



Future State: Phys Track - Transitions - Discharge Readmit NH to HDS (Cross Encounter)

Cerner Workflow ID: 9207 (v. 19.0) Client Workflow ID: 11

Last updated by Tina Van Egmond, May 22, 2024 1:58pm (UTC -4 hours)

Workflow Details:

Workflow Name: Phys Track - Transitions - Discharge Readmit NH to HDS (Cross Encounter)

Workflow State: Future State

Workstream: Discharge/Check Out

Venue: Acute Care
Emergency Medicine
Critical Care

Client Owner:

Cerner Owner:

Standard: Yes

Related Workflow(s):

Tags:

Workflow Summary:

Service Line:

Related Solution(s): CareAware Patient Flow
CareAware™ Critical Care
Cerner Millennium EMR - Acute
Health Information Management
Patient Accounting
PowerChart
Registration Management

Project Name: Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP

TestBuilder Script(s):

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Workflow Notes: Standard Build

- Inpatient Discharge Summary
(Model Experience>Model Experience Foundation>
Physician> Acute Venue>Acute Venue MPages>Inpatient Discharge
Summary)

- Problems and Diagnosis Management
(Model Experience>Model Experience

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Foundation>Physician> Foundation>Standard Settings)

- Medication Reconciliation

(Model Experience>Model Experience Foundation>Physician>
Foundation>Standard Settings)

- Orders

(Model Experience>Model
Experience Foundation>Depts & Capabilities> Order Management>Order
Management Content Guide)

- SBAR

(Model Experience>Model Experience Foundation>Nursing>
Acute Registered Nurse>Inpatient Nursing MPages>SBAR MPages)

Introduced By: WS 3

Validated By: WS 8

Swim Lane:

Role(s): HDS Prescriber [Custom]

Department(s):

Security Position(s):

Work Step [34206]

Description: Participate in verbal TOA with Sending Prescriber from NH

Comments: Prescriber TOA should be completed one day prior to planned
discharge wherever possible. For example, if it's a Monday
admission, then it should be done on Friday.

HDS prescriber indicates that they
are admitting this patient with the understanding that the patient
is appropriate for the Rehab program. If the patient does not meet
the goals of the Rehab program, there is a re-patriation agreement
with NH that NH would return the patient back to a NH bed at the
time of TOA.

Decision [34322]

Description: Does the HDS prescriber agree that the patient should be admitted?

Work Step [34328]

Description: Decision to Admit to HDS occurs.

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Off Page Reference [34305]

Workflow Link: Rehab Therapies Admission to Inpatient Rehab

Work Step [34197]

Description: PLAN the "Admit to Inpatient" order in the "Patient Admission Orders" PowerPlan.
PLAN the appropriate clinical Admission order set

Comments: The Patient Admission Order set can be planned by the prescriber once a Preadmit encounter has been created by Registration. The order set is initiated by the nurse when the patient arrives at the new facility.

Work Step [34241]

Description: Navigate to the "Home Medications" component. Click on the "Admission" hyperlink to complete Admission Medication Reconciliation

Comments: If the admission med rec is not completed until the morning, it will not be a hard stop for the rest of the admission steps (from a consulting physician perspective)

The Admitting HDS Prescriber will see medication recommendations (as order proposals) from the Sending NH Prescriber based on the Cross Encounter Transfer Meds Rec documentation.

Work Step [34219]

Description: Review/update all other relevant components of the chart on Inpatient Workflow MPage such as Chief Complaint, Histories, etc.

Work Step [34272]

Description: Begin documenting sections of Admission H&P using Subjective/HPI, ROS, Phys Exam, and Assessment and Plan components

Comments: Recommend using Contextual View to pull the narrative note components to the right hand side of the screen so prescriber can review the chart while dictating/typing into these components.

Work Step [34274]

Description: Click on "Admission H&P" hyperlink at the bottom of the page to pull documentation into a new Note

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Work Step [34276]

Description: Review/update note contents further as needed. Click Sign/Submit.

Work Step [34324]

Description: Patient remains at NH until further testing or consultation is complete

Decision [34326]

Description: Is it now appropriate to admit the patient to HDS?

Swim Lane:

Role(s): Intake Coordinator

Department(s):

Security Position(s):

Off Page Reference [34303]

Workflow Link: Rehab Therapies Pre-Admission to Rehab

Comments: The "Consult to Inpatient Rehab" orders mentioned in this workflow need to be placed on the NH encounter by someone on the NH Acute Case Management Team so the HDS Patient Intake Coordinator can begin triaging the patients.

Work Step [34332]

Description: HDS Intake Coordinator notifies NH Case Manager that the admission to HDS is not appropriate

Comments: NH Case Manager would determine appropriate discharge disposition i.e. transferred to another NH facility or discharged from NH.

Swim Lane:

Role(s): Receiving HDS Nurse [Custom]

Department(s):

Security Position(s):

Work Step [34335]

Description: Initiate planned "Patient Admission Orders" and clinical Admission order sets

System [34336]

Description: Patient encounter is automatically changed to Inpatient and Admit Date/Time is recorded.

