Niagara Health System

Oct 16, 2024

Future State: HIM - Chart Completion: Documentation Correction

Cerner Workflow ID: **6091 (v. 22.0)**   Client Workflow ID: **948**   Last updated by **Mayank Malik, Apr 04, 2024 3:22pm (UTC -4 hours)**

Nurse (RN)/Nurse Manager

Start/Stop — User notices documentation error while in the patient's encounter in PowerChart **[9567]**

Decision — Is the documentation error a radiology report? **[30492]**
- Yes → **Off Page Reference** — Radiology - Report Correction (Wrong Encounter or Patient) **[30494]**
- No ↓

Decision — Is the documentation error a lab report? **[30521]**
- Yes → **Off Page Reference** — Laboratory - AP Move Orders and Results to New Encounter **[30522]**
- Yes → **Off Page Reference** — Laboratory - Clinical Laboratory - Move Orders and Results to New Encounter **[30523]**
- No ↓

Work Step — PowerChart — Click Ad Hoc Charting **[9568]**

Work Step — PowerForm — Select the Documentation Correction PowerForm **[30245]**

Work Step — PowerForm — Complete all required fields on the PowerForm **[9569]**

Start/Stop — PowerForm — Sign PowerForm **[30349]**

HIM Clerk;HIM - Health Records Technician

System — HIM Document Correction task is created and placed on hold based on the type of document selected **[30271]**

Start/Stop — Log in to AppBar.exe **[30296]**

Work Step — Click Task Queue **[30263]**

Work Step — Click Choose Task Type (if HIM Documentation Correction queue not already selected) **[30265]**

Work Step — Select HIM Document Correction task type **[30267]**

Work Step — Click OK **[30282]**

Work Step — PowerChart — Single click on task and click PowerChart icon twice (open two instances - one on each monitor) **[30284]**

Work Step — PowerForm — On first instance of PowerChart, click Form Browser tab **[30286]**

Work Step — PowerForm — Right click on Documentation Correction PowerForm and select Modify **[30288]**

Work Step — PowerForm — Review PowerForm **[30290]**

Work Step — PowerChart — On second instance of PowerChart, Click Notes tab **[30292]**

Work Step — PowerChart — Locate the document with error(s) **[30294]**

Decision — PowerChart — Does the document need to be corrected? **[30300]**
- No →
  - **Work Step — PowerForm** — Select Post-Correction Information tab on the PowerForm **[30302]**
  - **Work Step — PowerForm** — Select No under Documentation Corrected **[30304]**
  - **Work Step — PowerForm** — Enter Reason for no correction and free text any details **[30306]**
  - **Work Step — PowerForm** — Sign PowerForm **[30308]**
  - **Work Step — PowerForm** — Verify there are no additional Documentation Correction PowerForms for the encounter **[30312]**
  - **Work Step** — Right click on the task that was selected in the Task Queue and select Complete and OK **[30310]**
  - **System** — Task status updates to Complete **[30485]**
  - **Work Step** — Notify user that submitted the PowerForm **[30324]**
  - **Start/Stop** — Select next task and repeat steps until complete **[30326]**
- Yes ↓

Decision — PowerChart — Is the document on the wrong encounter or patient? **[9578]**
- Yes →
  - **Work Step — PowerChart** — Search for correct encounter using the Search icon **[30333]**
  - **Off Page Reference** — Enterprise Document Management - Clinical Document Correction **[30481]**
- No →
  - **Decision — PowerChart** — Scanned document? **[30342]**
    - Yes → **Off Page Reference** — Enterprise Document Management - Clinical Document Correction **[30481]**
    - No → **Off Page Reference** — Provider Workflow - Documentation Correction (Wrong Encounter or Patient) **[30475]**

Work Step — Place task on hold and add a note in Task Queue until update is made **[30385]**

Decision — PowerChart — Correction complete? **[30394]**
- No → (back to Place task on hold)
- Yes ↓

Work Step — PowerForm — Select Post-Correction Information tab **[30369]**

Work Step — PowerForm — Select Yes under Documentation Corrected **[30370]**

Work Step — PowerForm — Free text any details **[30371]**

Work Step — PowerForm — Sign PowerForm **[30379]**

Work Step — PowerForm — Verify there are no additional Documentation Correction PowerForms for the encounter **[30372]**

Work Step — Right click on the task that was selected in the Task Queue and select Complete and OK **[30373]**

System — Task status updates to Complete **[30488]**

Work Step — Notify user that submitted the PowerForm **[30378]**

Start/Stop — Select next task and repeat steps until complete **[30443]**

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Workflow Details:

Workflow Name:	HIM - Chart Completion: Documentation Correction
Workflow State:	Future State
Workstream:	Other
Venue:	Acute Care
	Emergency Medicine
	Perioperative
	Long Term Care
	Ambulatory
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):	
Cerner Workflow ID:	6091 (v. 22.0)
Client Workflow ID:	948
Workflow Notes:	For the steps to configure and follow the workflow, see Understand Documentation Correction Workflow .

PowerChart users complete the Documentation Correction PowerForm, which adds a task to the HIM
Document Correction task queue. Depending on the document type and error type, the HIM manager or HIM specialist corrects the document themselves, or notifies the physician to correct the document. Once the document is corrected, the PowerForm is modified with the correction details and the task is manually completed in the task queue.

Using the Documentation Correction workflow automates the process of notifying HIM that a document needs to be
corrected, which ensures the document is updated in a timely manner. Correcting documentation in a timely manner eliminates the patient safety risk associated with a document being on the wrong encounter or patient and ensures the medical record is complete and accurate, which accelerates the coding and deficiency management process.

