TWO WAYS HP IS IMPROVING TECHNOLOGY
TO ADVANCE CARE PROVIDER WORKFLOW EFFICIENCY IN HEALTHCARE

Providers are frustrated with inefficiencies resulting from the increased adoption of electronic medical record systems — but investing in the right technologies can help streamline clinical workflow.

As noted in a 2018 Harris Poll survey, primary care physicians see value in electronic medical record (EMR) systems but want to see substantial improvements.[1] And no wonder: Studies suggest the workflow inefficiencies involved with EMR tasks require providers to spend more time with their EMR than directly with patients.[2] The lack of interoperability across information technology (IT) systems means that providers experience workflow inefficiencies both at the point of care — and after hours.

"The reality is that as clinicians were supposed to have a mecca of information-sharing with EMRs and other IT systems for optimal care coordination and clinical decision support," said Daniel Colling, BSc, RN, Global Lead for Clinical and Print Workflow Solutions at HP Inc. "There are a lot of high-tech apps out there that do a great job at one thing, but they don't work well together. And as healthcare has moved into this more-digital environment, it's taken a serious toll on the provider's workflow."

Progressive chief information officers (CIOs) and IT stakeholders know that being able to provide the right information, in the right form, to the right people, through the right channels to the right points in a workflow can

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reduce clinician burnout and help streamline workflow across the healthcare enterprise. They understand that investing in healthcare purpose-built IT personal systems and advanced printing technologies — like the PageWide A3 multifunction printer — can seamlessly, securely, and actively support clinical workflows — and, in the process, close some of the care gaps, improving both patient outcomes and provider satisfaction.

Here are two important ways HP is building innovative healthcare purpose-built technologies that can improve healthcare workflow efficiency:

Reduce the number of clicks

Jeffrey Goldstein, MD, MS, Senior Healthcare Specialist at HP Inc., said that EMR use has significantly added time to what used to be very simple jobs.

"Give me a paper chart and a pen, and I can write a prescription in roughly 15 seconds," he said. "But to do the

same thing in the EMR, you have to go through about seven different steps, each one with a series of clicks, which can take up to a minute. Multiply that by 20 patients a day, and you can see how efficiency will drop exponentially."

But, by investing in technologies that reduce this click load, healthcare organizations can see gains in efficiency and productivity, from EMR interactions to e-prescribing controlled substance systems (EPCS).

For example, historically, when prescribing controlled substances, clinicians face a dizzying number of clicks. It starts with logging into the PC, then the EMR, completing the computerized physician order entry (CPOE) for the drug in question, and then logging in yet again to a smart phone or other device to get a token for secondary authentication back to the EMR. Yet, HP Healthcare Edition products have the option of built-in FIPS 201 compliant fingerprint readers and secure embedded card readers which allow clinical staff to securely log in to both the PC and the EMR with a tap of a clinical badge and then complete and validate the CPOE with their fingerprint.

"Something as simple as logging into a system — if you can find a way to make it so a provider can just tap in and out with a radio frequency identification badge on an embedded integrated card reader certified by Imprivata and HealthCast that is unique to HP's Healthcare edition portfolio — you save time," said Goldstein. "But there are other places to save those clicks. And when healthcare organizations work with partners and leverage HP's Healthcare Edition Portfolio, which acts as a technology hub for all these

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different clinical systems, they can increase their opportunities for saving time and frustration. When all these disparate systems can work together to facilitate clinical workflows, it's a win for the health system."

Systems that work anywhere

Providers can also lose time having to travel to specific devices or systems for different tasks. But Colling said having multifunction devices that integrate into the healthcare ecosystem, linking with leading EMR systems and allowing for the easy digitization of paper records, can help healthcare organizations gain more efficiencies.

"Having these shared devices allows the workflow to follow clinicians wherever they go, whether they need to pick up a printout or print out discharge papers for a patient. In addition, intelligent electronic document-management systems can integrate into the workflow so clinical staff don't even have to stop and do as much printing," said Colling. "With the right technology infrastructure in place, providers can just tap in and access the EMR, or other systems they need to use, whether they are on the hospital floor, in the emergency department, or in their office."

That includes clean room environments like the inpatient pharmacy, acute pathology labs, and the intensive care unit. HP Inc.'s innovative disruptive print technology — including PageWide A3 multifunction devices — boast clean room-tested devices that ensure airborne particulates won't sicken patients through contamination in at-risk areas of a hospital system.

"Healthcare organizations benefit when they can work with technology partners like HP who understand the kind of environment providers actually work in, and the frustrations they face on a daily basis," said Goldstein. "Technology is supposed to be a help, not a hindrance. So, at the end of the day, it's all about providing healthcare organizations with purpose-built tools and devices for healthcare so that they can go anywhere in the hospital to do their work and have the exact same experience with minimal clicks or interruptions."

To learn more about how advanced printing technologies can help bring new efficiencies to the clinical workflow, visit HP Healthcare Solutions.

References:

[1] "How Doctors Feel About Electronic Health Records: National Physician Poll by The Harris Poll," Stanford Medicine, 2018, https://med.stanford.edu/content/dam/sm/ehr/documents/EHR-Poll-Presentation.pdf.

[2] Young RA et al, "A Time-Motion Study of Primary Care Physicians' Work in the Electronic Health Record Era," Family Medicine 50 No. 2, (February 2018): 91-99, https://journals.stfm.org/familymedicine/2018/february/young-2017-0121/.