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AMSTERDAM 2014

6 - 7 NOVEMBER 2014

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ONE PATIENT RECORD FOR CARE & CURE

It really happens!

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Rivas Electronic File, a leap forward

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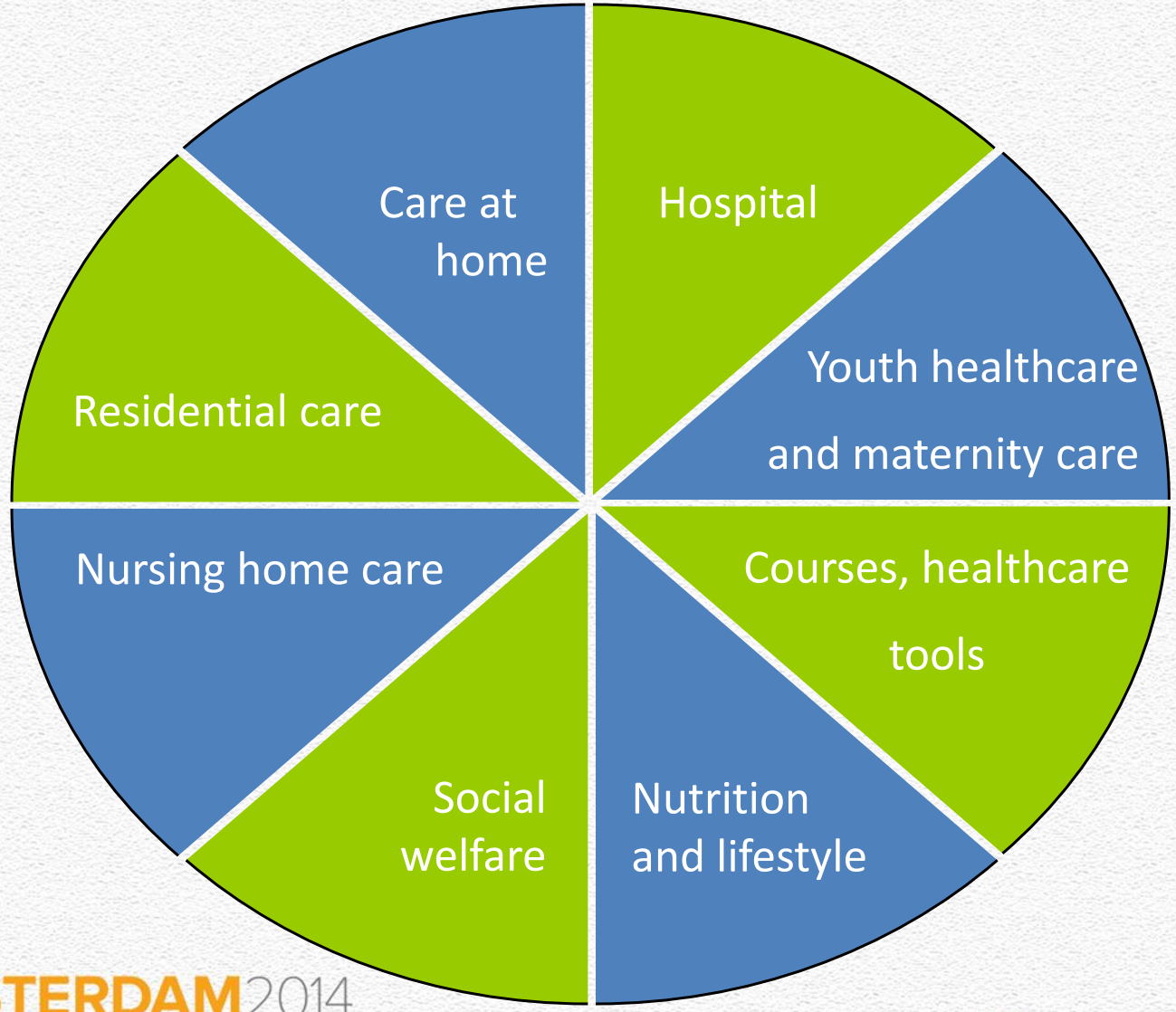
Mission Rivas Care Group

- *We arrange the care our client wishes, immediately and good and we help the patient to remain healthy.*
  - *Rivas Care Group continuously improves care in the region: always available, safe, patient-centered, professional and close by.*

Rivas integrated care



From vision till result

Support integrated care with one electronic medical record per client
Vision; client centered care

