

MILLENNIUM PAO BEST PRACTICES - MODIFYING PREBUILT ORDERS AND REJECTED ORDERS MANAGEMENT

1. PAO FIRST, then Clinical Admission Orders

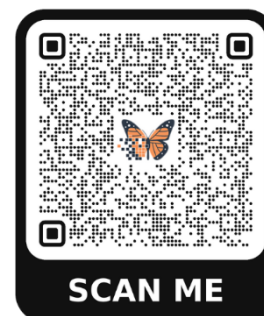
Issue

- ED Meds bypass pharmacy verification and are auto-verified as they are single doses dispensed internally from our stock in the ED.
- If the POA is not placed first, all the medications in the admission orderset do not go to the Pharmacy for verification.

Resolution

- The PAO must be placed and signed FIRST before placing the clinical admission orders.

https://www.niagarahealth.on.ca/files/his_tip_sheets/HIS-Prescriber-PatientAdmissionOrdersPAOJOBID.pdf

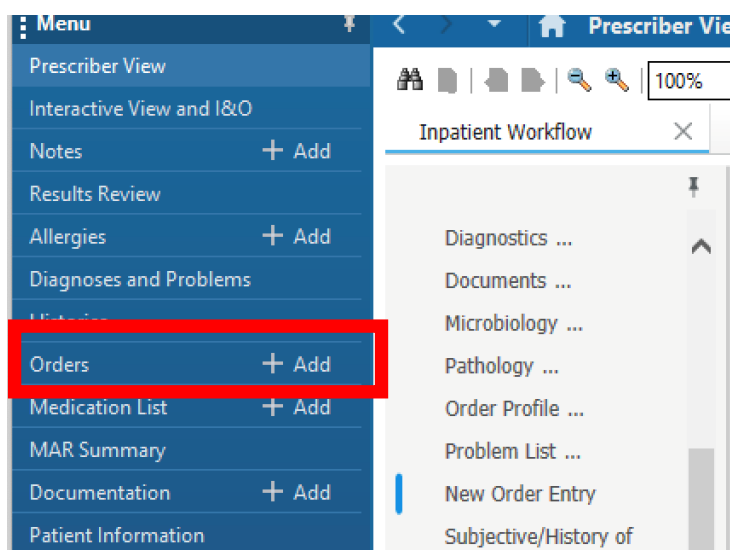


2. Modifying Prebuilt Orders and Downstream issue

Issue

- Pre-built order sentences are designed to accurately assign the correct medication product and dosage form. Modifying a pre-built order sentence at the route of administration level breaks this design. Medication orders immediately appear on the eMAR, allowing for nurse administration and potentially results in a non-scannable medication situation.

Example: an injectable route of administration should not be modified to oral.



Example: pediatric infusion dilution being selected inappropriately for an adult patient

Resolution.

- When searching for a medication order sentence
 - Use the M page or Quick Orders first to find common orders. These will show some but not all orders associated with your search terms.
 - If your order is not there, use the Dark Menu Orders “Add” button

3. Rejected Order Management

Issue

- Rejected medication orders need to be addressed through the prescriber patient management process. These orders remain on the patient chart until addressed by the prescriber.

Example: a rejected medication order was administered to a patient

Resolution

- Rejected orders need to have the appropriate action – cancel and re-order, or discontinue.

Displayed: All Active Orders | All Inactive Orders | All Orders (All Statures)

Order Name	Status	Dose ...	Details
Active			
Vital Signs/Monitoring			
<input checked="" type="checkbox"/> Vital Signs			0, Stop date 08/11/2024 16:19:00, ***F
Patient Care			
<input checked="" type="checkbox"/> Communicate			EST, Ensure patient goes to the schedi
<input checked="" type="checkbox"/> Communicate			EST, Ensure patient goes to the schedi
<input checked="" type="checkbox"/> Communicate			0, Ensure patient goes to the scheduli
<input checked="" type="checkbox"/> Communicate			0, Ensure patient goes to the scheduli
<input checked="" type="checkbox"/> Communicate			0, Ensure patient goes to the scheduli
<input checked="" type="checkbox"/> Peripheral			If no existing venous access device,
<input checked="" type="checkbox"/> TRANSFUSE			bin 25% 50 mL Product, Transfuse
<input checked="" type="checkbox"/> Verify conse			0, 8/11/2024 16:19:00
Medications			

Note: A red box highlights the 'Cancel/Discontinue' option in the context menu for the 'Verify conse' order.

4. Favourite Powerplan Naming Convention

Issue

- Re-naming of Power Plans in your favorites folder carries that name throughout the patient record making it difficult to trace where orders are generated from for follow-up.

Example: renaming and saving the ED/ICU Amiodarone IV Infusion Subphase to “Ben’s Amiodarone Protocol” will document in the patient record as “Ben’s Amiodarone Protocol”





Resolution

- Follow the standard naming convention of the order set and add a suffix with a date at the end to indicate the modification. “ED ICU Amiodarone IV infusion Subphase -BT – 13 Nov 24”

Getting Help!

If you are still experiencing access issues, please contact **At-The-Elbow (ATE) support** or submit a ticket to the **HIS Service Desk**. Be sure to include **your device and username information** in your ticket: <https://niagarahealth.service-now.com/sp?id=monarch>

Tips to Submitting a Ticket:

-  Give as much detail as possible to ensure the Command Centre is able to quickly understand the issue and place it in a priority sequence.
-  **Include the name of the person who is experiencing the issue and their contact information.**
-  Select the appropriate category, sub-category and priority of the issue.
-  Attach a screenshot of the issue, or to help explain the issue, whenever possible, keeping in mind that no patient-identifiable information should be included in the screenshot.

If your issue has a direct and immediate impact on patient care and support staff are busy helping someone else, please call **905-378-4647 Ext. 42850 PRESS 3** to speak to the Operation Monarch Command Centre staff.

