MAX HEALTHCARE

Care for life

Documentation v/s Patient care: which is important

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Is Documentation important?

Yes!


GOOD NEWS. WHEN WE TRANSFERRED YOUR MEDICAL HISTORY TO OUR DIGITAL SYSTEM, IT SUDDENLY BECAME LEGIBLE.
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EYE TEST FOR PHARMACISTS

Case Studies: common adverse events due to poor documentation

Failure to document medicines that have been given:

A diabetic was ordered a stat insulin dose at shift change -The nurse administered it, but did not record it and went off the shift

Resulting in repeat dose at next shift…….insulin overdose… patient went into hypoglycemia

Failure to record allergies:

A doctor did not elicit history of allergies, no documentation

Patient given injection…went into anaphylaxis with brain damage

Case Studies: common adverse events

Failure to record "stop medicine":

A doctor did not write to "stop aspirin" in a patient with gastritis…

Leading to severe ulceration and bleeding

In the court

A doctor had not put his notes ...patients allegation that he did not see the patient couldn't be proven wrong, even tho he had taken a round and seen the patient.

Don’t substitute a care process with a mere document

Example: INFORMED CONSENT

Informed consent is a process in which the physician provides adequate information to the patient or patient's legal representative to make an informed decision on the proposed treatment, including medications or procedure.

Don’t forget the intent….

The patient’s rights

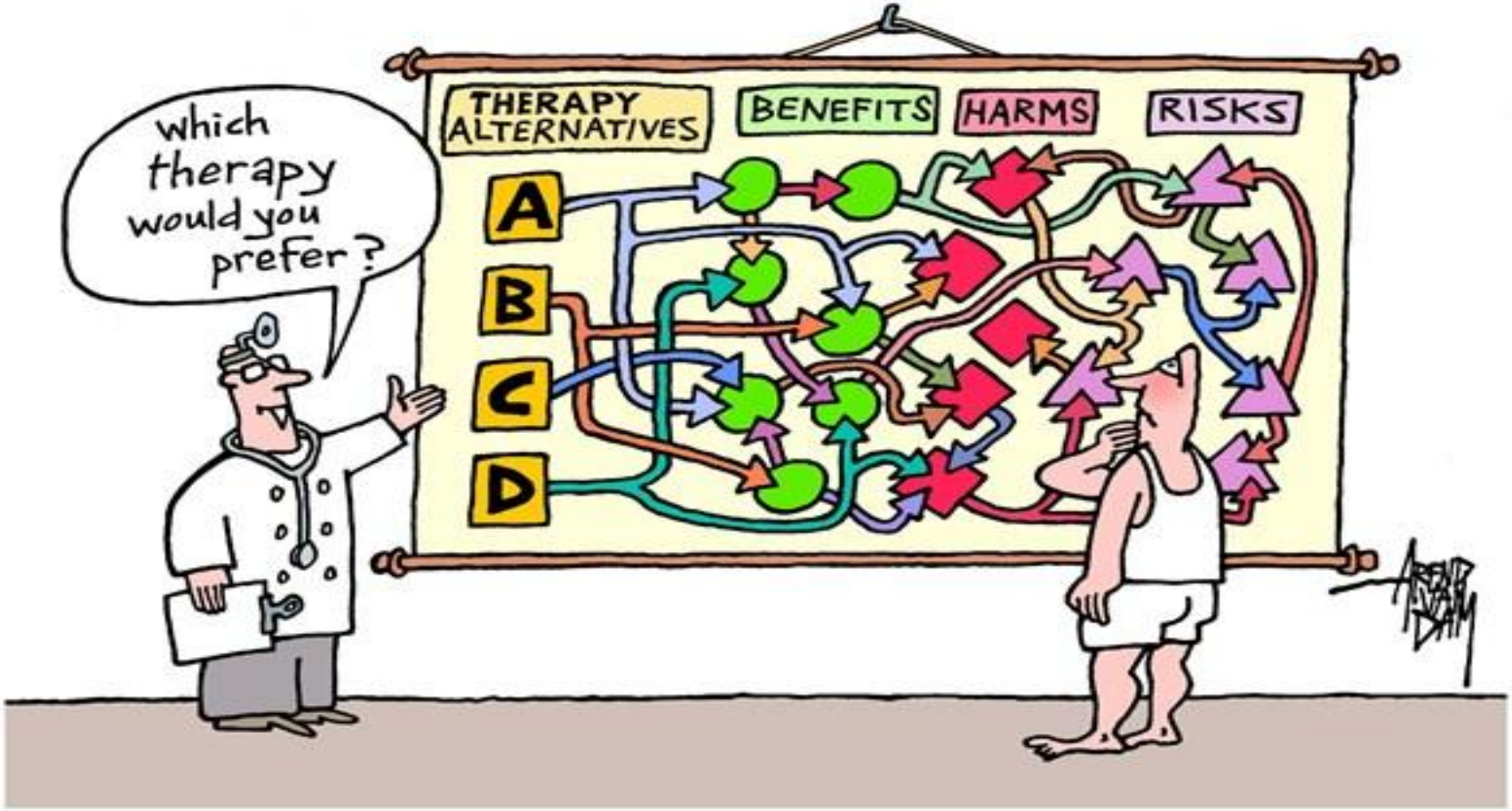
- Patients must be given information, in a manner and language that they can understand, to enable them to exercise their right to make informed decisions about their care.
- A patient has the right to give or withhold consent prior to examination or treatment.
- Patients must be allowed to decide whether they agree to the treatment and they may refuse treatment or withdraw consent at any time.

