## **Lemur 1.5 Enhancement**

Critical improvements to PlushCare homegrown EMR (electronic medical record) tool

- Project overview
- Process
- Researh
- Design & Strategy
- Next step

#### **PlushCare** $\bigcirc$

	Schedule	Charts	Help	Logout	
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Project overview

### Objective

The objective of this project is to identify the challenges PlushCare physicians face using Lemur today. It will outline design solutions to improve the user's experience.

## My contribution

As the first designer with holistic ownership of the design process, I was responsible for the project from strategy to implementation. This included research, synthesis, wireframes, prototypes, validation, designs, and collaboration with developers.

Because we lacked a PM on the team, I took over planning responsibilities. This included providing research based guidance directly to the engineering team, building critical workflows, participating in sprints and quarterly planning to prioritize and balance scope. In addition, I communicated with the clinical and product teams to influence the product vision based on feedback.

### **About PlushCare**

PlushCare is a membership-based telehealth company that offers virtual primary care and mental health treatment.

### **About Lemur**

Lemur is the EMR (electronic medical record) tool that was built in-house to facilitate PlushCare's unique clinical flow.

### **About Platform Team**

In January 2021, I was hired as the lead designer for the Platform Team in charge of Lemur and other internal tools.

Upon joining, the Platform Team consisted of one tech lead, three back-end developers, one full-stack developer, and one QA. JAN

### **Approach & Timeline**



### **Q3**

JUL

AUG

SEP

### **Design and validate**

Review and test design solutions with PlushCare physicians to ensure needs are met

> Process 2

# How does Lemur play an essential role in a PlushCare physician's daily workflow?



PAIN POINTS

The calendar only supports "day view" or "week view" which is not comprehensive enough for physicians to plan their future shifts.

Physicians are not notified directly on Lemur when an appointment has been canceled. It requires them to check their email for updates before starting a patient's care.

Physicians are not notified when the patient has joined a video call. As a result, physicians are sometimes late to their appointments.

0	Chart page - Subjective	Getting to know the patient
	section	Listen and document the patient's "Subjective" experiences and complaints
¢	Patient's history page (in a new tab)	Review the patient's medical history and doctor notes from past visits
	Chart page - Subjective section	<ul> <li>Update the patient's medical history</li> <li>History of present illness (HPI)</li> <li>Current medications and conditions</li> <li>Allergies</li> <li>Family history</li> </ul>
0	Chart page - Objective	Review "Objective" data
	section	Review vital signs and past lab test results
		<ul> <li>Review pertinent images shared by the patient</li> <li>Photos (e.g. infection area, progress notes from other healthcare professionals)</li> <li>Medical imaging (e.g. x-rays)</li> <li>Lab results</li> </ul>
		Virtual physical exam and documentation
0	Chart page - Assessment	Assess and diagnose
	section	Review "Subjective" and "Objective" evidence to identify the patient's illness
		Document the diagnosis in a format that satisfies insurance reimbursement requirements

#### The patient's medical history is not viewable from the chart page. It requires the physician to switch between multiple tabs and windows.

Personal health information is not available if the patient did not fill out the health assessment prior to the appointment. As a result, physicians need to spend time asking questions and documenting answers.

Currently, physicians manually upload images in Lemur to a patient's medical history. However, the images are saved on the "visit" level and can only be accessed in the future if the physician remembers which specific visit it was uploaded to.

Physicians have to re-enter diagnoses each time under a patient's current condition to update the patient's medical history. This is required even if the patient has the same diagnoses from a previous visit.



- Review new health assessments
- Review new lab test results

#### Physicians must scroll back to the Profile section in order to assign a pharmacy for the patient.

Like the Assessment section, physicians must manually enter diagnoses multiple times to associate them with specific treatments.

Physicians do not have visibility of their own schedule.As a result, follow-up appointments may fall on a date they are not available.

### Overall

Lemur is well-received by PlushCare physicians because it is based on a form of written documentation many already use called SOAP note, which stands for subjective, objective, assessment and plan. However, Lemur suffers from usability issues because design considerations were not taken into account in the past.

