

How might we increase time savings through digital rounds scheduling while still capturing the unique needs of each patient/family?

Cincinnati Children’s Hospital Medical Center Rounds Notification System

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The Opportunity

The Rounds Notification project grew out of four months of contextual inquiry with the HEMONC unit at Cincinnati Children’s Hospital. Rounds is perceived as a valuable, collaborative tool for clinicians and families; however, this collaborative planning only occurs if all the stakeholders are in the same place, at the same time.

The Challenge

The projects goals were to: (1) to create a system to allow clinicians to schedule a time for each patient during morning rounds and (2) alert patients/families of a time window using a SMS notifications. The solution should interact with existing protocols, systems, and technology to improve overall process quality without being redundant or adding complexity.

The Approach

The LWC team worked closely with CBDI and the Internal Medicine yellow team to understand the complexities of rounds, develop a rounds scheduling system for clinicians, and gain project buy-in from key stakeholders. Over the two semesters, the team spent over 100 hours shadowing rounds and conducting two proof-of-concept pilots.

The Impact

The LWC team delivered a tested, minimal viable product with API spec and style guide to CCHMC for internal development. The pilots saw early success in improving clinician communication and tracking the rounds team during rounds. SMS notification will be incorporated at CCHMC during the next development phase.

1 Rounds Process Mapping

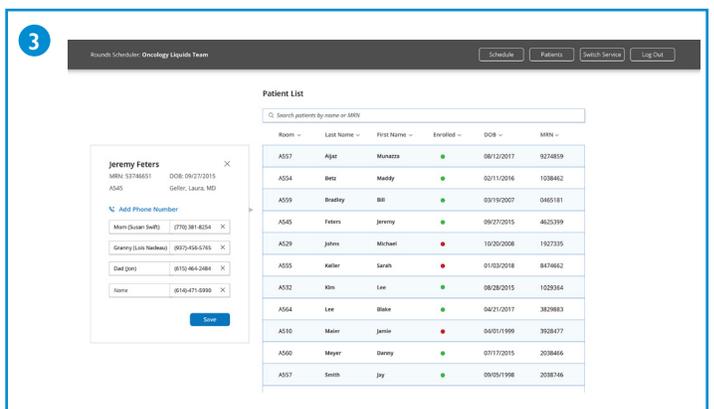
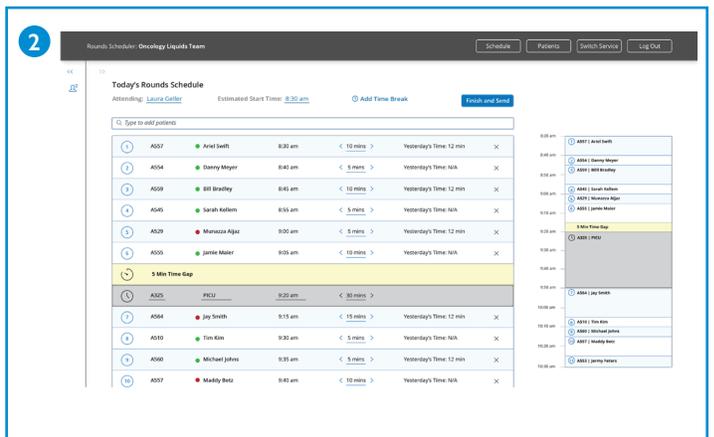
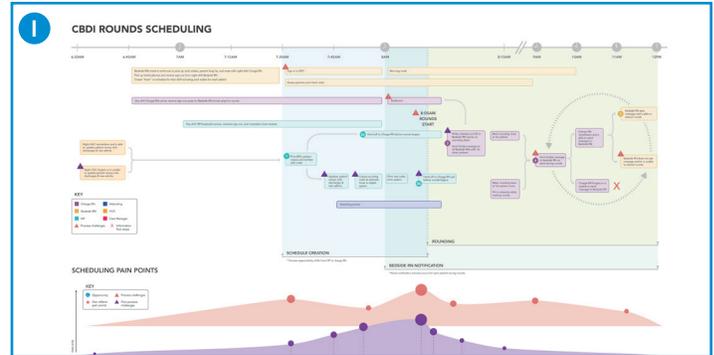
Clinician stakeholder journey maps were created for each team to highlight opportunities and pain points.

2 Rounds Scheduling System

The main screen shows the rounds schedule and a view only calendar which update automatically as changes are made.

3 Patient List

All patients are searchable for easy access to adding/removing phone numbers.



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