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Off Page Reference [34338]

Workflow Link: INA - Inpatient Nursing - Admission Process

Swim Lane:

Role(s): NH Ward Clerk [Custom]

Department(s):

Security Position(s):

Work Step [33964]

Description: If patient has future orders or follow ups, schedule appointments

Work Step [34285]

Description: Book patient transport and put together package for transfer

Off Page Reference [34345]

Workflow Link: Cap Man Patient Flow-NH Non Urgent Patient Transport

Swim Lane:

Role(s): NH Prescriber [Custom]

Department(s):

Security Position(s):

Start/Stop [33687]

Description: Patient has clinical indication for discharge to HDS. Navigate to the "Discharge" Workflow MPage on Prescriber View.

Work Step [33946]

Description: Navigate to "Order Profile" component. Click on the "+" button to add a "Discharge Patient" order with an appropriate disposition.

Comments: Appropriate "Discharge Patient To" selection on "Discharge Patient" order for cross encounter transfer to HDS is "HDS".

Work Step [34028]

Description: Click Close. Click on the "1" on the Orders for Signature window. Click "Sign".

Work Step [12829]

Description: Navigate to "Problem List" component. Ensure at least one "This Visit" Discharge Diagnosis has been added.

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Work Step [34258]

Description: Navigate to "Home Medications" component. Click on the "Cross Encounter Transfer" hyperlink to complete the Transfer Meds Rec.

Work Step [34146]

Description: Navigate to the "Follow Up" component. Use the Quick Picks or Provider Search to add any appropriate follow up if applicable.

Work Step [34267]

Description: Complete all necessary sections of note. Click Sign/Submit.

Off Page Reference [34259]

Workflow Link: Phys Track- Medication Process - Cross Encounter (Org to Org) Transfer Reconciliation

Work Step [34264]

Description: Navigate to "Patient Instructions" indicate which Patient Education material(s) are to be given if applicable

Comments: Prescriber documents in Patient Instructions component to indicate which Patient Education packet(s) should be printed out and given to the patient by the nurse. Patient Education can come from multiple sources. These include SourceNet, Up To Date, Dynamic Health, or a pre-existing repository. Patient Instructions" is a multi-contributor freetext field and will pull into the Patient Discharge Instructions packet that the patient is sent home with. The prescriber should include what type of resource was provided to the patient along with other instructions.

Work Step [33952]

Description: Click the "Discharge Summary" note hyperlink at the bottom of the MPage

Comments: Prescriber can review any required components assessed through gap checking (green check mark=complete and red asterisk=incomplete) This helps to prevent incomplete documentation.

Swim Lane:

Role(s): NH Inpatient Nurse [Custom]

Department(s):

Security Position(s): Nurse

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Work Step [34278]

Description: Nurse reviews and verifies "Discharge Patient" order. Completes nursing discharge summary powerform.

Work Step [12839]

Description: Manage interdisciplinary problem list, patient education/med leaflets, and complete discharge documentation

Comments: Discharge Mpage

Required elements are determined by hospital policy.

Reject suggested plans of care that were not initiated.

Update interdisciplinary/nursing problems to resolved.

Complete Nursing Discharge Summary Powerform.

Work Step [12848]

Description: Disconnect all IV lines, monitors, and other devices as appropriate and document

Work Step [12846]

Description: Review nursing discharge mPage for any gaps and address any/all gaps as applicable

Work Step [34068]

Description: Review and complete discharge documentation/instructions, medication list, and education materials with patient. Print as needed.

Work Step [34311]

Description: Complete Nursing Transfer of Accountability iView section and engage in verbal TOA with HDS nurse

Comments: This needs to occur before patient is picked up for transport.

Work Step [34282]

Description: Departs patient and discharges patient out of the system via PM conversation

Comments: Automatically marks bed empty and dirty, takes out the patient from

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Cap Man and request for EVS sent to out to clean bed/room.

This discharge encounter conversation sends discharge message to Pyxis Automated Dispensing Cabinet once patient is discharge so medication can no longer be dispensed.

Swim Lane:

Role(s): NH Bed Management [Custom]

Department(s):

Security Position(s):

Off Page Reference [34229]

Workflow Link: Cap Management - NH and HDS: CareAware Patient Flow: Discharge

Work Step [34230]

Description: Contact registration at HDS to create a Pre-Admit encounter

Comments: Ideally, this Pre-Admit encounter is created the day before the patient is supposed to arrive. HDS typically doesn't take admissions over the weekend, so a Pre-admit encounter would be created on Friday for a Monday admission.

Swim Lane:

Role(s): HIM Department

Department(s):

Security Position(s): HIM - Specialist

Off Page Reference [34014]

Workflow Link: HIM - Deficiency Management: Analysis

System [34249]

Description: Chart is checked for existing Discharge Summary, if not found an anticipated document notification is sent to Attending Prescriber

Off Page Reference [34287]

Workflow Link: HIM - Coding: Inpatient/Outpatient Coding Task

Swim Lane:

Role(s): HDS Registration Clerk [Custom]

Department(s):

Security Position(s):

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Off Page Reference [34192]

Workflow Link: Registration - ERM - Pre-Admit Process

Work Step [34195]

Description: Pre-admit encounter is created, Encounter number communicated to Admitting prescriber

Comments: HDS Registration will be confirming with the HDS Admitting Prescriber of the Level of Care they will be admitted to.

Facilities:

Facility Name: Niagara Health System (All five acute hospitals) and Hotel Dieu Shaver

Status: Pending Approval

Facility Cerner Owner: Baker, Chrissy M

Facility Client Owner: Van Egmond, Tina

Authorize Date:

Facility Comments: