



## Future State: HIM - Deficiency Management: Administrative Closure (Documents)

Cerner Workflow ID: 3147 (v. 17.0) Client Workflow ID: 489

Last updated by Debbie Begin, Nov 29, 2023 5:04pm (UTC -4 hours)

**Workflow Details:**

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

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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Workflow Notes: For the steps to configure and follow the workflow, see [Understand Administrative Closure Workflows](#) .

With this workflow, HIM is notified that a physician or resident is unable to complete their deficiencies because they no longer work at the organization. If a resident has deficiencies, HIM reassigns the deficiencies to the attending physician. If a physician has deficiencies, HIM reassigns the deficiencies to another qualified physician. If neither of those options are available, then HIM must administratively close the deficiencies by signing them as the administrative closure user. If this occurs, an Administrative Closure Letter should be added to the encounter to specify what deficiencies were administratively closed and why they were administratively closed.

If the administrative workflows are not followed, missing signatures and incomplete documentation will remain on patient charts. This will cause medical records to be incomplete and lead to an inaccurate count of deficiencies.

Introduced By: WS 2

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Validated By: WS 4

**Swim Lane:**

Role(s): HIM Department

Department(s): Health Information Management

Security Position(s): HIM - Managers

**Off Page Reference [77]**

Workflow Link: HIM - Deficiency Management: Letters (Deficiency Review)

Value Impact: Quality

**Work Step [78]**

Description: HIM is notified that a provider is no longer available to sign/complete their documentation

**Work Step [4]**

Description: Run Deficiency by Physician Detail report in Discern Reporting Portal

Comments: Contact IT/Help desk if provider has been inactivated in the system.

**Start/Stop [7]**

Description: No further action required

**Off Page Reference [28]**

Workflow Link: HIM - Deficiency Management: Administrative Closure (Resident/Advanced Practice Practitioner)

**Off Page Reference [11]**

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

**Decision [5]**

Description: Are there deficiencies assigned to the provider?

**Decision [27]**

Description: Is the provider a resident or advanced practice practitioner?

**Decision [30]**

Description: Is there another provider directly involved with the patient's care or CMO that will complete the deficiencies?

Comments: If there are no other providers available to complete the

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deficiencies, HIM administrative closure is the last resort..

**Decision [97]**

Description: Are there any Document deficiencies (for Anticipated documents)?

**Work Step [99]**

Description: In Patient Deficiency Analysis, highlight the deficiency and click Delete

Method: Deficiency Analysis

**Decision [101]**

Description: Are there any Expected Sign deficiencies (for In Progress/Saved documents)?

**Work Step [104]**

Description: In Message Center, select the Proxies tab

Method: PowerChart

**Work Step [124]**

Description: In the Proxy drop down, select the provider

Method: PowerChart

**Work Step [126]**

Description: Double click on the document under Saved Documents

Method: PowerChart

**Work Step [106]**

Description: Based on policies, sign the document and then mark it in error or add an addendum indicating document may be incomplete

Step Impact: Policy/Procedure

Comments: Collaborate with legal/compliance to determine a strategy for saved documents.

**Decision [110]**

Description: Are there any Sign deficiencies?

**Work Step [180]**

Description: In Patient Deficiency Analysis, highlight the provider's name under the document and select Remove under Personnel

Method: Deficiency Analysis

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**Work Step** [182]

Description: Search for Administrative Closure Per Policy user in the Deficient Personnel field

Method: Deficiency Analysis

**Work Step** [183]

Description: Select Add under Personnel and ensure the deficiency status defaults to Sign

Method: Deficiency Analysis

**Work Step** [184]

Description: Select Submit

Method: Deficiency Analysis

**Work Step** [46]

Description: Log into PowerChart as the Administrative Closure Per Policy user

Method: PowerChart

Step Impact: Policy/Procedure

Comments: Organizations should determine a policy to keep track of who logs into PowerChart as the Administrative Closure Per Policy user.

**Work Step** [159]

Description: Navigate to the Message Center

Method: PowerChart

**Work Step** [62]

Description: Double click on the Document and click OK and Close to sign

Method: PowerChart

**Work Step** [142]

Description: Close PowerChart for the Administrative Closure Per Policy user

Method: PowerChart

**Decision** [171]

Description: Are there any Cosign Order deficiencies?

**Work Step** [153]

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

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Method: PowerChart

**Work Step [154]**

Description: Click the Notes tab and click Add

Method: PowerChart

**Work Step [155]**

Description: Select Administrative Closure Letter from the Type list

Method: PowerChart

**Work Step [156]**

Description: Select the appropriate reason why the medical record was administratively closed

Method: PowerChart

**Off Page Reference [173]**

Workflow Link: HIM - Chart Completion: Administrative Closure (Orders)

Comments: Starting with 2018.06.05, the Chart Completion application can be used to administratively close orders. See [Understand Administrative Closure \(Orders\) Workflow](#) for more information.

**Work Step [157]**

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

Method: PowerChart

**Work Step [163]**

Description: Click Sign

Method: PowerChart

**Start/Stop [158]**

Description: Add Administrative Closure Letter to additional encounters as necessary

Method: PowerChart