

Returning Time to Care: Leveraging Automation to Transform Nursing

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Introduction

Healthcare documentation burdens significantly impact nurse well-being and patient safety outcomes. At Geisinger, manual chart auditing processes create systemic challenges including limited monitoring capacity, inconsistent compliance, and inability to intervene in real-time when documentation gaps occur. **Traditional retrospective review allows only 10 chart audits monthly per unit, creating substantial blind spots in high-risk patient populations requiring restraints, suicide precautions, or daily weight monitoring.**

These limitations compromise regulatory compliance, patient safety oversight, and consume valuable nursing time that could be redirected to direct patient care.

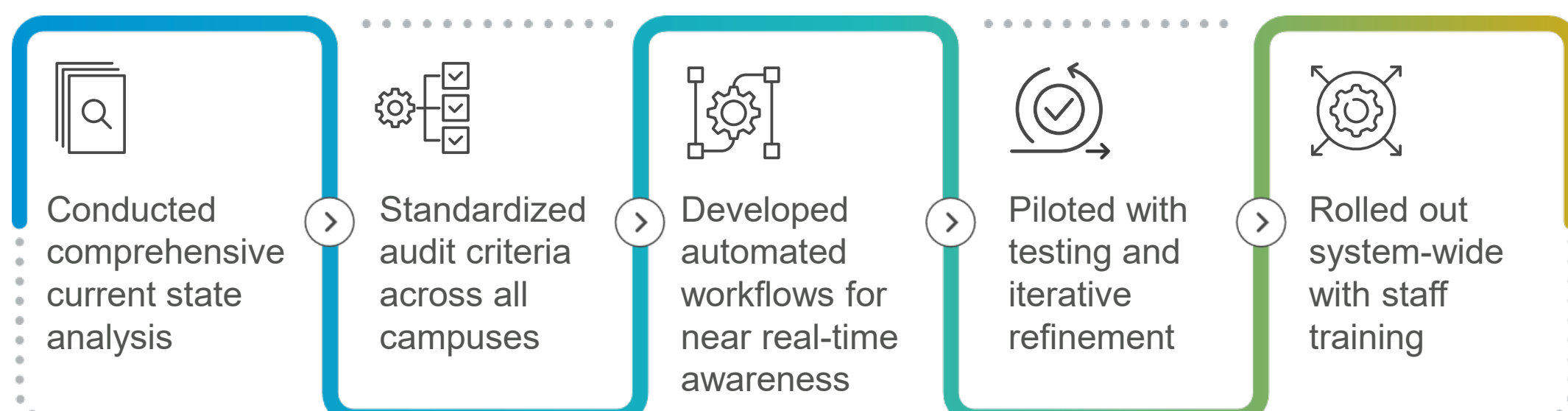
AIM: This initiative enhances patient care and safety by automating and standardizing documentation review for high-risk elements of nursing practice. We aim to achieve $\geq 95\%$ chart audit compliance across Geisinger within three years—while reducing burden and enabling timely feedback to support nurse well-being.

Methods & Materials

This quality improvement initiative used Plan-Do-Study-Act methodology across Geisinger's campuses. A multidisciplinary team of nursing informatics specialists, automation experts, and frontline nurses developed a Tableau dashboard with automated workflow capabilities.



The intervention targeted patients requiring documentation for non-violent restraints, violent restraints, suicide precautions, and daily weight monitoring.



