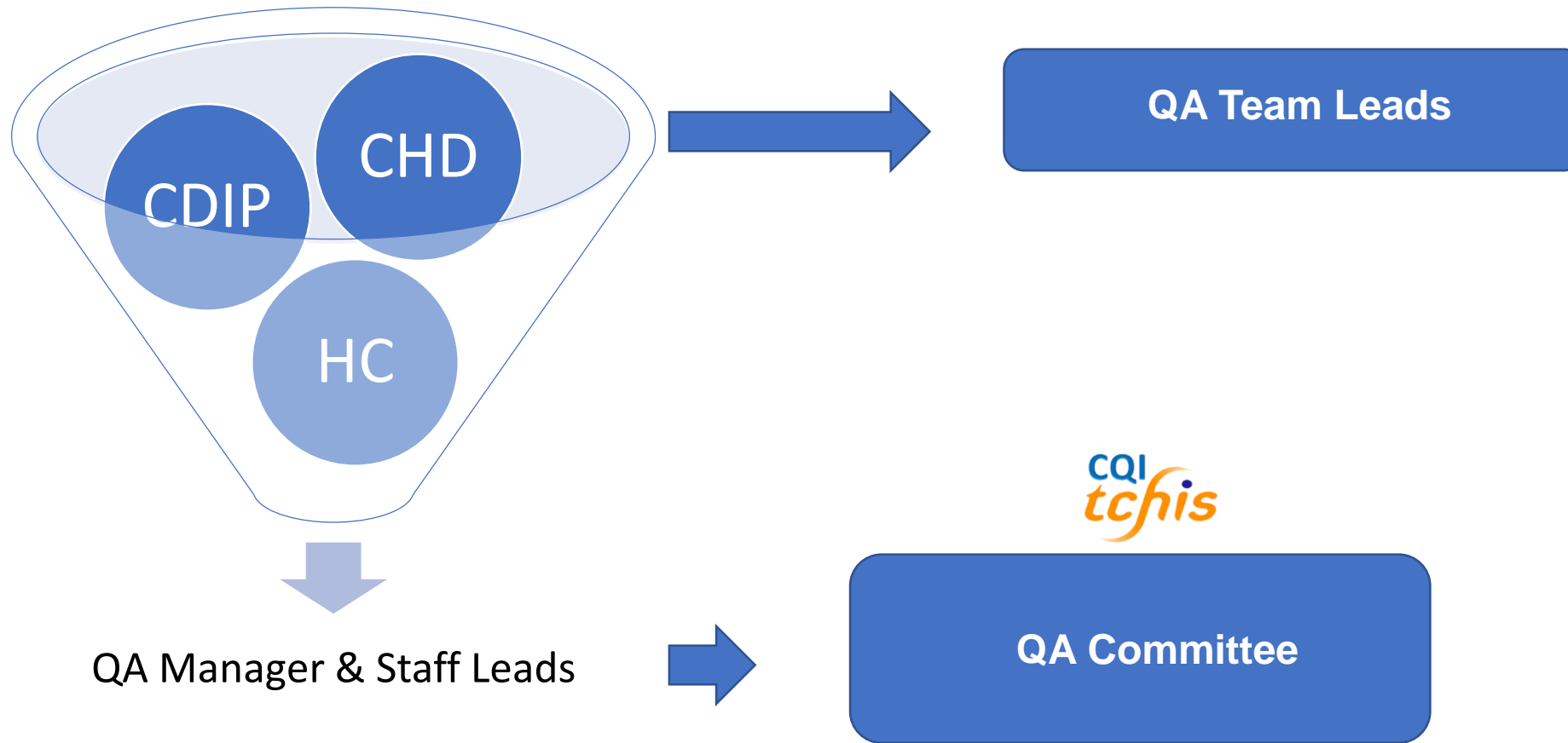
# ➤ Impact of e-Doc

- Increased transparency
- Increased interest
- Identified learning needs
- Able to assess quality