- Client has access to his or her own data
- External parties (for instance General Practitioners) access through portal
- Client controls access to record
- Data are carefully collected and registered by health care professional

Client and health care professionals are in charge

- Rivas uses one electronic medical record per client
- View on the data in the file depends on role of health care professional

Integrated medical record

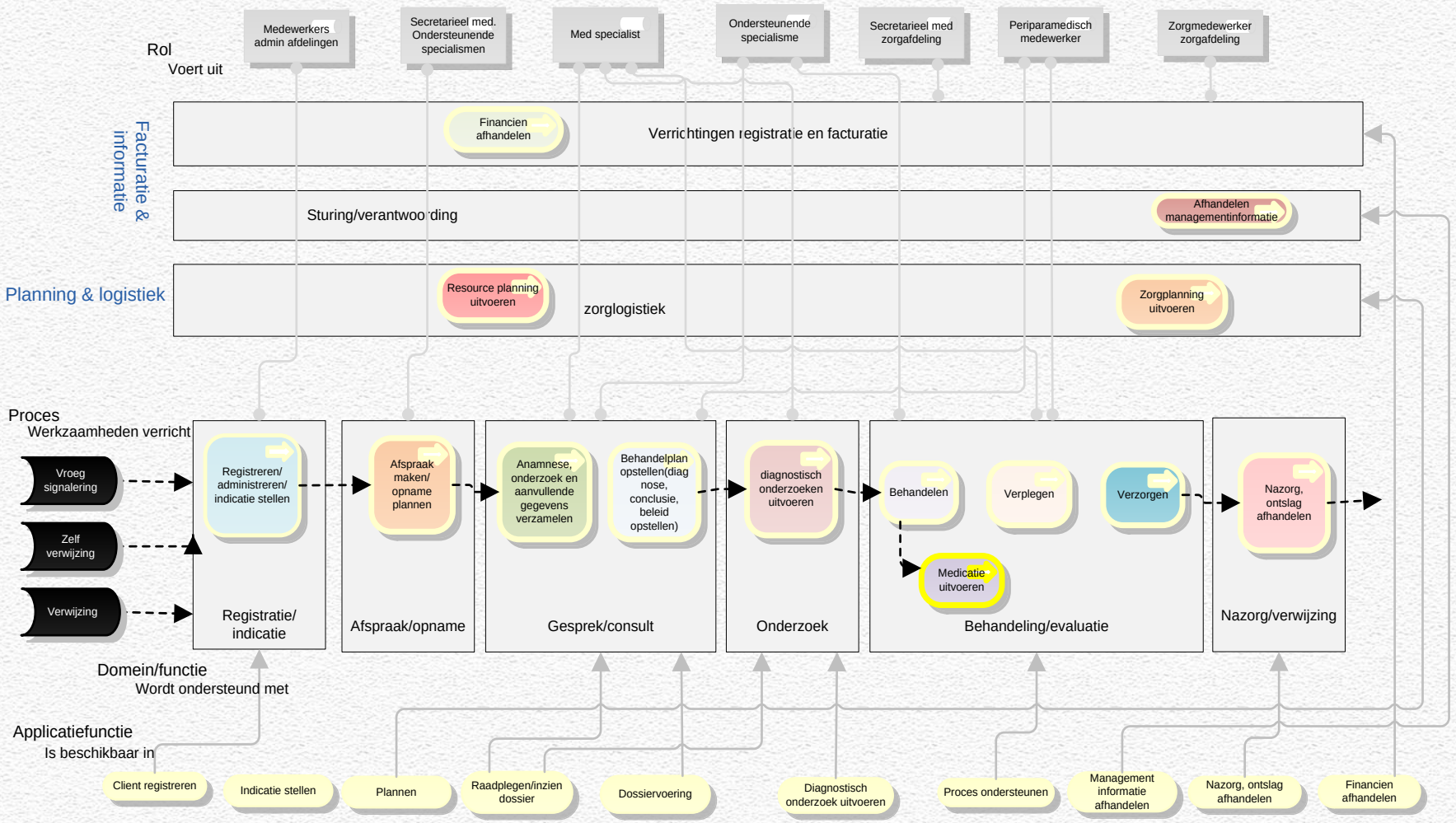
- Single and unambiguous registration of data at the source