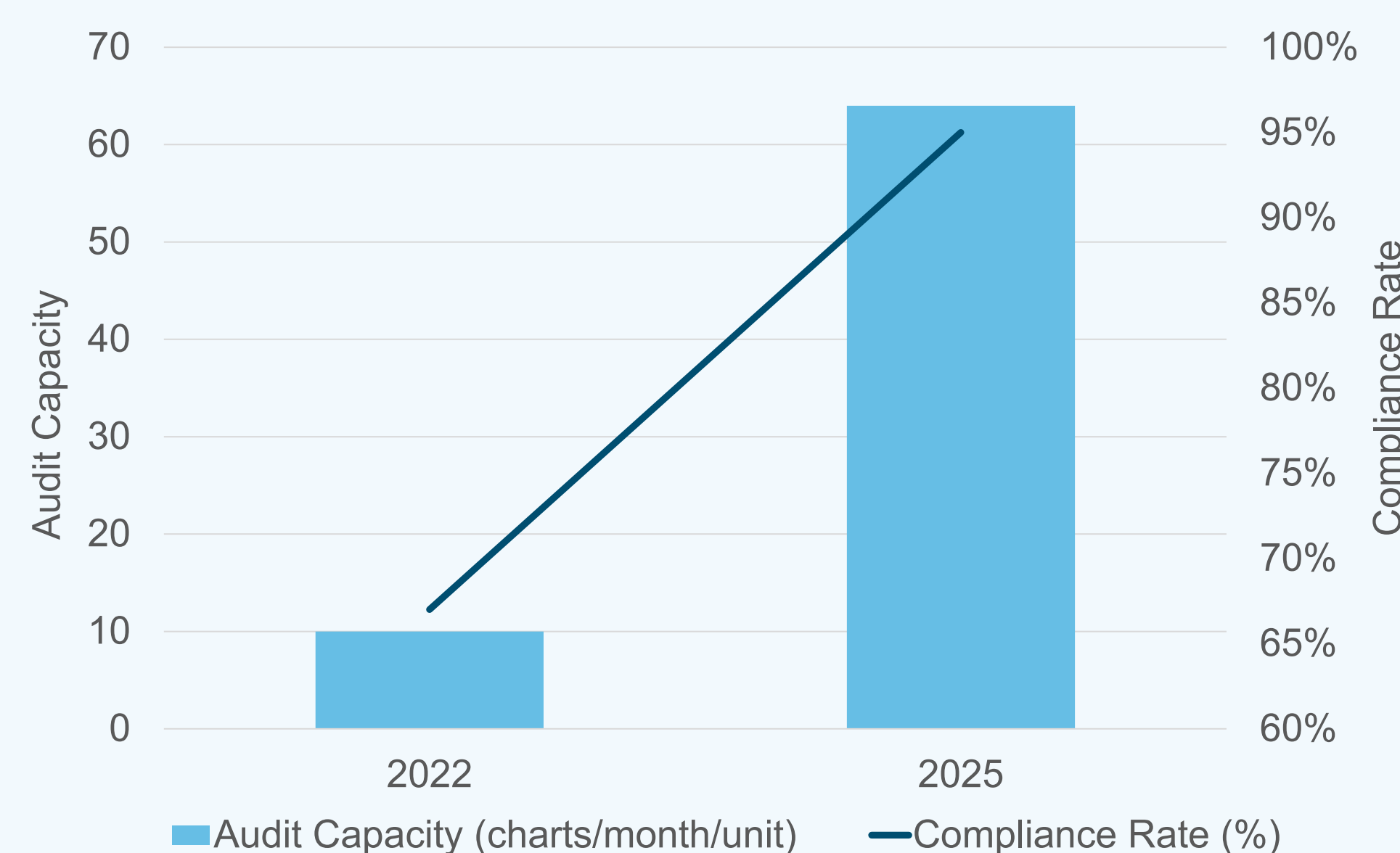
Outcome measures included audit capacity, compliance rates, time savings, and patient monitoring coverage. The 18-month implementation period (2022-2024) included ongoing monitoring through 2025.

Results

Implementation achieved dramatic system-wide improvements across all measured outcomes since 2022.



Automation Drove 540% Audit Growth and 95% Compliance Across Campuses



Audit capacity increased from 10 to 64+ charts monthly per unit. The automation work is designed to audit all patients who meet specific criteria. Compliance rates showed substantial gains, exemplified by one inpatient unit's non-violent restraint documentation improving from 67% baseline (March 2022) to 95% post-implementation (March 2025).

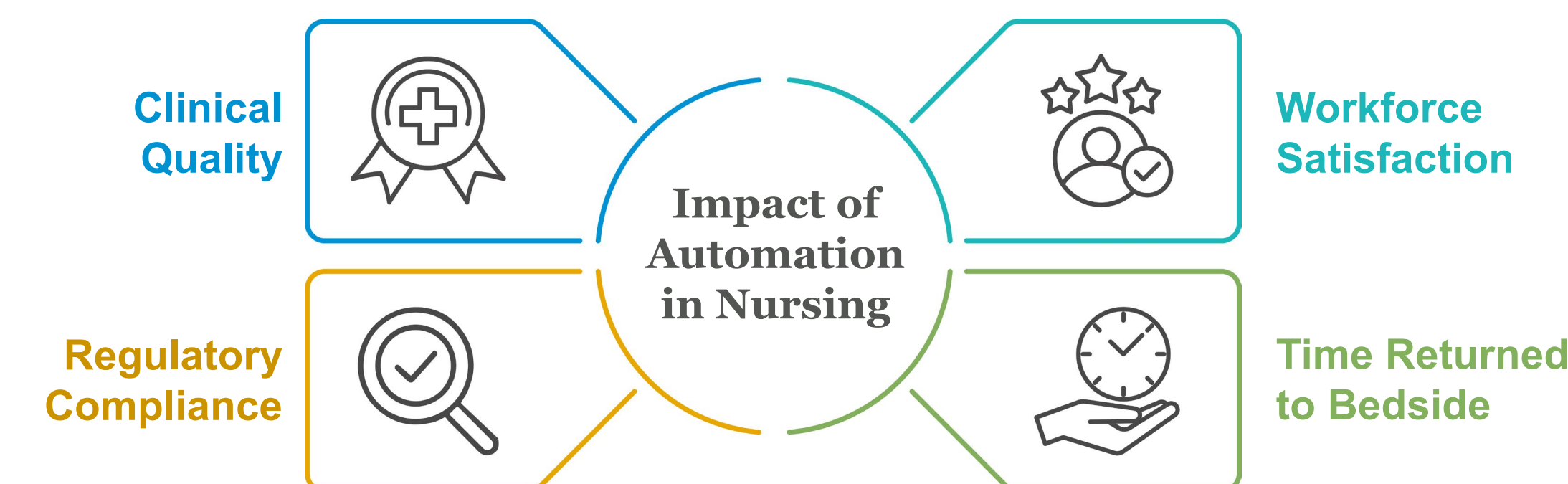
Additional benefits include:

- Six daily patient reviews compared to previous monthly sampling
- Enablement of near real-time intervention for documentation gaps
- Standardized practices across all campuses
- Enhanced Joint Commission and regulatory readiness
- Improved nurse satisfaction through reduced administrative burden

Discussion

This initiative demonstrates a successful shift from reactive to proactive quality monitoring through strategic automation, driven by the following key success factors:

- **Comprehensive stakeholder engagement** ensures practical workflow integration
- **Cross-campus standardization** that eludes manual processes
- **Real-time intervention** to prevent documentation and safety gaps
- Address **volume limitations** inherent in manual processes
- **Ease staffing constraints** that restricted oversight capacity
- Enhance **patient safety** through continuous monitoring of high-risk populations
- Strengthen **regulatory preparedness**
- **Reduce administrative burden** for nurses
- **Increase time at the bedside** for direct patient care
- Support **workforce satisfaction** while maintaining quality standards



Next Steps

Future expansion includes:

- › Nursing quality audits (HAPI, CLABSI, CAUTI, Falls, etc.)
- › Workplace violence prevention integration
- › AI-powered clinical decision support development

Healthcare organizations can achieve similar transformational outcomes through strategic automation investments that empower nurses to focus on direct patient care while maintaining exemplary quality standards.

References

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4. American Nurses Association. "Nursing Informatics: Scope and Standards of Practice." (2020)
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