Cerner Workflow ID: 35528 (v. 4.0)   Client Workflow ID: 468

Last updated by **Debbie Begin**, May 08, 2024 12:12pm (UTC -4 hours)

HIM Department,HIM Clerk,HIM Manager

Off Page Reference	*Document*	*Work Step*	*Work Step*	*Work Step*	*Work Step*
HIM - Deficiency Management: Administrative Closure (Documents) [22]	Update policies and procedures and ensure all departments (Risk/Compliance, Legal, etc.) are in agreement [38]	In Powerchart, proxy into the refusal inbox and navigate to the orders portion. [66]	Select the orders eligible to be administratively closed per policy [68]	Select forward for the appropriate orders and find the Administrative Closure Per Policy user [5]	Click send [7]

System	*Work Step*	*Work Step*	*Work Step*	*System*	*System* *Deficiency Analysis*
Orders are sent to the Administrative Closure Per Policy message center [9]	Log into Powerchart as the Administrative Closure per Policy user [13]	Select the orders in the message center to administratively close [8]	Sign the orders as the Administrative Per Policy User [12]	Orders are signed and the status is updated [14]	Deficiency is removed in HIM Deficiency Management [46]

System *PowerChart*	*Work Step* *PowerChart*	*Work Step* *PowerChart*	*Work Step* *PowerChart*	*Work Step* *PowerChart*	*Work Step* *PowerChart*
Cosign order information updates in PowerChart [33]	Open the patient's encounter in PowerChart (if not already open) [49]	Click the Notes tab and click Add [51]	Select Administrative Closure Letter from the Type list [52]	Select the appropriate reason why orders on the medical record were administratively closed [53]	Free text the list of deficiencies that were administratively closed [54]

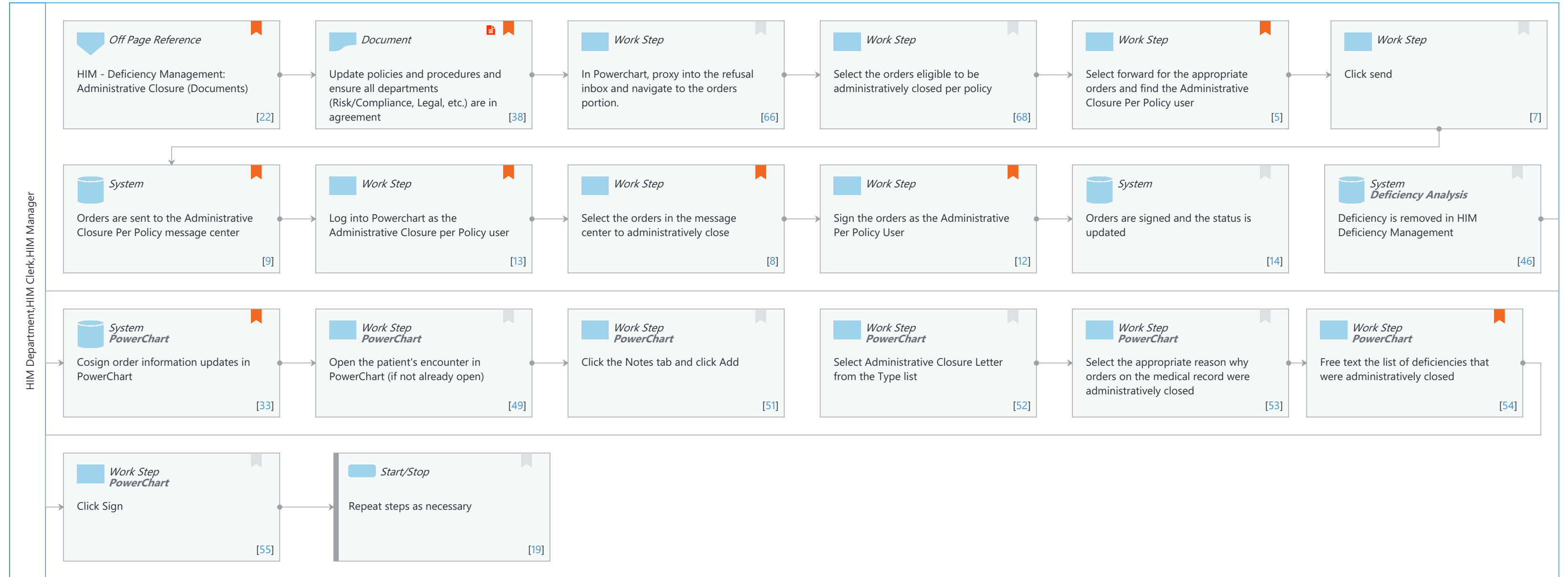| *Work Step* *PowerChart*	*Start/Stop*
Click Sign [55]	Repeat steps as necessary [19]

Future State: HIM - Chart Completion: Administrative Closure (Orders)

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Workflow Details:

Workflow Name: HIM - Chart Completion: Administrative Closure (Orders)
Workflow State: Future State
Workstream: Post-Discharge/Post-Visit
Venue: Acute Care
Emergency Medicine
Perioperative
Client Owner:
Cerner Owner:
Standard: Yes
Related Workflow(s):
Tags:

Workflow Summary:

Service Line:
Related Solution(s): Health Information Management
Project Name: Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP
TestBuilder Script(s):
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Client Workflow ID: 468
Workflow Notes: For the steps to configure and follow the workflow, see Understand Administrative Closure (Orders) Workflow .