# ➤ QA Team Leads



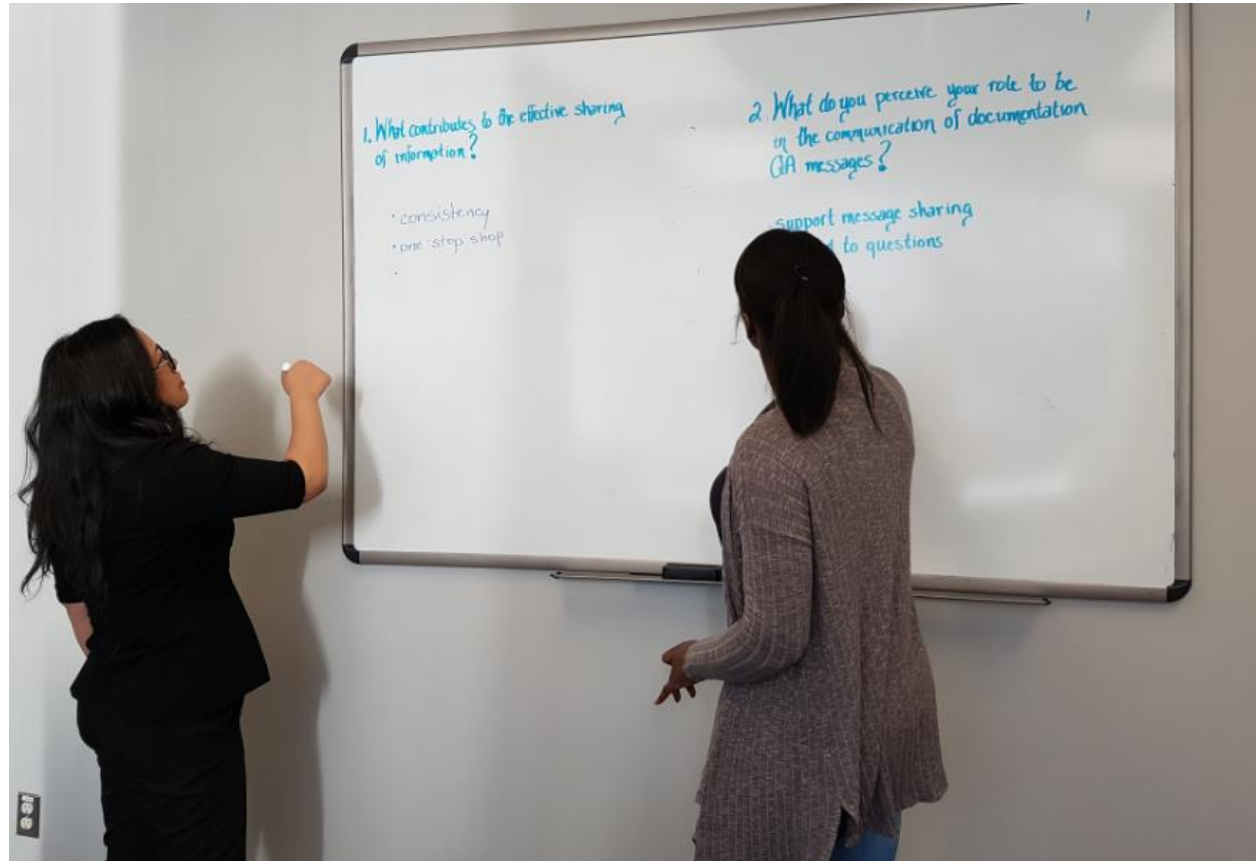
# ➤ The Beginning



# ➤ Gemba


現場

# ➤ Consultation Sessions



# ➤ Competency Survey



 **TORONTO**  
Public Health

**PROCEDURE**

**CDIP/CHD/HC Documentation**

Policy Mgmt #: 10000 – PR - 0009

Version: 3.06

Date Approved: January 27, 2017

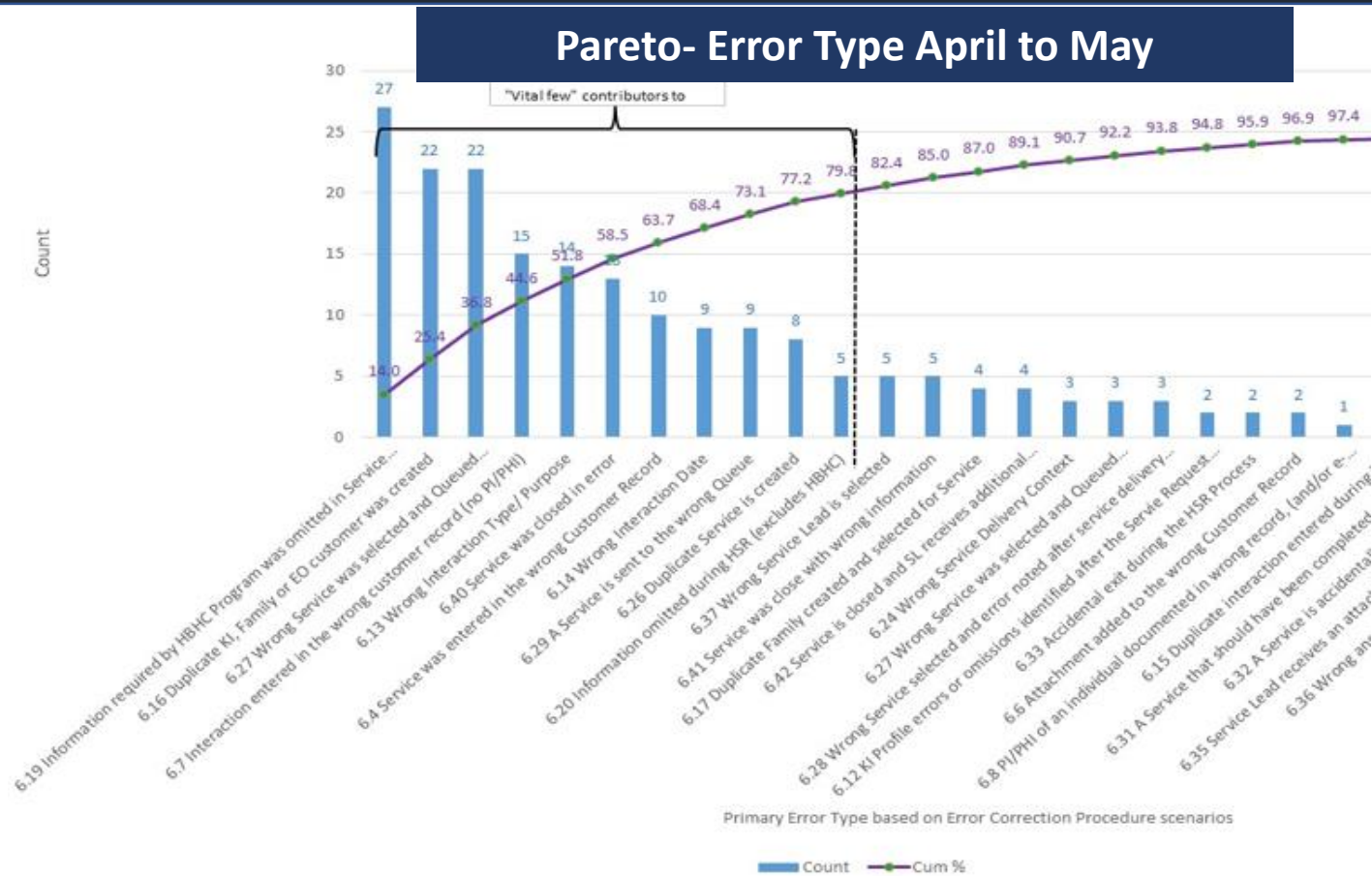
Purpose

Key Principles

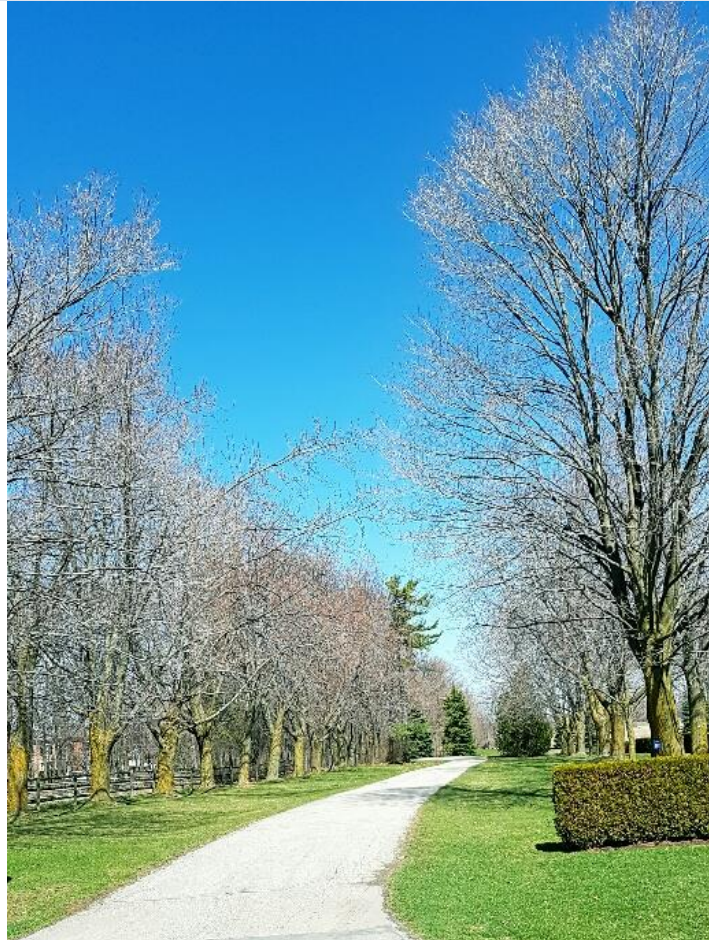
Minimum Requirements

Confidence

# ➤ Mapping out Errors



# ➤ Doc QI/QA Strategy



# ➤ QI Plan



## STRATEGIES

Partnership  
&  
Collaboration

Assessment,  
Consultation  
& Support

Communication

Policies  
&  
Procedures

Education  
&  
Training

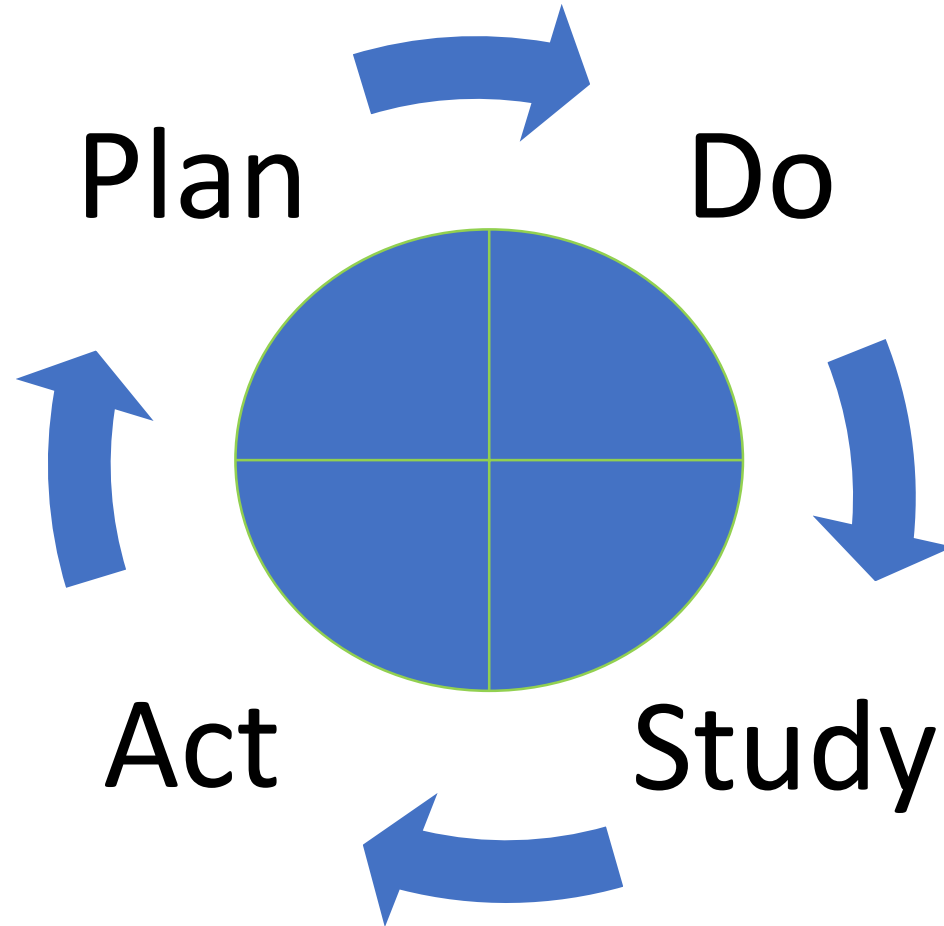
Tool  
Development

## SOME OF OUR OUTCOMES

Increase in timeliness of documentation  