Future State: HIM - Chart Completion: Documentation Correction

Cerner Workflow ID: 6091 (v. 22.0)   Client Workflow ID: 948   Last updated by Mayank Malik, Apr 04, 2024 3:22pm (UTC -4 hours)

Introduced By: WS 2
Validated By: WS 7

Swim Lane:

Role(s): Nurse (RN)
Nurse Manager
Department(s): Health Information Management
Security Position(s): Nurse - Manager
Nurse Practitioner

Start/Stop [9567]

Description: User notices documentation error while in the patient's encounter in PowerChart

Value Impact: Quality

Step Impact: Policy/Procedure

Decision [30492]

Description: Is the documentation error a radiology report?

Off Page Reference [30494]

Workflow Link: Radiology - Report Correction (Wrong Encounter or Patient)

Off Page Reference [30522]

Workflow Link: Laboratory - AP Move Orders and Results to New Encounter

Comments: Follow this workflow for Anatomic Pathology results/reports that are on the wrong encounter.

Decision [30521]

Description: Is the documentation error a lab report?

Off Page Reference [30523]

Workflow Link: Laboratory - Clinical Laboratory - Move Orders and Results to New Encounter

Comments: Follow this workflow for General Laboratory, Blood Bank, and Microbiology results/reports that are on the wrong encounter.

Work Step [9568]

Description: Click Ad Hoc Charting

Method: PowerChart

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Cerner Workflow ID: **6091** (v. 22.0)   Client Workflow ID: **948**   Last updated by Mayank Malik, Apr 04, 2024 3:22pm (UTC -4 hours)

Work Step [30245]

Description: Select the Documentation Correction PowerForm

Method: PowerForm

Comments: The exact location of the Documentation Correction PowerForm will vary based on the role of the end user.

Work Step [9569]

Description: Complete all required fields on the PowerForm

Method: PowerForm

Start/Stop [30349]

Description: Sign PowerForm

Method: PowerForm

Swim Lane:

Role(s): HIM Clerk [Custom]

HIM - Health Records Technician [Custom]

Department(s): Health Information Management

Security Position(s): HIM - Specialist

System [30271]

Description: HIM Document Correction task is created and placed on hold based on the type of document selected

Comments: Hold reasons include Doc Correction - Direct Note Entry, Doc Correction - Scanning, Doc Correction - Transcription

Start/Stop [30296]

Description: Log in to AppBar.exe

Work Step [30263]

Description: Click Task Queue

Work Step [30265]

Description: Click Choose Task Type (if HIM Documentation Correction queue not already selected)

Work Step [30267]

Description: Select HIM Document Correction task type

Work Step [30282]

    Description: Click OK

Work Step [30284]

    Description: Single click on task and click PowerChart icon twice (open two instances - one on each monitor)

    Method: PowerChart

    Comments: Recommend having dual monitors for this workflow

Work Step [30286]

    Description: On first instance of PowerChart, click Form Browser tab

    Method: PowerForm

Work Step [30288]

    Description: Right click on Documentation Correction PowerForm and select Modify

    Method: PowerForm

Work Step [30290]

    Description: Review PowerForm

    Method: PowerForm

Work Step [30292]

    Description: On second instance of PowerChart, Click Notes tab

    Method: PowerChart

Work Step [30294]

    Description: Locate the document with error(s)

    Method: PowerChart

Decision [30300]

    Description: Does the document need to be corrected?

    Method: PowerChart

Work Step [30302]

    Description: Select Post-Correction Information tab on the PowerForm

    Method: PowerForm

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Work Step [30304]

    Description: Select No under Documentation Corrected

        Method: PowerForm

Work Step [30306]

    Description: Enter Reason for no correction and free text any details

        Method: PowerForm

Work Step [30308]

    Description: Sign PowerForm

        Method: PowerForm

Work Step [30312]

    Description: Verify there are no additional Documentation Correction PowerForms for the encounter

        Method: PowerForm

Work Step [30310]

    Description: Right click on the task that was selected in the Task Queue and select Complete and OK

System [30485]

    Description: Task status updates to Complete

Work Step [30324]

    Description: Notify user that submitted the PowerForm

Start/Stop [30326]

    Description: Select next task and repeat steps until complete

Work Step [30333]

    Description: Search for correct encounter using the Search icon

        Method: PowerChart

Off Page Reference [30481]

    Workflow Link: Enterprise Document Management - Clinical Document Correction

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Work Step [30385]

    Description: Place task on hold and add a note in Task Queue until update is made

Decision [9578]

    Description: Is the document on the wrong encounter or patient?

        Method: PowerChart

Decision [30342]

    Description: Scanned document?

        Method: PowerChart

Off Page Reference [30475]

    Workflow Link: Provider Workflow - Documentation Correction (Wrong Encounter or Patient)

Decision [30394]

    Description: Correction complete?

        Method: PowerChart

Work Step [30369]

    Description: Select Post-Correction Information tab

        Method: PowerForm

Work Step [30370]

    Description: Select Yes under Documentation Corrected

        Method: PowerForm

Work Step [30371]

    Description: Free text any details

        Method: PowerForm

Work Step [30379]

    Description: Sign PowerForm

        Method: PowerForm

Work Step [30372]

    Description: Verify there are no additional Documentation Correction PowerForms for the
                  encounter

Cerner Workflow ID: 6091 (v. 22.0)   Client Workflow ID: 948

Method: PowerForm

Work Step [30373]

Description: Right click on the task that was selected in the Task Queue and select Complete and OK

System [30488]

Description: Task status updates to Complete

Work Step [30378]

Description: Notify user that submitted the PowerForm

Start/Stop [30443]

Description: Select next task and repeat steps until complete