

## **Root Cause Analysis on Patient Encounter Feature**

**Change Requested:** The EHR should include a form that allows MDs to document encounters with patients. In addition to this, the system should allow doctors to view the encounter history of a patient.

**Why was this change requested?** To identify the root cause, the following questions can be asked using a fishbone diagram:

**1) Can medical healthcare professionals add encounters they have with their patients?**

Currently, there is no way to record any encounter details that medical professionals have with their patients which makes it hard to remember everything that happened during that interaction.

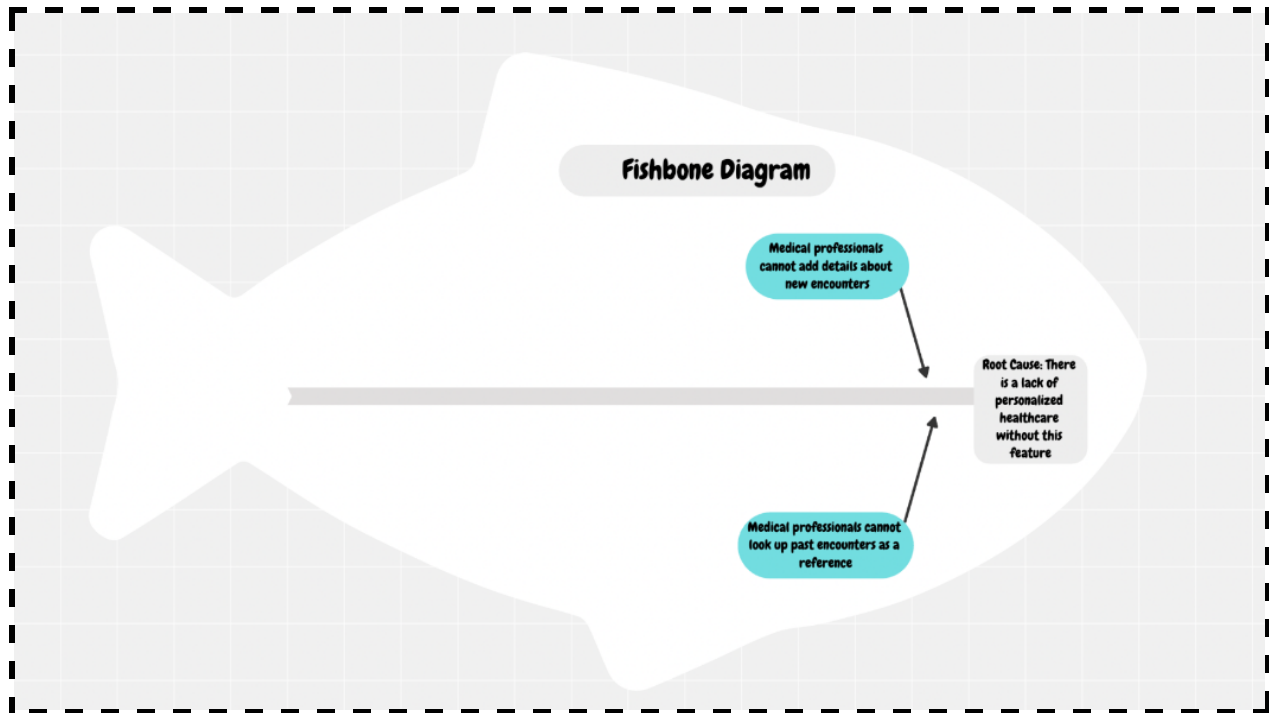
**2) Can medical healthcare professionals reference past encounters as a reference?**

Medical professionals are unable to reference past encounters which may help them see the progress their patient is making or previous methods attempted that have not worked.

By continuously asking “why” for each cause, we are able to find the root cause of the problem. In this case, the root cause is that medical healthcare professionals cannot add new encounters they have with each patient or see any past ones that they have had.

The lack of this feature means that advice has to be given from the memory of the professional and the patient which can be an issue. Additionally, details can be forgotten about new encounters when they are not documented thoroughly during the encounter. With the implementation of the requested feature, medical providers can track every detail concerning their patients and make more informed decisions on how to proceed with their care. This can lead to better and more effective medical services provided which, in turn, will bring medical companies that use this system more patients as they will gain a good reputation.

## Fishbone Diagram



## **Goal Question Metric on Root Cause Analysis on Patient Encounter Feature**

**Goal:** Allowing medical professionals to add information about encounters with their patients and adding the ability to view past encounters.

**Topic:** Add Patient Encounter Feature

**Purpose:** To improve care by being able to reference encounters already had

**Focus:** Add new encounters and view past ones

**Viewpoint:** Caretakers, Medical Office Assistants, Lab technicians, physicians

**Environment:** Client-facing service industry

### **Questions:**

- 1) How does the implementation of this feature improve the quality of care medical professionals provide to their patients?
- 2) How much time is spared by preparing for each appointment by looking up past encounters rather than hashing everything from memory?
- 3) How much information is saved from being lost?

### **Metrics:**

- 1) Net Promoter Score (NPS) Improvement:  $\text{New NPS} - \text{Old NPS}$
- 2) Time saved =  $\text{time it takes now} - \text{time it previously took}$
- 3) Information saved =  $\text{Points of information needed to be retrieved elsewhere or asked from the patient} / \text{Point of information needed for the appointment}$