CORES User Story: Aspen LaRiviere, ARNP

CORES is how we communicate and we use it, literally, with every action of our day. It’s how we know where our patients are, what level of care they need, and who’s following them.

It’s how I know what’s going on with my patients without having to dig around in their charts and read everybody’s notes, every single time.

My team sees between 20 to 70 patients a day. We have 5 or 6 attending physicians, 7 residents, 2 medical students and 1 other nurse practitioner, as well as a social worker, a discharge nurse, a nutritionist and a pharmacist. We all enter our daily plans and updates into CORES, and everyone has their specific filters for printing patient lists according to their own workflow.

Sometimes we have to round on 30 patients, in an hour and a half. CORES gives us the ability to have all the information that we need and want in our patient lists, configured the way that we need it.

CORES saves me time, and it saves me effort. I know what’s going on with my patients without having to dig around in their charts and read everybody’s notes, every single time.

They way patients are color coded in CORES helps me prioritize. The colors indicate ‘stable’, ‘follower’, ‘watcher’ and ‘discharge’. If I have 5 discharges, I work on discharging those folks before I do other things.

CORES is like an electronic white board. You can see where everybody is, what they’re doing and what level of care each patient needs.

You can also see what other teams are following and easily communicate with those other teams, as opposed to having to search through records and find the paging operator, and then page the paging operator to find out who’s on call.
If we didn’t have CORES, I would spend so much more time trying to figure out who I’m supposed to call and how to call them. There are 6 orthopedic teams. How do I know which orthopedic team is following which patient? With CORES, I just look at my screen and click on the chart summary and it shows me exactly who it is. It decreases the risk of miscommunication, and just saves so much time.

*CORES shows me exactly where my patient is in real time. Every day, I use that. I mean, every single day.*

At Harborview, patients come on a daily basis from the ICU, then go to the OR, then go to Acute Care. Our policy is to do a follow-up check 4 hours after surgery. When a patient is signed out to us on CORES, we know exactly where that patient is, what’s going on with them and when it’s time to do the follow-up. And because the ICU providers put their notes into CORES, we can see what each patient’s active issues and problems are before we even lay eyes on that patient.

At my last job, we didn’t use CORES. We had one big TV screen for an 18 bed department. If the doctor put an order in for medicine, a little pill would pop up on the TV screen. You’d have to remember to check that TV screen a lot, which meant a lot of going back and forth. There was a high risk of missing an order or not seeing it and not knowing what we needed to do.

Also, charts weren’t always up-to-date and the providers would say, “Where is my patient? I have no idea where my patient is“. They didn’t know if their patient was in CT, had left the ward, or what. We’d have no idea.

Now, if I have a patient I need to go see and I don’t know where to find them, all I have to do is look at the front page of CORES. I don’t even have to log in to any charts. CORES shows me exactly where my patient is in real time. Every day, I use that. I mean, every single day.

I’ll give you an example: Say I have a patient in room 605, and they’re going for a procedure. CORES tells me that they’re going to OR 15 for their procedure. Then I hear an overhead page: “Anesthesiology state to room OR 15“. Because of CORES, I know that’s my patient. Otherwise, I wouldn’t know to go to OR 15.