Leah M. Deuchar, BSN, RN, PHN, HNB-BC

Portfolio

Selected Impact Initiatives

The following examples represent applied clinical systems thinking, workflow refinement, and cross-functional collaboration initiatives undertaken within healthcare environments. Each reflects a practical, patient-centered approach to improving operational clarity and enterprise alignment.

Primary Care Triage Department Development

Situation:
Expansion of ambulatory services required development of a structured Primary Care Triage Nursing model to support patient access, workflow clarity, and enterprise communication alignment.

Action:
Contributed to foundational workflow design and triage process refinement. Assisted in bridging documentation standards during EMR transition from Allscripts to EPIC, ensuring protocol alignment and continuity of care across departments.

Impact:
Strengthened triage communication pathways, improved documentation consistency, and enhanced interdisciplinary coordination within a high-volume ambulatory environment.

EPIC EMR Documentation Optimization and DotPhrase, SmartPhrase, SmartTool Development

Situation:
Enterprise documentation variability across departments created inefficiencies, inconsistencies in communication, and opportunity for workflow refinement within EPIC.

Action:
Designed and implemented customized DotPhrases, SmartLists, SmartLinks, and SmartBlocks supporting RN Case Management, Primary Care, Emergency, Same Day Surgery, and Triage Nursing. Integrated documentation logic to improve clarity, efficiency, and continuity of information exchange.

Impact:
Improved documentation consistency, reduced cognitive load for clinical staff, and strengthened cross-department communication through standardized, strategically built tools.

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Medication Workflow and Access Process Refinement

Situation:
Medication ordering workflows and patient assistance processes presented inefficiencies affecting continuity of care and documentation clarity, particularly related to diabetes supply e-prescribing and patient assistance program coordination.

Action:
Identified workflow gaps during triage review and initiated collaboration with pharmacy, providers, and IT to map corrective steps. Refined application and documentation processes to ensure regulatory alignment, reduce friction, and support reliable patient medication access.

Impact:
Improved ordering clarity, strengthened interdisciplinary coordination, and enhanced patient experience by reducing delays and process confusion.

Rabies Exposure Assessment and Workflow Development

Situation:
Rabies exposure encounters required structured triage assessment, regulatory coordination, and pharmacy alignment to ensure appropriate post-exposure prophylaxis (PEP) decision-making and public health compliance.

Action:
Independently developed a structured triage workflow for rabies exposure assessment, collaborating directly with pharmacy, Ottertail County Public Health, and the Minnesota Department of Health Zoonotic Diseases Unit. Established documentation pathways and decision support tools to standardize evaluation and streamline provider communication. Provided training to supervisory staff on workflow implementation.

Impact:
Improved regulatory alignment, strengthened interdisciplinary coordination, reduced ambiguity in rabies exposure management, and enhanced patient safety through consistent triage assessment protocols.

Ongoing Systems Contribution

In addition to the initiatives outlined above, I routinely identify documentation gaps, workflow inefficiencies, and cross-department communication barriers during daily triage operations. I view clinical encounters as opportunities to strengthen enterprise alignment and continuously improve care delivery processes.