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RN Smart Phrases in Clinical Programs

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Method

Create MyChart SmartPhrase library by 12/2019

- Gap analysis
- Agree to shared list
- Ongoing evaluations of usefulness of current SmartPhrases
- Dedicated time to find gaps
- Reason for call compared to current library
- Build list of needed phrases
- Engage other disciplines in reviewing content
- Share new phrases with new team members
- Review phrases that are successful, add/change as needs arise

SmartPhrases over Time (18 Months)

Nurses held huddles to mine data, using “reason for call” to build new phrases

Introduction
Nurses needed a standard way to provide electronic health care to patients.

Conclusions
Nurses created a library of 36 phrases in 8 months.

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