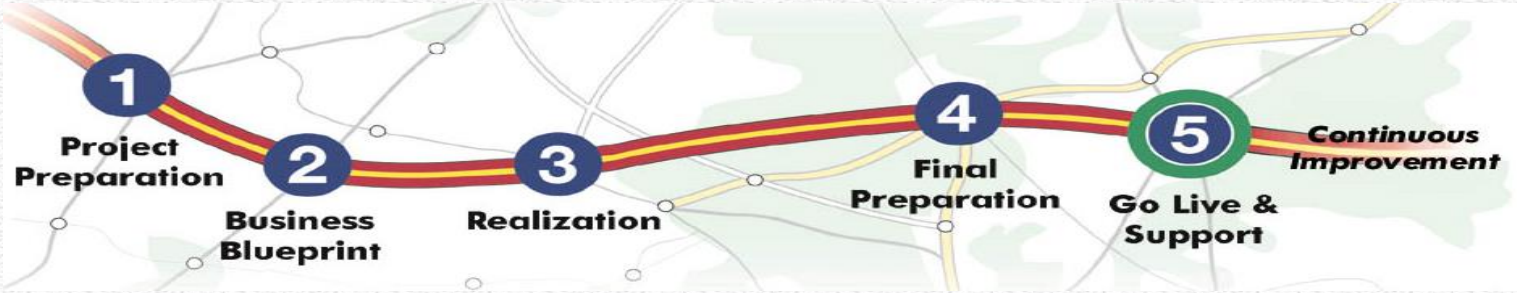
Unambiguous registration

- Work processes around the client are being supported by the electronic file as much as possible. For instance:
  - Logistic processes
  - Planning processes
  - Ordermanagement
  - Invoicing and information

Support of the work processes

The Rivas Process Model





Phasing Rivas Electronic File

1. Selection incl. Proof of Concept

2. Specification Phase

Contract negotiations

3. Preparation and design

4. Review, implementation and testing

5. Education

Implementation Phase

6. Go Live & After care

7. Management

Introduction

Results of specification phase:

- Insights in processes and used methods
  - ✓ basis for lay out of the electronic file
  - ✓ crucial input for software developer Chipsoft

- Insights in each other's work (basis for decompartmentalisation)

- Lots of common values, like:
  - ✓ interest of univocal medication
  - ✓ interest of access by client
  - ✓ attention for quality
  - ✓ attention for user friendliness

- Lots of different forms / working methods for the same activities

- Translation to JCI / Planetree

Specification Phase of crucial importance for the electronic file to succeed!

One of the challenges

Hospital, nursing home care, residential care and care at home: one nursing methodology

The ambition of one Rivas electronic file per client has led to one method of nursing throughout the organisation.

At the draft of a nursing plan, the following steps have to be taken into account:

1. Intake
2. Set up care / lifeplan
3. Arrange actions per day

The proposition is, to intertwine the 11 paterns of Gordon, the 4 domains and Planetree into one methodology:

