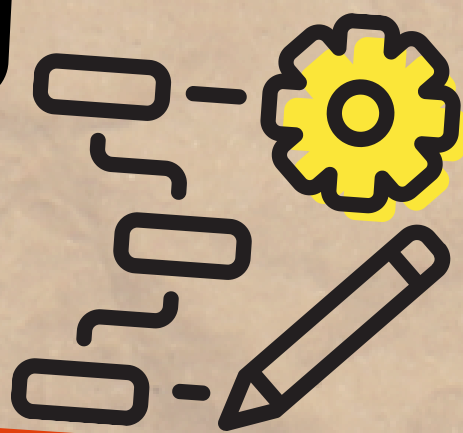# SMALL STEPS TO BIG CHANGES

Cardiology Specialty Nurses (CSN)

EPIC-CENTRE OF STREAMLINING
Spice up the "EPICness"

CHALLENGES

» Time-intensive patient screening and low-value tasks
- Daily manual screening of long inpatient Cardiology lists due to high patient turnover
- Difficulty identifying new admissions and transfers promptly
- Repeated checking of Echo results to identify patients suitable for Heart Failing (HF) counselling
- Ongoing tracking of discharge dates for post-discharge follow-up calls

» Fragmented workflows
- Multiple system accesses and repeated manual data entry across platforms
- Excessive time spent on administrative duties rather than clinical care

» Data confidentiality risks
- Patient information previously shared via employee messaging platform
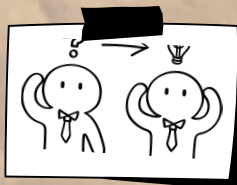
IMPLEMENTATIONS

Harnessed EPIC system capabilities
» Optimised existing EPIC functionalities without introducing new tools

» Simplified tracking of Echo results and patient discharge status within a single system

Creation of two shared EPIC lists
» ECHO Follow-Up List
- Centralised tracking of patients scheduled for Echo and their results

» HF Telephone Call List
- Tracks patients who received HF counselling and their discharge status for follow-up

Improved patient identification
» Enhanced Inpatient Cardiology List with a "Last Transfer" column

» Enabled filtering to quickly identify new admissions or transfers

Streamlined workflows
» Single-click addition of patients to shared lists

» Automatic updates upon discharge, eliminating repeated manual screening

Strengthened data governance
» Removed reliance on unsecured messaging platforms

» Ensured patient data confidentiality within the electronic medical record system

OUTCOMES

Significant time savings
- Up to 1 hour and 5 minutes saved daily on screening
- Echo and discharge tracking reduced from 15 minutes to zero
- Identification of new admissions/transfers reduced from 15 minutes to 5 minutes

Improved productivity and focus
- More time for direct clinical and patient-centred care
- Reduced administrative burden

Enhanced team communication
- Transparent, shared, and real-time lists accessible by all CSNs
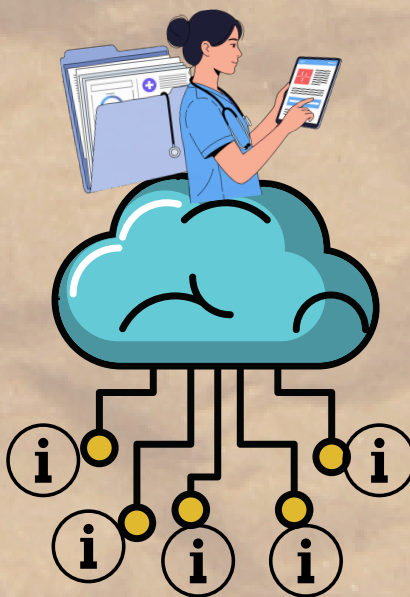- Harmonised workflows across the team

Smarter use of technology
- Full leverage of EPIC capabilities to simplify complex processes
- Working smarter, not harder

THANK YOU FOR SHARING

Lee Ying Ming,
Senior Staff Nurse
Nursing Clinical Services/Cardiology
Specialty Nurse

KEY

Maximise the functionality of existing systems

— the solution is often already within reach.

Together, we can create a space where staff can work happily and effectively.