Reduction in documentation errors  
Increase in staff self-reported quality of documentation  
Increase in formalized documentation auditing



# ➤ PDCA



# ➤ Documentation Scenarios

SAMPLES



Toronto Public Health

CDIP Sample Documentation

February 2017

# ➤ Example of a Sample

## Documentation Samples

SAMPLE 1: Documentation of a Consult CDIP service where no other services are requested by the client

1b. TCHIS electronic documentation (e-doc): Once the requested service has been entered, assigned and opened, the documentation of subsequent interactions with the EO was recorded as follows:

HSR/ e-doc	Interaction Details	Issue & Assessment	Intervention / Action	Evaluation / Plan
<b>e-doc</b> Interaction Purpose:	<b>Date:</b> 2015-Dec-04 <b>Type:</b> Face to Face	Met with Principal Miller to discuss current health needs of students. Principal identified Food Security as a primary issue.	<b>Provided</b> Principal Miller with resources* on school gardens.	<b>Follow up</b> next week to confirm date of meeting

# ➤ Communication Strategy



	URGENT	NON-URGENT
NEED TO KNOW	High priority - important & immediate	Medium priority -important but not immediate
NICE TO KNOW	Medium-low priority -not critical but time-sensitive	Low priority -not important & not urgent

# ➤ Auditing Pilot



# ➤ Auditing: Guiding Principles



- Improved Accountability
- Continuous Quality Improvement
- Consistency
- Feasibility and Practicality
- Effective Feedback

# ➤ Reflections



- Listen to the people
- Collaborate and engage
- Timing is key
- Requires patience and time
- Small improvements with compounding effect
- Change is always happening
- Not linear process

# ➤ Next Steps



- 2<sup>nd</sup> Self-Competency Survey
- QA Team Lead Engagement Strategy
  - Enhanced capacity
- Reports Road Map Strategy
  - Looping back
  - Documentation as Nursing Story
- Full Implementation of Auditing
  - Program-specific requirements
- Sustainment
  - Supporting TPH-Wide Strategy
  - Continuous QI



# ➤ Questions



**WENDY OTSU**  
Quality Improvement Specialist



**LEINIC CHUNG-LEE**  
Quality Improvement Specialist



**NATALIE CHRISTIE**  
Quality Improvement Specialist



**CATHERINE PALISOC**  
Quality Improvement Specialist

[tchis@toronto.ca](mailto:tchis@toronto.ca)