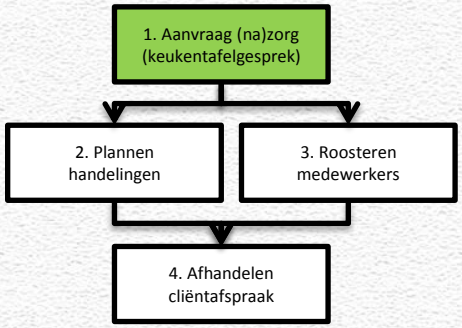
-Intake: Gordon

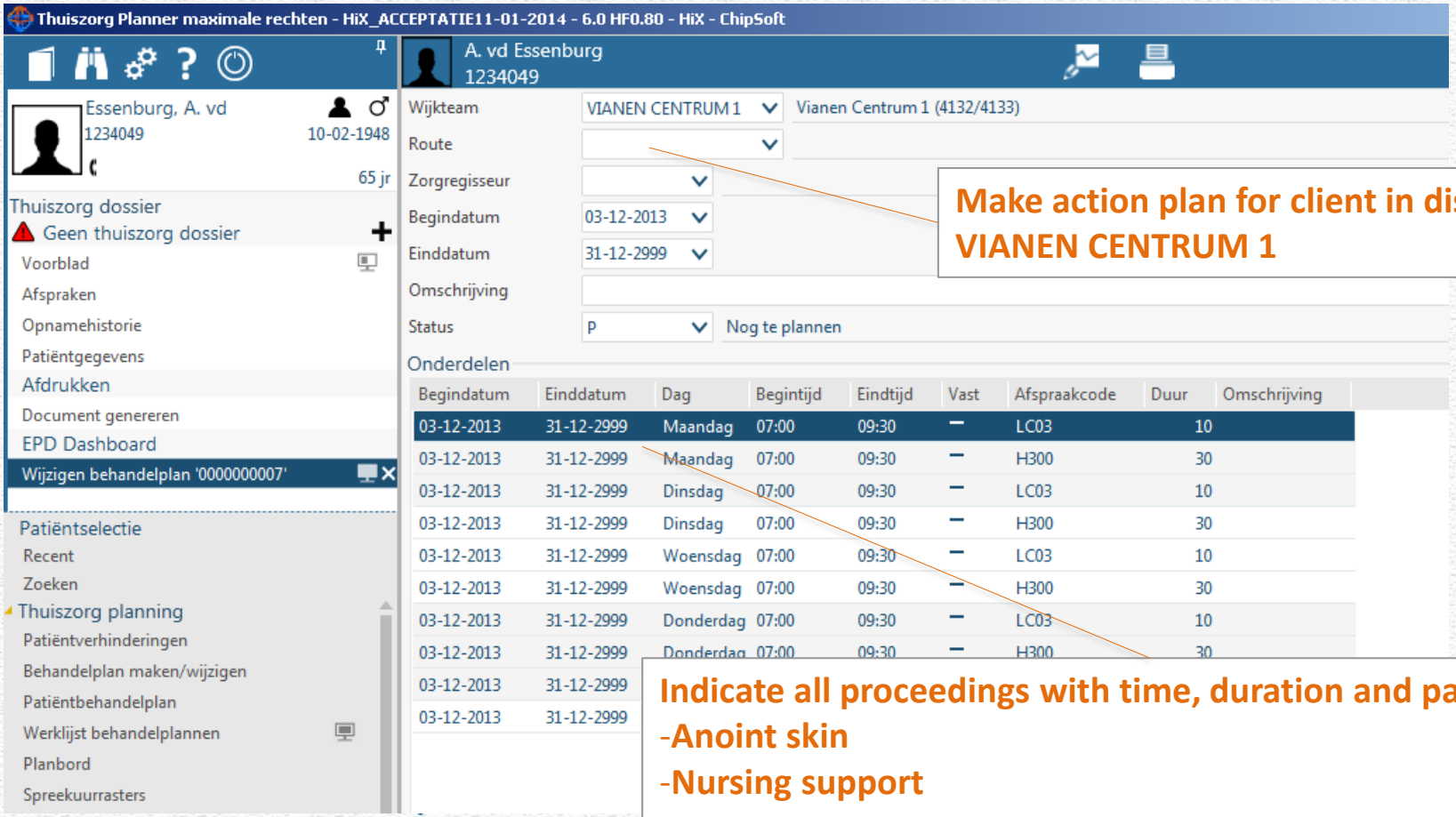
-Careplan / actions: Gordon, 4 domains and Planetree

Two examples Rivas care chain

Planning Home Care

Planning in HiX Care at home – Actions to be planned

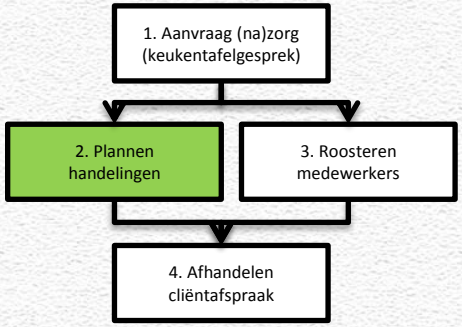




Make action plan for client in disctricteam VIANEN CENTRUM 1

Indicate all proceedings with time, duration and pattern, e.g.:
-Anoint skin
-Nursing support

