

Education on utilization of current EHR related features on Iconsent to decrease delays in procedural consents. An APRN Quality and Safety committee inaugural project

Jason Silva, DNP, APRN, CRNA
Joanne Dalusung, DNP, APRN, AGACNP-BC, CCRN-K, VA-BC

Background

Invasive procedures of patient care require securing a consent in a timely manner. Barriers to obtaining procedural consents cause delays in care and affect workflow. The APRN Quality and Safety Committee chose to address this issue for its inaugural project. QIAB approval for the project was obtained.

Baseline survey results

A multiple-choice survey was distributed to all MD Anderson APRN and PA employees via email to obtain baseline information on the perceived issue. The original survey was sent out on 8/10/22. A total of 143 survey questionnaires were completed from APRNs (51%) and PAs (49%) who participated in the survey. Majority of delays were related to computer issues. Unable to find a workstation on wheels (WOW) or a working signature pad were identified as the top computer issues. Language barrier second highest reason for delay. While most respondents indicated they were happy with the current consenting process, 74% thought there were opportunities for improvement.

Methods

A survey questionnaire was sent to the APPs from the Interventional Radiology and Acute Care Procedure Team. Both teams were chosen due to reported high volume of procedures requiring consents. The questionnaire included identified common reasons for delays in securing consents that was to be filled out following each inpatient consent for same day procedure. Thirty-six events were recorded.

Intervention

Computer issues was an overarching theme noted from the survey. The Lead group for the project decided to address the computer issues and create an intervention. The top computer issue was the signature pad was not working when provider attempted to obtain consent. A tip sheet was developed using Information Technology resources. An education on the available electronic health record mobile feature in the Iconsent tab was done using the APRN newsletter platform.

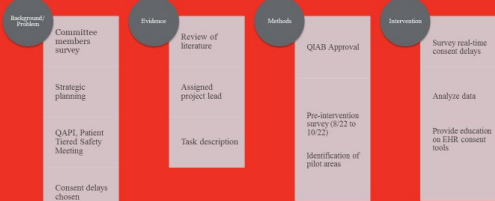
Implications to practice

Delays in securing procedure consents are varied. One way to address computer issues related to consent delays is to educate and encourage providers to use the mobile consent feature embedded in the current electronic health record. The mobile consent process is easy to use and a useful solution when encountering non-functioning bedside computers or signature pads.

Recommendations and plans

A post intervention survey is planned when time allows. The group realizes varied reasons for delays in consent signing included in the survey but require a longer time for intervention and need for financial support. The QI project aimed to seek opportunities to address the issues related to the problem that can be resolved within the short period the group allotted for an inaugural project.

The Project



Baseline Survey Results

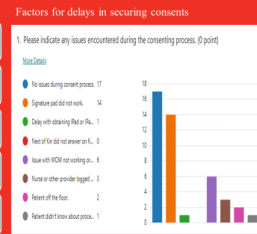
Multiple-choice survey (7 questions)
APRNs and PAs
Email blast on 8/10/22, 8/24 and 9/15
143 respondents
118 obtain procedural consents

Characteristics	Freq of Delays	Opportunity
APRN (51%)	Monthly (46%)	Yes (74%)
PA (49%)	Weekly (15%)	No (26%)
	Daily (4%)	



Data collection

Multiple-choice survey link open for a 6-week data collection on inpatient consents
IR APPs & Mobile Procedures APPs
36 reported episodes
No issues on 17 consents
Delays on 19 consents- multiple issues reported on some encounters
Providers reported signature pad/computer issues as the main cause of delays in obtaining inpatient consents.



Quick notes on using mobile device for patient consent signature.

The following steps can be used to obtain mobile consent if the signature pad or bedside computers are not working.

Click on signature tab and then mobile sign.

2 quick options are available:
Text or QR code.
For text options: enter the phone number in the box. No dashes, then hit the send by text button on the right.
After phone number entered, click the send by text button. The patient will receive the following message in the text message.

For QR code, click the display QR code button and a QR code will appear on the computer screen. Scan image with device. Off-line camera just click on link on mobile device screen.

Clicking the link from the text message or the QR will take you to the Guest Code screen. The Code is Default. (Change of guest code "Name" or "signature" required "Default"?)
After entering "Default" for guest code, the consent will appear on the mobile device. Scroll to the bottom to select continue.

Have the patient sign in the box with their finger and click done.

Acknowledgement
APRN Quality and Safety Committee
Mini George – Chair
Gary Brydges - Immediate Past Chair