

Solutions Brief

How an Ohio health system improved patient safety and reduced administrative burden

With a forward-thinking leadership team in place, a nine-hospital system in Ohio wanted to leverage cutting-edge technology that would accomplish two critical goals simultaneously: Enhance patient safety and reduce physician documentation time. Fortunately, the nonprofit health system found the ideal innovative solution. Regard's Proactive Documentation platform reviews all the data in the EHR to recommend diagnoses and surface critical clinical context, generating a draft note for the physician. This ongoing partnership aims to empower physicians to provide the highest quality care possible while reducing physician burnout associated with time-consuming documentation requirements.



The challenge

As physicians at one non-profit health system in Ohio spent more time reviewing charts and documenting information in the EHR, physician burnout had reached a tipping point. Leaders wanted to streamline documentation, but they did not want to cut corners and compromise patient safety. Catching discrepancies in medication reconciliation was a top priority, but so was ensuring accurate diagnoses and up-to-date clinical notes.



The solution

The health system chose to partner with Regard to close its clinical insights gap between vast data and actionable insights so it could, in turn, improve patient safety and reduce documentation time.

How Regard works

1 Review

Regard reviews the entire medical record for every patient.

2 Insights

Regard catches error and recommends diagnoses to ensure a complete patient view.

3 Drafts

Regard updates the note in real-time before the physician sees the patient.

Health system leaders set clear expectations for providers in terms of adopting the technology that would ultimately benefit them personally and promote better patient care. With Regard's one-on-one training, physicians were able to ask questions about the technology, provide feedback, and leverage the solution to address specific workflow challenges. In addition, a physician champion advocated for hospitalist buy-in and leveraged their own positive experience with Regard to drive higher clinician engagement.

How Regard reduces physician burnout

1

Automate clinical documentation using real-time data.

2

Promote more face-to-face time with patients.

3

Scan years of patient data in seconds surfacing the most critical and relevant insights.

During a nine-month period, the health system saw an 8.5% reduction in physician time spent writing notes and a 10% reduction in overall physician time spent in chart review—all because of the enhanced productivity associated with Regard's tool and strategies.

How Regard improves patient safety

1

Ensure quality documentation for care continuity.

2

Catch errors and recommend diagnoses to aid in best practice clinical decision making.

3

Uncover hidden clinical insights so physicians don't unknowingly overlook undiagnosed conditions, vital context, and medications.

In conclusion

Through its partnership with Regard, the health system learned it must take the following steps to truly move the needle on reducing the administrative burden on physicians:

- 1** Acknowledge the impact of physician burnout and commit to improving the physician experience.
- 2** Identify a physician champion who can engage clinicians and boost buy-in.
- 3** Partner with a vendor that understands clinical workflows and advocates for physician empowerment.

Looking ahead, the health system's data science team will collaborate with Regard to dig more deeply into the impact of the technology on physician documentation time and chart review. With upcoming product releases and high clinician engagement, it will provide an early and reliable window into Regard's return on investment as the product continues to evolve.