



Future State: MHA - Withdrawal Management Services

Cerner Workflow ID: Client Workflow ID: 956

Last updated by Hannah Hemauer, Apr 06, 2024 11:00am (UTC -4 hours)

Workflow Details:

Workflow Name: MHA - Withdrawal Management Services

Workflow State: Future State

Workstream: Other

Venue: Hospital Based Behavioral Health

Client Owner: Hemauer, Hannah

Cerner Owner:

Standard: Yes

Related Workflow(s):

Tags:

Workflow Summary:

Service Line:

Related Solution(s): Millennium Behavioral Health

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

TestBuilder Script(s):

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Workflow Notes: Program workers to complete catalyst documentation for reporting based on current state workflow .

Off page reference to be added once registration decision has been made.

Current state referral process will remain for completion of paper referrals

Introduced By: WS 6

Validated By: WS 7

Swim Lane:

Role(s): ED Nurse

MHA IP Nurse [Custom]

Department(s):

Security Position(s):

Decision [14]

Description: Patient is agreeable to attend WMS

Work Step [15]

Description: Complete WMS Pre-Admission Screening Assessment powerform & notify WMS

Future State: MHA - Withdrawal Management Services

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Work Step [29]

Description: Coordinate transfer as per orders and bed availability communicated by WMS staff

Work Step [37]

Description: taxi voucher/support person to provide transportation

Swim Lane:

Role(s): Attending Provider

Department(s):

Security Position(s):

Start/Stop [21]

Description: Complete discharge orders inclusive of community resources

Off Page Reference [73]

Workflow Link: ED - Emergency Medicine - ED Discharge

Swim Lane:

Role(s): Program Worker [Custom]

BH IP Nurse [Custom]

Department(s):

Security Position(s):

Start/Stop [31]

Description: Client calls/ presents at WMS . Pre Admission Assessment completed

Start/Stop [23]

Description: Patient pre-registered at WMS

Decision [25]

Description: Does client meet WMS requirements for admission & wanting to attend voluntarily

Work Step [43]

Description: WMS Pre Admission Assessment reviewed

Comments: program workers need to learn rev cycle

Document [56]

Description: WMS intake powerform completed

Future State: MHA - Withdrawal Management Services

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Work Step [48]

Description: Document home medications within the Document Medication by Hx (if available or if provided by pharmacy)

Work Step [53]

Description: Urinalysis completed & results documented in POCRE tab (as ordered)

Work Step [57]

Description: Behavior observation qx15. Document in safety and attendance.

Work Step [60]

Description: Ongoing assessment documented in IVIEW-program worker band

Work Step [104]

Description: Check client orders throughout shift to review any required plans of care

Work Step [66]

Description: Medication admin : scan client wristband , click on order, select patient self administered

Work Step [59]

Description: Completes MHA Personal Wellness & relapse prevention plan powerform as clinically indicated

Decision [96]

Description: Is client ready for discharge ?

Work Step [83]

Description: Document and complete any referrals

Off Page Reference [82]

Workflow Link: Ambulatory - Referrals (Originating)

Work Step [64]

Description: Update MHA Personal Wellness & Relapse Prevention Plan powerform to document any follow ups

Future State: MHA - Withdrawal Management Services

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Work Step [109]

Description: Use Valuables and Belongings Powerform to document items returned - print and have client sign

Off Page Reference [102]

Workflow Link: Registration - ERM - Outpatient Registration Process

Work Step [99]

Description: Outgoing & Incoming Clinician completes TOA in IVIEW

Work Step [86]

Description: Paper referrals to be sent to centralized scanning to be uploaded to patient chart

Work Step [107]

Description: Discharge client using PM conversation

Swim Lane:

Role(s): Nurse Practitioner

Department(s):

Security Position(s):

Start/Stop [46]

Description: Client requires NP evaluation

Work Step [90]

Description: Documentation reviewed in chart and consulted with program worker

Document [55]

Description: WMS dyndoc note completed

Work Step [69]

Description: Medication reconciliation completed (admission)

Off Page Reference [89]

Workflow Link: Ambulatory - Prescriber Clinic Visit