



Future State: MHA - MHA Outpatient MH Intake

Cerner Workflow ID: 12775 (v. 11.0) Client Workflow ID: 968

Last updated by Julia Becevel, Jan 31, 2024 11:07am (UTC -4 hours)

Workflow Details:

Workflow Name: MHA - MHA Outpatient MH Intake

Workflow State: Future State

Workstream: Admission/Intake

Venue: Hospital Based Behavioral Health
Ambulatory
Community Based Behavioral Health

Client Owner: Hemauer, Hannah

Cerner Owner:

Standard: Yes

Related Workflow(s):

Tags:

Workflow Summary:

Service Line:

Related Solution(s): Cerner Community Behavioral Health
Community Behavioral Health
Millennium Behavioral Health

Project Name: Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP

TestBuilder Script(s):

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Workflow Notes:

Introduced By: WS 7

Validated By: WS 8

Swim Lane:

Role(s): Front Office Clerk

Department(s): Patient Access

Security Position(s): Scheduling - Clerk
Scheduling - Clerk Advanced
Registration - Clerk**Start/Stop [18450]**

Description: Client referral received through centralized registration

Document [18451]

Description: Document referral information into HIS

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Work Step [18452]

Description: Schedule appointment with central intake clinician

Off Page Reference [18427]

Workflow Link: Patient Access - Scheduling an Appointment

Start/Stop [18384]

Description: Appointment(s) scheduled for patient to begin outpatient treatment.

Swim Lane:Role(s): Intake Coordinator
Social Worker
Therapist/Psychologist

Department(s):

Security Position(s): BH - Intake Coordinator
BH - Psychologist
BH - Social Worker
BH - Therapist**Start/Stop** [18162]

Description: Ambulatory Organizer displays patient as "checked in."

Method: MPage

Work Step [18160]

Description: Review chart from the Workflow MPage.

Method: MPage

Work Step [18332]

Description: Review pt history on the chart

Work Step [18161]

Description: Update patient location on the Ambulatory Organizer.

Method: MPage

Work Step [18189]

Description: Review/update Allergies, Home Medications, Medication Compliance, and Patient Preferred Pharmacy.

Method: MPage

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Value Impact: Patient Safety

Step Impact: Regulatory

Regulatory Details: Certified Health IT (CHIT)
Medicaid Promoting Interoperability
Medicare Promoting Interoperability
Merit-based Incentive Payment System-IA
Merit-based Incentive Payment System-PI
Merit-based Incentive Payment System-Quality

Comments: Medication compliance is completed by the clinical staff. Medication Reconciliation is completed by the Provider. Do not stop or D/C medications just add compliance and provider will remove, if indicated, during Med Rec.

MIPS Quality Measures Considerations:
Documentation of Current Medications in the Medical Record

MIPS Improvement Activities Considerations:
Implementation of medication management practice improvements

Work Step [18371]

Description: Complete centralized intake with client within HIS

Method: PowerForm

Work Step [18219]

Description: Update Problem List, if appropriate.

Method: Problem List

Decision [18379]

Description: Determine appropriate group/clinical intervention based on intake (adult grp or star program)

Work Step [18458]

Description: Schedule patient into group or appointment if patient consents to do so & provide appt time

Document [18461]

Description: Document outcome of intake, if on waitlist let clerk know

Comments: scheduling will determine waitlists, still in design phase,