Doctor's responsibility is NOT about mere documentation:

- Informed **consent is to be explained** and taken either by the doctor performing the medical or surgical procedure or another doctor from his team who has the requisite qualifications, knowledge of the procedure, its associated risks & benefits**.** It should be duly signed with name.

- It should always be obtained ***before*** the procedure is carried out and be placed in the Medical record file.

- Specifically, the **physician must disclose** in a reasonable manner **all significant medical information** that the physician believes is relevant to making an informed decision by the patient in deciding whether or not to undergo the procedure or treatment.



informed consent


WAKE HIM UP. WE NEED INFORMED CONSENT FOR THE NEXT PART
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Important to stress on the “process” before the document!

The ‘record’ or the ‘document’ of consent serves as a legal document.

In this example…quality is NOT merely documentation.

Is Documentation important? …of course it is…

Why do we document clinical care:

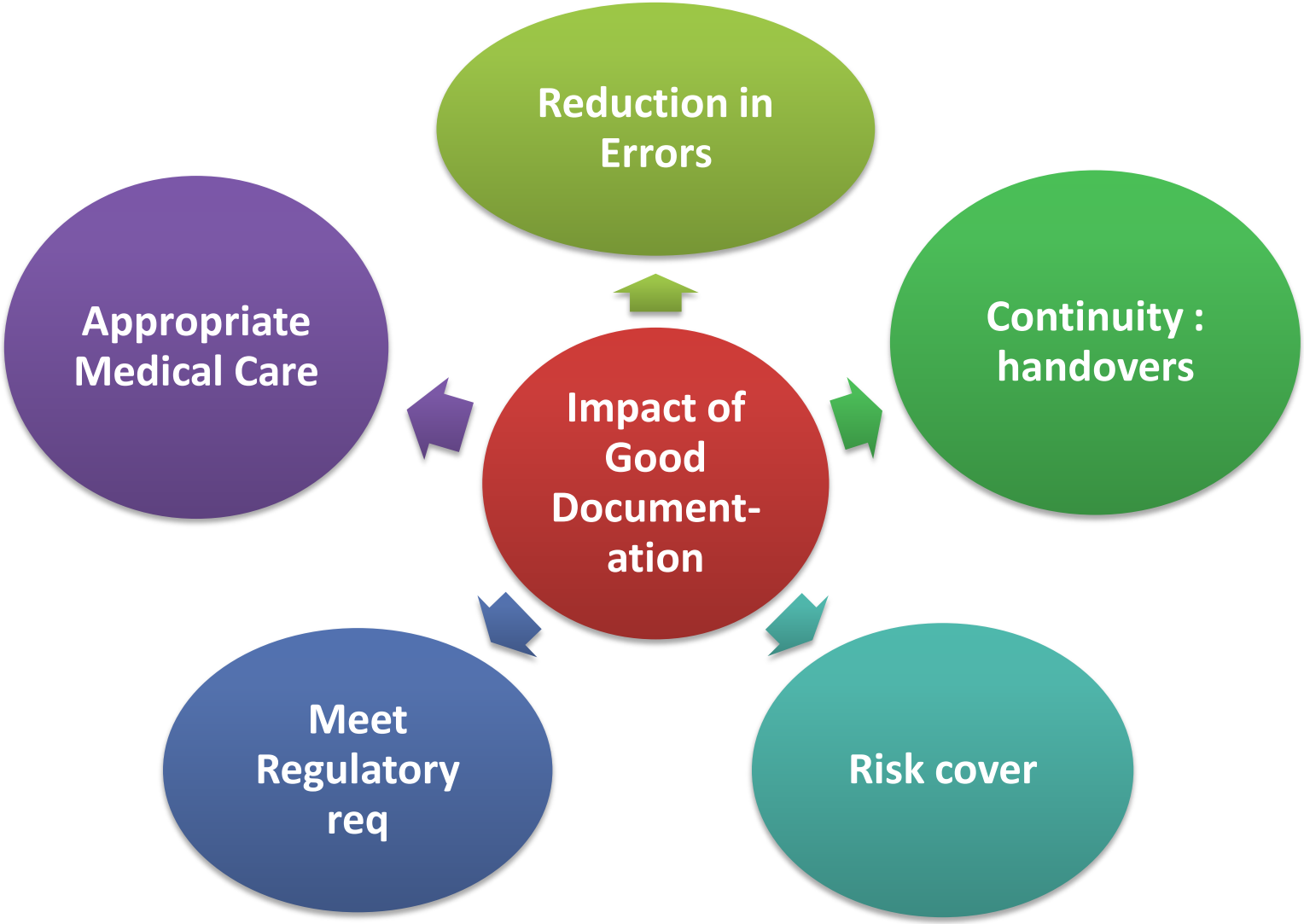
- For communication purposes while caring for the patient
- For continuity of patient care over the course of the treatment
- For evaluating patient care
- For medico-legal purposes
- For use as a source of health statistics
- For research, education and planning purposes

And….For NABH!!!

Quality documentation – the four attributes

As defined by the World Health Organization (2003, 2006), the Royal College of Physicians (2009), Lowe (2009) and Huffman (1994), the quality of the entries documented in a medical record is judged by the following attributes:

- **Availability**
- **Legibility**
- **Adequacy**
- **Accountability**


Reduction in Errors
Continuity : handovers
Risk cover
Meet Regulatory req
Appropriate Medical Care
Impact of Good Document-ation

Key messages

- **Documentation** is a critical part of patient care and impacts quality of processes and **clinical outcomes**
- The **intent** of required documentation needs to be clear
- The **quality** of documentation should be along lines of “customer centric communication” :
  - Internal customer
  - Patient
  - Law
- Documentation **should not be used to short cut the actual process** (surgical safety, consent)

Thank you

Have a great day!