Planning in HiX care at home – Client appointments in route



Handeling slepen in route

All procedures with time, duration and pattern

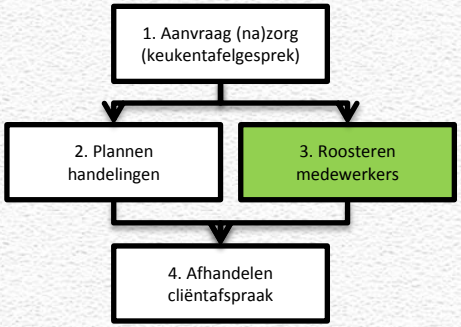
Agenda CLIENT

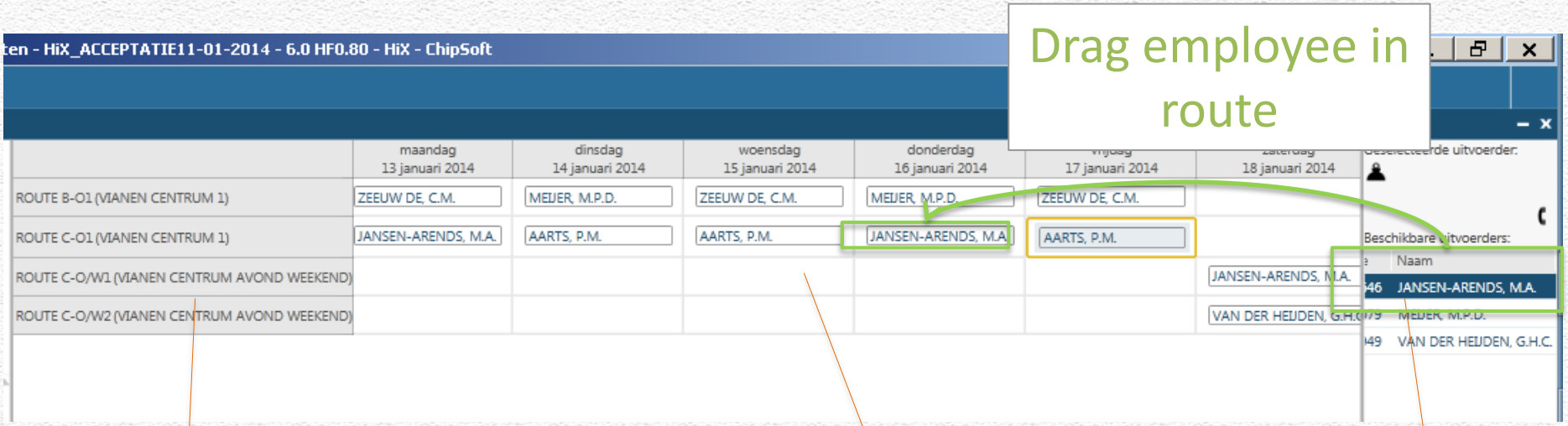
Own appointmenst in (one of the) routes of the disctrictteam

Districtagenda for ROUTE

All client appointments of the route

Planning in HiX care at home - Scheduling routes-employees





All routes of one district team

Employee schedule (cyclic)

