Charge Nurse

Off Page Reference
HIM - Deficiency Management: Refusals (Cosign Orders - Wrong Patient/Encounter) [3]

Work Step
Receive call from HIM that a order has been placed on the wrong patient or encounter. [4]

Work Step
Contact appropriate floor nurse. [22]

Nurse (RN),RPN

Document PowerOrders
Locate order in patient's chart. [8]

Decision
Is the refused order a Patient Status Order (PSO)? [33]

— Yes →

Decision
Did the refused PSO order create a patient on the floor without an active PSO on their encounter (missing PSO)? [28]

— No →

Decision
Was the order carried out? [10]

— No →

Work Step PowerOrders
Void order. [15]

Start/Stop PowerOrders
Place order on correct patient/encounter. [14]

— No (from Decision [33]) →

Start/Stop
Contact prescriber to obtain verbal PSO [38]

(Yes from [28])

Work Step
Fill out an incident report per policy. [11]

(Yes from [10])

Future State: INA - Inpatient Nursing - Refused Order

Cerner Workflow ID: **14464 (v. 9.0)**   Client Workflow ID: **451**   Last updated by **Susan Hansen, Mar 25, 2024 9:09am (UTC -4 hours)**

Workflow Details:

Workflow Name: INA - Inpatient Nursing - Refused Order
Workflow State: Future State
Workstream: Orders
Venue: Acute Care
Client Owner:
Cerner Owner:
Standard: Yes
Related Workflow(s):
Tags:

Workflow Summary:

Service Line:
Related Solution(s): Cerner Millennium EMR - Acute
Project Name: Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP
TestBuilder Script(s):
Cerner Workflow ID: 14464 (v. 9.0)
Client Workflow ID: 451
Workflow Notes:
Introduced By: WS 6
Validated By: WS 7

Swim Lane:

Role(s): Charge Nurse
Department(s):
Security Position(s): Nurse
Nurse - Critical Care

Off Page Reference [3]

Workflow Link: HIM - Deficiency Management: Refusals (Cosign Orders - Wrong
Patient/Encounter)

Work Step [4]

Description: Receive call from HIM that a order has been placed on the wrong patient or
encounter.

Work Step [22]

Description: Contact appropriate floor nurse.

Swim Lane:

Future State: INA - Inpatient Nursing - Refused Order

Cerner Workflow ID: 14464 (v. 9.0)   Client Workflow ID: 451

Role(s):	Nurse (RN)
	RPN [Custom]
Department(s):	
Security Position(s):	Nurse
	Nurse - Critical Care

Document [8]

Description: Locate order in patient's chart.

Method: PowerOrders

Decision [33]

Description: Is the refused order a Patient Status Order (PSO)?

Decision [28]

Description: Did the refused PSO order create a patient on the floor without an active PSO on their encounter (missing PSO)?

Comments: HIM has already determined patient is an active acute patient in the hospital and does not have an active PSO on their encounter.

Decision [10]

Description: Was the order carried out?

Work Step [15]

Description: Void order.

Method: PowerOrders

Comments: If order in question is lab or radiology order, contact that department.

Start/Stop [14]

Description: Place order on correct patient/encounter.

Method: PowerOrders

Start/Stop [38]

Description: Contact prescriber to obtain verbal PSO

Work Step [11]

Description: Fill out an incident report per policy.

Step Impact: Policy/Procedure

Facilities:

Facility Name: Niagara Health System (All five acute hospitals) and Hotel Dieu Shaver

Status: Approved

Facility Cerner Owner:

Facility Client Owner: Hansen, Susan Mia

Authorize Date: Feb 27, 2024

Facility Comments: