

Unlocking Efficiencies With Order Sets & EntryPoint

How Kingston Health Sciences Centre standardized ordering across the hospital and improved clinical processes.

Kingston Health Sciences Centre (KHSC) is an acute-care teaching hospital in Kingston, Ontario, serving more than 500,000 patients annually as the largest hospital in the region. KHSC faced the challenge of a high volume of paper-based ordering that limited productivity and reduced efficiency.



Digital ordering for better care

KHSC needed a digital solution that generated data they could analyze and act on to improve clinical ordering behaviours and drive care standardization. Under paper ordering, legibility was an issue, data could not be reviewed in aggregate, there were limited opportunities for program and workflow improvements, and clinicians wasted valuable time that was better spent on providing direct patient care.

To transform ordering and increase clinical order set usage, KHSC chose our web-based Order Sets platform EntryPoint to act as a single digital platform for all ordering. Using EntryPoint generated a wide range of benefits, including both clinical and administrative outcomes.

How Order Sets/EntryPoint transformed care

- Accessible web platform for ordering anywhere
- Ordering data accurate, easily analyzed, and interpretable
- Paper-related inefficiencies and storage costs eliminated
- Identified providers who were working out of scope or not aligned with professional practice standards

Conclusion

KHSC achieved immediate efficiencies to its clinical ordering workflows, and also saw major quality improvements. Adopting Order Sets and EntryPoint revealed key clinical ordering behaviours that needed improvement, such as clinicians practicing outside their scope of practice. As these were corrected, clinical workflows improved and KHSC standardized clinical practice, reducing inconsistencies, lowering the risk of potential errors, and ultimately improving care. Order Sets/EntryPoint continues to provide KHSC new opportunities to drive innovation and excellence in patient care, and the platform has assisted KHSC in their ongoing journey to computerized physician order entry.