"In 15 minutes I've got to talk to them, I've got to do my charting, I've got to finish their chart because I don't have time to go back at 6 o'clock and go back through and go through their chart. I've got to finish their chart, which means figuring out what their diagnosis is, write it all, send off their meds, labs, finish my assessment and plan, in 15 minutes, with the patient. That is tough. I don't get any breaks."

Dr. Allison Lovell

### Problem

The numerous intermediate steps to complete tasks is hindering productivity. It is creating a burden on physicians to work unpaid hours in an effort to finish their charts.

### Goal

The goal is to improve Lemur's **efficiency**, so valuable time is saved for a patient's care. In order to achieve this, physicians need **timely access to patient history** and **a quicker way to document each visit**.

#### Design & Strategy

## Identify quick wins

I created a feature ranking system to help my team select a list of viable front-end builds. It was important to take into account our limited engineering resources and to consider the ease of design implementation in the future.

This list of high impact changes was reviewed multiple times by internal stakeholders to ensure we delivered the most critical improvements.

### **Prioritization criteria**

- Low level of effort from engineering
- High impact in improving efficiency
- Simple implementation to future Lemur redesign

### **Toal design solutions: 10**



## Final Lemur 1.5 enhancement candidates

1.5 enhancement - 1

### Auto-populate diagnoses

Auto-populate diagnoses/ICD codes to multiple destinations from a single entry

1.5 enhancement - 2

### Universal patient image access

- Add an image section on the Patient's
- ry history page in Lemur

## Auto-populate diagnoses

### Pain point

Diagnoses/ICD codes are required to be inputed in multiple sections of the chart:

- 1. **Problem list** under Medical history in the Subjective section
- 2. Diagnoses in the Assessment section
- 3. Prescriptions in the Plan section
- 4. Labs in the Plan section
- 5. Referrals in the Plan section

However, there is no mechanism that will allow a physician to quickly enter recurring diagnoses. They must manually enter each diagnosis, again and again, in all of the sections listed above.

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#### Assessment

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## **Auto-populate** diagnoses

### Goal

Eliminate the redundancy of entering diagnoses/ICD-codes multiple times throughout the chart.

### Solution

- Create a module that can distribute diagnoses/ICD codes to multiple sections that require the data
- Add a dropdown selection to every treatment option in the Plan section. This will allow physicians to quickly associate a treatment with a diagnosis

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# Universal patient image access

### Pain point

Image documentation is an important part of a patient's care. Common patient images include photos (e.g. infection area, progress notes from other healthcare professionals), medical imaging (e.g. X-rays), and lab results. Patients share images by emailing their physicians.

Currently, physicians manually download and then upload images to a patient's medical history in Lemur. However, the entry point for uploading photos is only available on the chart page, which means the images are saved on the "visit" level and can only be accessed in the future if the physician remembers which specific visit it was uploaded to.



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## **Universal patient** image access

#### Goal

Provide quick access to previous patient images during a visit.

### Solution

Create a universal access point on the Patient's history page where physicians are able to:

- View all previous images of a patient in a single location
- Upload and save more images for a patient in the same location

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#### Labs

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PlushCare partners with Quest Diagnostics to streamline lab test results. When labs are finished, the results will automatically be updated in Lemur, under the Lab section on the Patient's history page.

Logout

I grouped the Universal patient image section with the Lab section to maintain the current architecture and follow existing clinical workflows. This creates an intuitive update for physicians familiar with the current process.

Next step

### Moving forward to implementation

The two design solutions proposed for 1.5 Lemur Enhancement were reviewed and tested by PlushCare physicians. The feedback from the testing period was overwhelmingly positive. Many physicians agreed that the changes would significantly speed up their workflow.

During the validation period, I communicated design changes with the engineers on my team to ensure we maintained scope. At the end of Q3, I was able to include both improvements to Product Q4 planning by creating tickets for the Platform team.