



## Future State: HIM - Deficiency Management: Letters (Deficiency Review)

Cerner Workflow ID: 9992 (v. 16.0) Client Workflow ID: 499

Last updated by Shihab Joseph, Sep 29, 2023 3:38pm (UTC -4 hours)

**Workflow Details:**

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

Workflow State: Future State

Workstream: Post-Discharge/Post-Visit

Venue: Acute Care

Emergency Medicine

Perioperative

Facilities:

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: 9992 (v. 16.0)

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Workflow Notes: This workflow provides the steps for the HIM Specialist to follow to review deficiencies prior to sending deficiency letters to providers. This ensures deficiencies are administratively closed or reassigned to other providers so that the deficiency letters are accurate before distributing them.

Introduced By: WS 2

Validated By: WS 4

**Swim Lane:**

Role(s): HIM Department

Department(s): Health Information Management

Security Position(s): HIM - Specialist

**Off Page Reference** [[18138](#)]

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

**Decision** [[18353](#)]

Description: Are there any providers left on the report?

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**Off Page Reference** [18357]

Workflow Link: HIM - Deficiency Management: Letters (Send to Providers)

**Start/Stop** [18133]

Description: Review Deficiency by Physician report prior to running letters

Value Impact: Quality

Comments: Deficiency by Physician can be run in Discern Reporting Portal.

**Decision** [18136]

Description: Has the provider left the organization or no longer able to complete their deficiencies?

**Decision** [18141]

Description: Is the provider on leave of absence or vacation?

**Decision** [18156]

Description: Are there any deficiencies that need to be reassigned for that provider?

**Off Page Reference** [18143]

Workflow Link: HIM - Deficiency Management: Letters (Physician Holds)

**Work Step** [18163]

Description: Log into HIM Physician Deficiency Analysis

**Work Step** [18176]

Description: Enter the physician's name or use the Provider Selection to search for the physician

**Work Step** [18324]

Description: In Chart View, highlight the visit with the deficiency to be corrected

Step Impact: Policy/Procedure

**Work Step** [18326]

Description: Click Deficiency List

**Work Step** [18328]

Description: Select the "All Physicians" radio button

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**Work Step [18331]**

Description: Highlight the provider's name (under the deficiency) to be corrected

**Work Step [18333]**

Description: Click Remove

**Work Step [18335]**

Description: Search for the correct provider or select from the quick pick

**Work Step [18337]**

Description: Click Add. Update the deficiency status if necessary.

**Work Step [18343]**

Description: Click Submit

**Start/Stop [18378]**

Description: Repeat steps for any additional deficiencies that need to be reassigned