

# Amplifying Clinical Efficiency: A Multi-Site Evaluation of Bedside Documentation in Urgent Care



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## INTRODUCTION/BACKGROUND

Traditional paper-based documentation presents significant challenges in high-volume urgent care settings leading to:

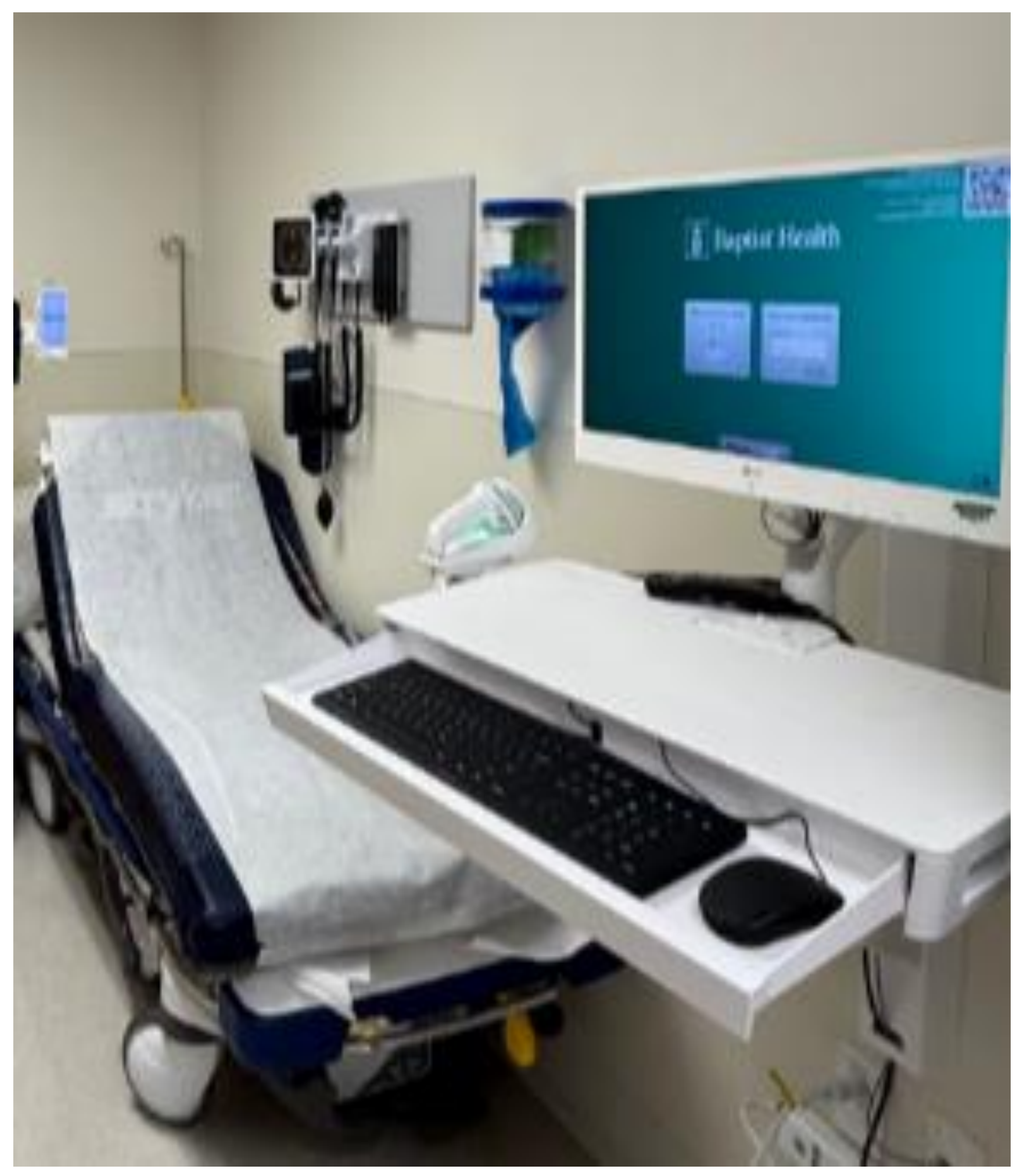
- Delays in Patient Care
- Reduced Patient Engagement
- Operational Inefficiencies
- Privacy Concerns

This quality and process improvement initiative evaluated the implementation of bedside documentation workflows to enhance clinical documentation quality, operational efficiency, and team collaboration across three urgent care centers within a large health system.