With this workflow, HIM Managers use the Chart Completion application to administratively close orders in need of a cosignature. Upon administrative closure, the cosign order information updates in PowerChart and the deficiency is automatically removed.

It is important to administratively close orders based on the organization's policies and procedures. This helps optimize system performance and ensure accurate deficiency management reporting.

Introduced By: WS 2
Validated By: WS 6

Swim Lane:

Role(s): HIM Department
HIM Clerk [Custom]
HIM Manager [Custom]
Department(s): Health Information Management
Security Position(s): HIM - Managers

Cerner Workflow ID: 35528 (v. 4.0)   Client Workflow ID: 468   Last updated by Debbie Begin, May 08, 2024 12:12pm (UTC -4 hours)

Off Page Reference [22]

Workflow Link: HIM - Deficiency Management: Administrative Closure (Documents)

Comments: Follow the workflow for the steps to administratively close documents.

Document [38]

Description: Update policies and procedures and ensure all departments (Risk/Compliance, Legal, etc.) are in agreement

Step Impact: Policy/Procedure

Work Step [66]

Description: In Powerchart, proxy into the refusal inbox and navigate to the orders portion.

Work Step [68]

Description: Select the orders eligible to be administratively closed per policy

Work Step [5]

Description: Select forward for the appropriate orders and find the Administrative Closure Per Policy user

Comments: If Discharge Date or Order Date is selected in the Range filter, the Start Date and Stop Date filters are required.

If Deficiency Age or Order Age is selected in the Range filter, the Min Age and Max Age filters are required. The Deficiency Age is the number of days past discharge.

When Order Date or Order Age is selected in the Range filter, the Discharged Patients Only checkbox becomes available and can be selected or deselected as needed.

Work Step [7]

Description: Click send

System [9]

Description: Orders are sent to the Administrative Closure Per Policy message center

Comments: If a high volume of orders is returned, consider adjusting your filters. See Applying Filters for Administrative Closure of Orders for

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information on optimal system performance.

Work Step [13]

Description: Log into Powerchart as the Administrative Closure per Policy user

Comments: No action can be taken from the side panel. To continue with administratively closing orders, exit the side panel.

Work Step [8]

Description: Select the orders in the message center to administratively close

Comments: Select the orders to administratively close, using one of the following options:
-Select one order at a time by selecting the check box in front of the Order ID link
-Select all orders on the existing
page by selecting the check box in the top row next to Order ID
column
-Select all orders across all pages by selecting Select All Orders

Work Step [12]

Description: Sign the orders as the Administrative Per Policy User

Comments: The Apply Closures button displays the number of orders selected.

Cerner recommends selecting and closing no more than 10,000 orders at a time to ensure that optimal system performance occurs. For
more information, see Applying Administrative Closure of Orders .

System [14]

Description: Orders are signed and the status is updated

System [46]

Description: Deficiency is removed in HIM Deficiency Management

Method: Deficiency Analysis

System [33]

Description: Cosign order information updates in PowerChart

Method: PowerChart

Comments: History tab within the Order Information automatically updates in PowerChart. The user who performed the administrative closure

displays in the Responsible Party field and the "Administratively closed per medical record policy" message with the date and time of the administrative closure displays in the Cosignature field.

The Validation tab within the Order Information also updates with the a dministrative closure information.

The cosign order request is removed from the provider's Cosign Orders folder in Message Center.

Work Step [49]

    Description: Open the patient's encounter in PowerChart (if not already open)

    Method: PowerChart

Work Step [51]

    Description: Click the Notes tab and click Add

    Method: PowerChart

Work Step [52]

    Description: Select Administrative Closure Letter from the Type list

    Method: PowerChart

Work Step [53]

    Description: Select the appropriate reason why orders on the medical record were administratively closed

    Method: PowerChart

Work Step [54]

    Description: Free text the list of deficiencies that were administratively closed

    Method: PowerChart

    Comments: Follow your organization's policy to determine if specific orders or a general description, such as detailing the applicable date range, should be listed.

Work Step [55]

    Description: Click Sign

    Method: PowerChart

Cerner Workflow ID: 35528 (v. 4.0)   Client Workflow ID: 468

Start/Stop [19]

Description: Repeat steps as necessary