

INTRODUCTION AND BACKGROUND

Having an efficient and easy-to-use software system for managing operations is integral for any company, and the Oregon State University Veterinary Hospital is no exception. The current software used by the hospital to manage their daily operations is decades old and doesn't allow efficient communication within the hospital. This software causes many unnecessary errors and patient and owner suffering that could be avoided with a better system. The hospital needs a new software package that will not only provide a system that doesn't hinder workflow, but will improve it and allow for increased efficiency.

PROJECT GOALS

- Allow users to create messages containing information such as case number, message category, level of urgency, patient name, and owner name and contact information
- Allow messages to have a status to tell whether they are new, in progress, or complete
- Allow messages to be routed to a group of users
- Allow notes to be added to messages
- Allow users to have profiles where they can select or change their group membership
- Provide an audit log that shows user actions such as creating, viewing, or claiming messages
- Increase the overall efficiency of messages being transported throughout the hospital
- Reduce the amount of paper being printed
- Reduce errors in the communication process of the hospital



CONNECTBASKET

Software to help improve pet care at the OSU Veterinary Hospital by streamlining internal hospital communication

ADD MESSAGE

Patient Name: Case Number:

Owner Name: Owner Method of Contact:

Type of Call: Level of Urgency:

Did they request a specific clinician/department?

How quickly are they needing a consult?

Sending records?

Message Body:

Route Message To:

Add message page

VIEW MESSAGES

YOUR CLAIMED MESSAGES (ACTION NEEDED)

The following messages have already been viewed by you at least once.

Create Date	Created By	Routed To	Message Subject: (Patient Name, Type of Call)	View Message Details
2018-04-26 17:25:59	Test	BILLING SPECIALIST	Test Patient: Estimate	<input type="button" value="DETAILS"/>

UNCLAIMED MESSAGES

Highest priority messages will appear at the top. Click the DETAILS button to view the specifics of a message. All unread messages sent to any group you are a part of will appear in this messages box.

Create Date	Created By	Routed To	Message Subject: (Patient Name, Type of Call)	View Message Details
2018-04-26 17:45:52	Test	LA IM TECHS	Test Patient 2: Consult Request	<input type="button" value="DETAILS"/>

View messages page

AUDIT LOG

USER ACTIVITY

Time	Log Message	User
2018-04-27 08:23:26	Note number 39 added to message number 35	Test
2018-04-27 08:23:12	Message number 35 claimed	Test
2018-04-27 08:23:11	Message number 35 viewed	Test
2018-04-27 08:23:09	Note number 38 added to message number 37. Message marked as complete	Test
2018-04-27 08:23:57	Message number 37 claimed	Test
2018-04-27 08:23:54	Message number 37 viewed	Test
2018-04-27 08:23:46	Note number 37 added to message number 37	Test
2018-04-27 08:23:23	Message number 37 claimed	Test
2018-04-27 08:23:20	Message number 37 viewed	Test
2018-04-27 08:22:21	Message number 36 claimed	Test
2018-04-27 08:22:20	Message number 36 viewed	Test
2018-04-27 08:22:15	Message number 35 viewed	Test
2018-04-27 08:20:50	Message number 37 added	Test
2018-04-26 18:25:51	Message number 36 viewed	Test

Audit log page

ADD NOTE

Note: Level of Urgency:

Route Message To:

MARK AS COMPLETED

Note:

Add note page

PROJECT DESCRIPTION

In order to accomplish the goals of this project, the ConnectBasket website was created. The website provides a platform for hospital employees to log in and access several features such as creating, editing, and viewing messages.

The website is hosted using an Apache web server running on a Linux Ubuntu server operating system. The data for our website is stored in a MySQL database and PHP was used for interaction between the website and the database. The front end of our website was made using the AngularJS framework along with HTML and CSS.

We chose to create a website for our project because the users wanted to be able to access the project from desktop computers and mobile devices, and a website was the best way provide that in the time available for the project.

PROJECT OUTCOMES

- Using a digital solution will provide the hospital with a decreased use of paper and ink, as well as providing a better system for communicating quickly back and forth across the hospital.
- The new system will provide a way for administrators to make sure the proper workflow is being followed by employees. They will be able to see when messages are being viewed or claimed with no action being taken and correct any mistakes that are being made for the future.
- Having access from mobile devices allows employees to be quicker in responding to messages providing faster and better care for pets.



Pictured from left to right:
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Project Client:

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RESULTS

HISTORY OF MESSAGES

ALL MESSAGES

Create Date	Created By	Last Routed To	Message Subject: (Patient Name, Type of Call)	Status	View Message Details
2018-04-26 17:25:59	Test		Test Patient: Estimate	COMPLETE	<input type="button" value="DETAILS"/>
2018-04-26 17:45:52	Test	LA IM TECHS	Test Patient 2: Consult Request	NEW	<input type="button" value="DETAILS"/>
2018-04-26 17:54:47	Test	BILLING SPECIALIST	Test Patient 3: Misc	IN PROGRESS	<input type="button" value="DETAILS"/>

ConnectBasket users can view a history of all messages that are marked as new, in progress, or completed, and view details of the messages. Completed messages are read-only and no further notes can be added.

PREVIOUS NOTES

Create Date	Created By	Routed To	Note	Urgency Level
2018-04-26 17:50:20	Test		Done	
2018-04-26 17:50:03	Test	LA IM TECHS	Test Note 2	Low
2018-04-26 17:48:55	Test	BILLING SPECIALIST	Test Note	Low

ORIGINAL MESSAGE DETAILS

Patient Name: Case Number:

Owner Name: Owner Method of Contact:

Type of Call: Level of Urgency:

What is estimate for?

Do we have records, if needed?

Message Body:

Route Message To:

After a message has been completed, it can be exported as a pdf file that contains all of the original message information as well as all of the notes that have been added to the message.