Health care professionals in district team

Two examples Rivas care chain

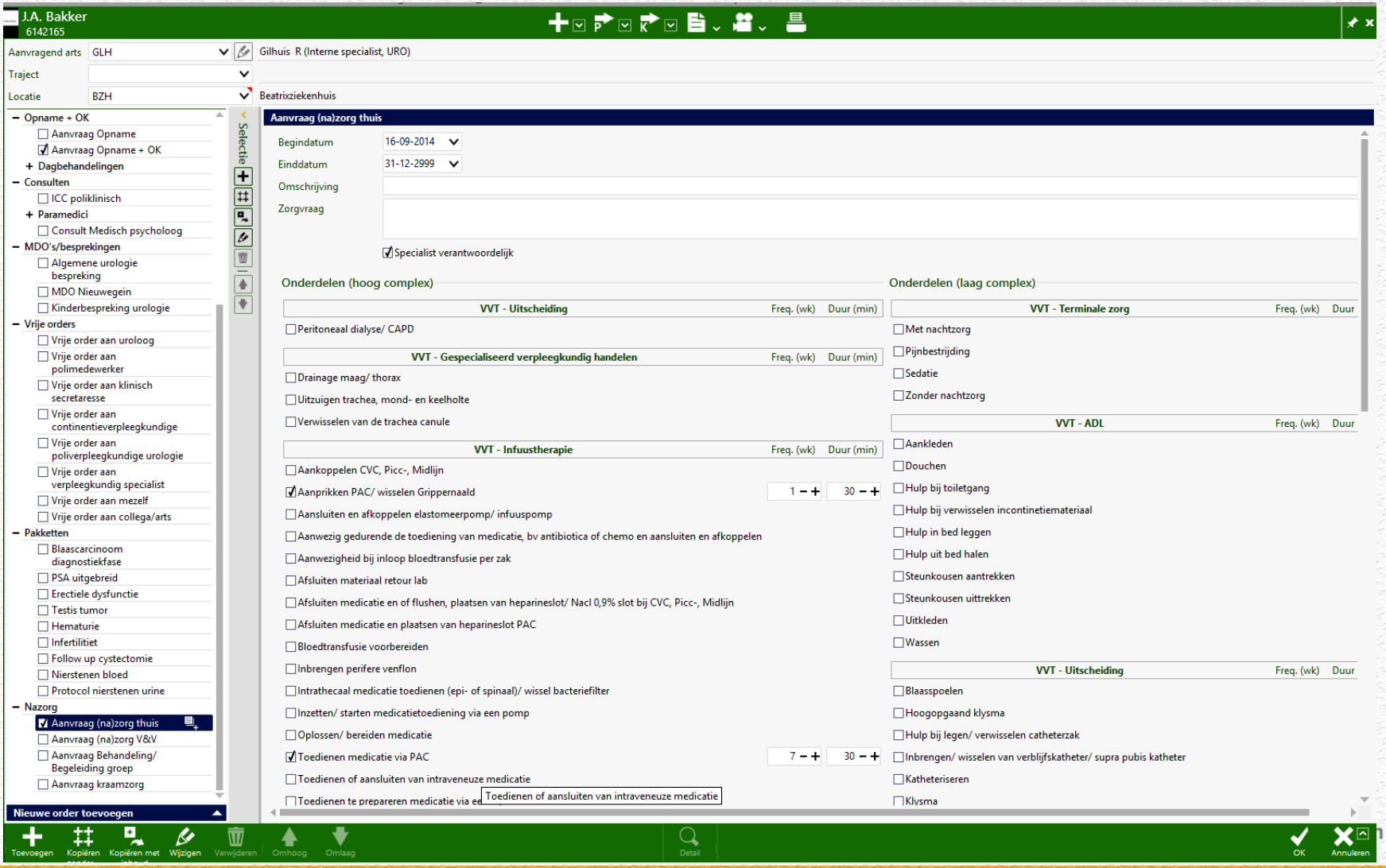
Ordering process

Chain file -> logistic structure?

- From process architecture 47 main processes elaborated in detail process diagrams:
  - securing consistency
  - Clarity on role (chain) process
  - Challenge in multiplicity and diversity
- Order functionality and pathway functionality concept:
  - Logistics management (workflow)
  - Proper registration at right time
  - Decoupling for "transfer" in process

Example: Every care professional can create a 'after care' order at any time. This regulates the workflow for the logistic process on the client, such as home care, MSVT, inclusion in VV or GRZ etc. It is also as early as possible and automatic as possible in the registration process secured in Hix (EPR)

Example after care for Urology:



Explanation after care for Urology:

- A urologist at the clinic decides to recording after recording with highly complex home care is needed.
- Urologist foot next order recording a follow-up order from
- Aftercare order is substantively completed by AVT team and digitally approved by physician

- AVT sees inclusion in Hix and plant aftercare after care of reserving the order and resignation to return patient
- If all TZ was present, AVT see when it is scheduled and iom TZ TZ planning and AVT can combine or tune.
- Order is starting point of registration and ends with the billing of AVT action

What have we achieved?

- One electronic record for integrated continuity of care
- A lot of process optimalization (largest lean and change project for Rivas ever)
- Unity of working processes, unity in performance (anticipating JCI)
- From paperwork to digital

Plus:

- Huge commitment of everyone involved
- Enormous learning opportunity
- New possibilities for the future

Portal for General Practitioners

http://zorgverlener-test.rivas.nl/Patient/Paginas/Mijnklinis

Mijn klinische patiënten

H.P.A. Wouters

Rivas
Uw zorg goed geregeld

F.J. v Oosterhout
23-11-1949
Man
6710546

Afmelden

Zoeken | Patiëntinformatie | Zorgmomenten | Dossier | Uitslagen | Overzichten

Mijn klinische patiënten

Naam	Gesl.	Geb.Datum	Adres	Woonplaats	Opnamedatum	Gepland ontslag	Specialisme	Afdeling
Boekelmans, D.H.	Man	12-11-1934	Voorwaartsveld 74	Leerdam	23-07-2014	25-07-2014	Longgeneeskunde	BZ3N/324/1
Verstegen-Kool, A.	Vrouw	03-04-1937	Hof van Leerbroek 7	Leerbroek	21-07-2014	27-07-2014	Neurologie	BZ5W/505/2
Vuisting, M.F.	Man	19-03-1945	Buizerdstraat 11	Leerdam	14-07-2014	29-07-2014	Cardiologie	BZ3O/344/1

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15:10
22-10-2014

'My new mobile working spot. @working at Rivas. Who has a job like that? #nice'

Rivas,
Working together on better care!

r.van.driel@rivas.nl