

## Background

Thomas Jefferson University Hospital (TJUH) and individual departments have developed a myriad of clinical policies to be used in daily practice. These policies can be difficult to locate. They are currently available on the intranet in varied locations, which many staff members do not know how to navigate. We propose a desktop icon for each emergency department computer that would link directly to the current institutional clinical properties relevant to the emergency department.

## Methods

The residents in the department of emergency medicine were surveyed about which policies they find difficult to locate and which ones they found most confusing. Based on this survey, we have created a link that we plan to use to create a desktop icon for each TJUH computer. After release of this icon, a repeat, hospital-wide survey will be conducted to determine if this intervention has been helpful.

## Objectives

1. We aim to help residents, faculty and auxiliary staff to more easily locate and use institutional clinical policies.
2. To improve patient safety by having the institutionally developed policies be more readily available.

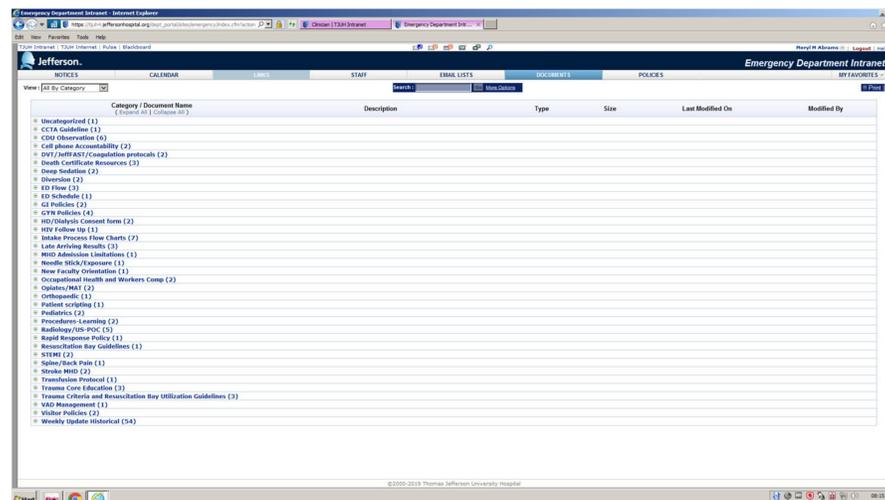


Figure 1. Current Policies Page

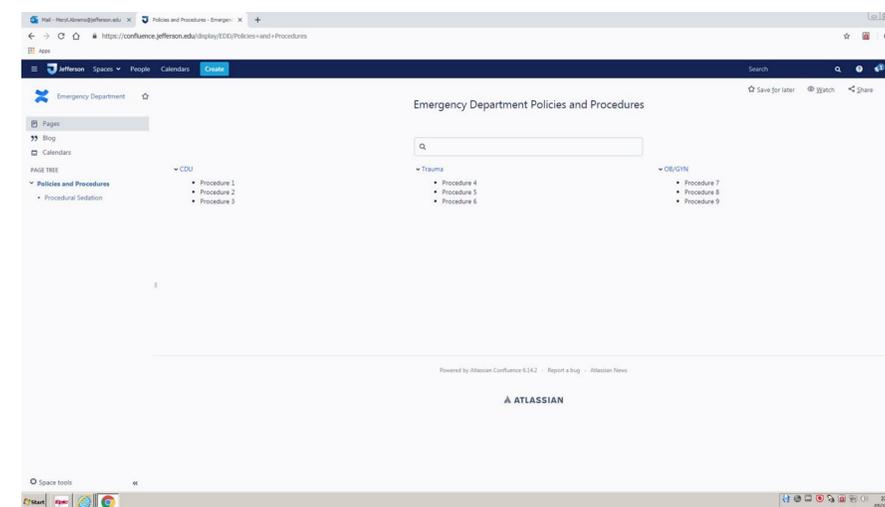


Figure 2. Proposed Updated Page

## Results

After our survey, we were able to identify a few interdepartmental policies to focus on. The feedback showed us our preliminary step needed to involve making the policies more easily accessible. After several meetings with department leadership and IS&T, a new site was developed. Updates and changes can be performed without further involvement from IS&T. Next steps will include organizing and updating the policies themselves.

## Significant Lessons Learned

- Involving key players as early as possible to identify and resolve potential setbacks.
- The utility of the Plan-Do-Study-Act model.
- The process of surveying peers brought to light other issues which required attention first (fixing the infrastructure before diving into the policies)

## Thank You

We would like to thank our mentors Dr. Frederick Randolph and Dr. Carlos Rodriguez, as well as Rob Neff, Lenny Poon, Michael Cooley and Jiana Noble for their guidance in creating our new policies site.