



ACC Well-Being Grant

AT A GLANCE

Avalon (formerly Columbia Care Center) launched an EHR conversion to ease after-hours documentation and strengthen nurse well-being. The new system simplified charting and reduced time spent completing required documentation. However, the organization underwent major ownership and leadership changes during the project period, which shaped staff experience and affected overall well-being scores. While the workflow improvements were meaningful, the broader workplace environment ultimately influenced how the change was felt by nurses.

CHALLENGES

Staff identified persistent after-shift charting, lost work, and inefficient tools as drivers of stress and poor morale. Nurses frequently stayed late to finish documentation, and the prior system's limitations contributed to frustration and diminished well-being. These longstanding workflow barriers were the primary focus of the proposed solution.

SOLUTIONS

The project proposed replacing the legacy EHR with a streamlined system supported by staff training, routine check-ins, and ongoing monitoring of documentation burden and nurse experience.



Implement
PCC



Routine
Nurse
Surveys



Training and
Technical
Support



Measurement
Log

Administrative Process & Professional Practice

Key Outcomes

Staff reported that the new EHR reduced the time and effort required to complete documentation, making charting more manageable and reliable. Despite those gains, overall well-being did not improve, reflecting the influence of concurrent organizational changes on staff experience.



53.5%

Decrease in documentation time.



8%

Decrease from baseline in well-being scores.

LESSONS LEARNED

The project showed that EHR improvements alone cannot offset broader organizational strain. Before the sale, nurse managers carried a heavy manual workload transferring care plans, which created early stress even as charting became more efficient. During the sale, uncertainty had the greatest impact on staff well-being; the acquisition was described as “devastating,” and leadership turnover disrupted survey continuity and project oversight. After the sale, gaps in project handoff, such as locating baseline tools and maintaining timelines, made it difficult to assess full impact. Staff ultimately adjusted to the system, but organizational stability proved essential for well-being gains to take hold.



The introduction of the system has had a notable impact on the staff, and their ability to complete their job.