## METHODS/PROCEDURE

A multi-site quality improvement initiative was implemented across three Miami-Dade Urgent Care Centers between 2023 and 2025

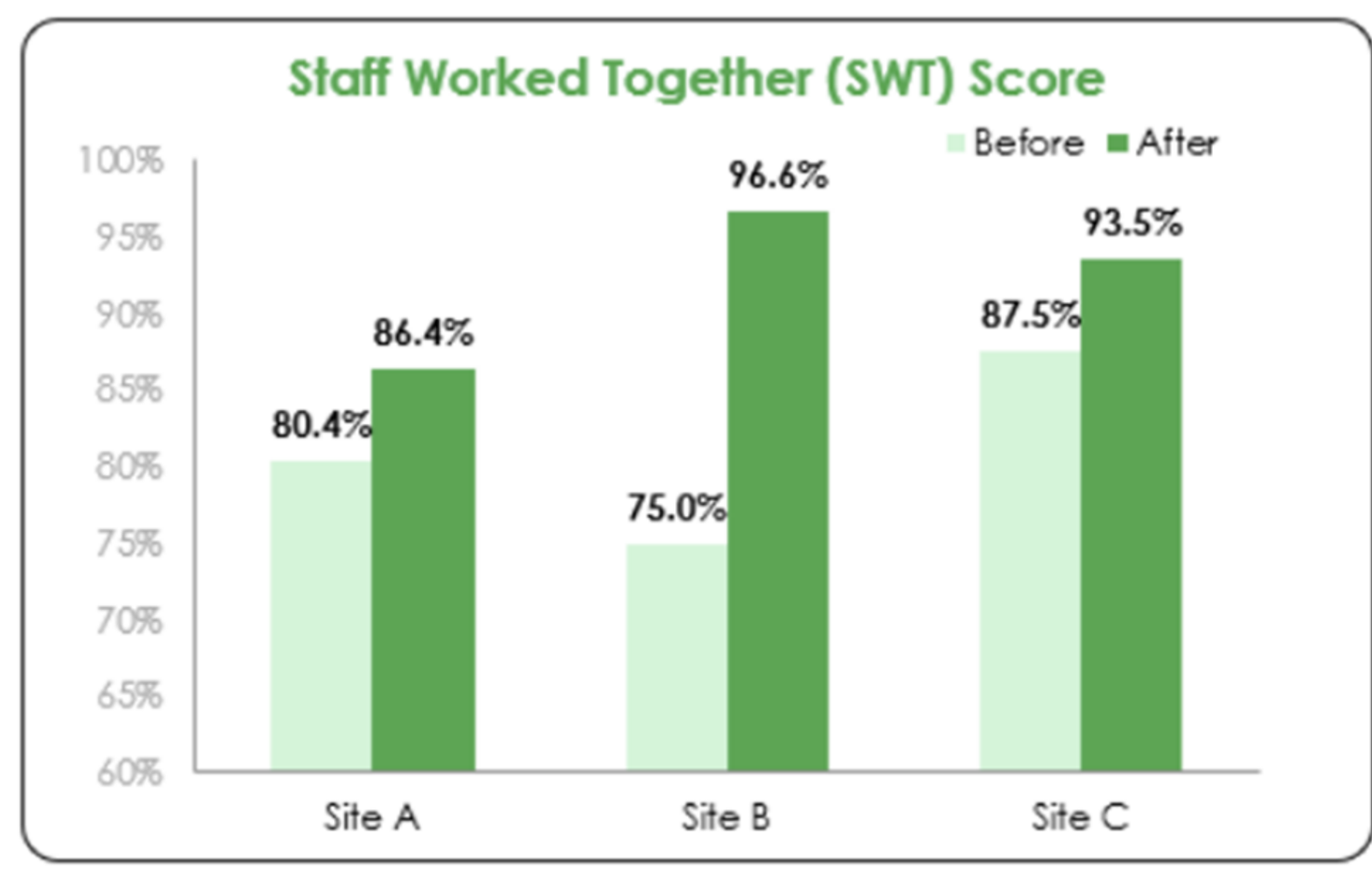
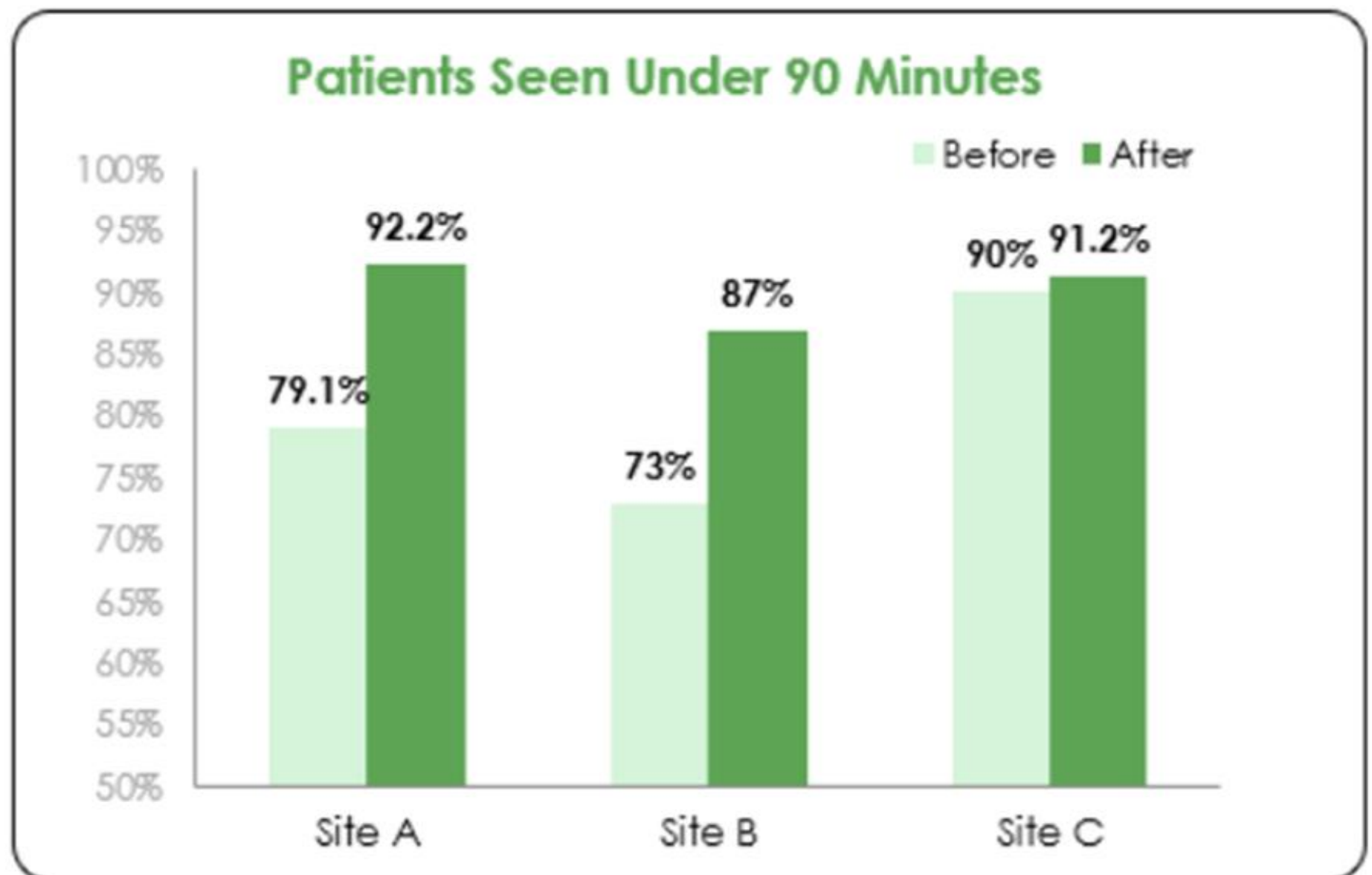
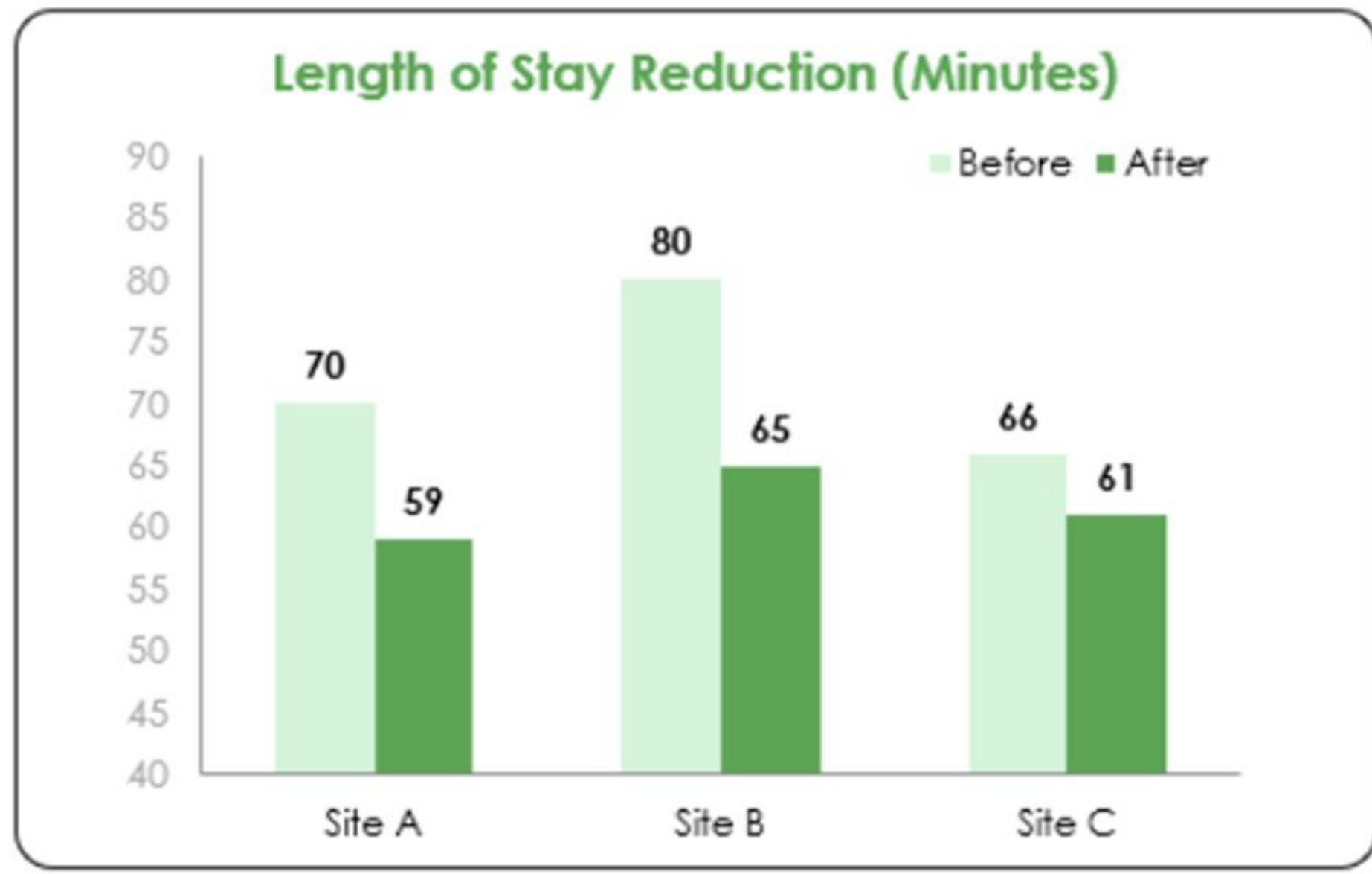
- Site A (September 2023)
- Site B (December 2024)
- Site C (February 2025) embedded at opening



Bedside documentation workflows were introduced using wall-mounted electronic health record (EHR) workstations, dictation technology to support triage, provider assessment, and discharge documentation at the point of care.

## DATA/RESULTS

- Bar Code Medication Administration remained at or above 98%
- Pain Management scores exceeded 94%



Timeline  
Site A: Oct 2022 – Sep 2025  
Site B: Dec 2024 – Sep 2025  
Site C: Feb 2025 – Sep 2025

## DISCUSSION

- The bedside model transformed the patient encounter into a collaborative experience
- Barriers included clinician resistance to new workflows.
- Challenges were mitigated through staged rollouts, frequent stakeholder meetings, transparent KPI reporting, and real-time IT support.

## CONCLUSION/TAKE-HOME POINTS

- This study demonstrates that bedside documentation is a scalable and sustainable innovation within urgent care settings.
- Operationally, reductions in LOS reflected measurable improvements aligned with patient expectations.
- Clinically, documentation completed at the point of care enhances data availability, supporting both care quality and workflow efficiency.
- Next steps include expansion to all existing urgent care sites, with all future locations adopting the bedside documentation model.

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