



Future State: Phys Track- Prescriber Workflow - Prescriber Handoff

Cerner Workflow ID: 9209 (v. 10.0) Client Workflow ID: 140

Last updated by Tina Van Egmond, May 17, 2024 9:17pm (UTC -4 hours)

Workflow Details:

Workflow Name: Phys Track- Prescriber Workflow - Prescriber Handoff

Workflow State: Future State

Workstream: Ongoing Assessment and Treatment

Venue: Acute Care
Critical Care

Client Owner:

Cerner Owner:

Standard: Yes

Related Workflow(s):

Tags:

Workflow Summary:

Service Line:

Related Solution(s): PowerChart

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

TestBuilder Script(s):

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Client Workflow ID: 140

Workflow Notes:

Introduced By: WS 5

Validated By: WS 7

Swim Lane:

Role(s): Sending Prescriber [Custom]

Department(s):

Security Position(s): Physician - Hospitalist

Start/Stop [4]

Description: Handoff of patient care is required

Comments: Prescriber Handoff is the tool that prescribers will use to access their Care Teams Lists if their specialty opted into this functionality.

Prescribers can also access Patient Lists that they've created on the Patient List tab on the
Toolbar from the Prescriber Handoff tool. Examples of Patient Lists are location based lists and relationship based lists (i.e.

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Consulting Physician relationship).

This Prescriber Handoff tool does not eliminate the need for verbal handoff of patients depending on the situation. It is meant to be a helpful electronic tool if both the sending prescriber and receiving prescriber are not available for the handoff conversation at the same time.

Work Step [5]

Description: Click the Prescriber Handoff button on the Toolbar and review appropriate Care Team List or Patient List

Method: MPage

Work Step [21]

Description: Click in white space around the patient's name to access the I-PASS framework documentation

Method: MPage

Comments: IPASS documentation is not saved to the patient's chart.

However, the IPASS framework window can be launched while prescribers are in the patient chart by clicking on the "No Severity", "Unstable", "Watch", "Stable", or "Discharging" button on the Prescriber View toolbar. What the button says will depend on the Illness Severity that has been applied to the patient.

Work Step [24]

Description: Review Illness Severity and update if applicable

Method: MPage

Value Impact: Quality

Step Impact: Training

Comments: Illness Severity should be reviewed and manually updated, if applicable, during every handoff.

Options include: Stable, Watch, Unstable, Discharging

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Work Step [25]

Description: Review Patient Summary and update if applicable

Method: MPage

Value Impact: Quality

Step Impact: Training

Comments: Patient Summary is an ongoing summary that is updated as patient stay continues. Summary statement, including events leading to admission and an ongoing assessment and plan (similar to Hospital Course on the Inpatient Workflow MPages that flows into Progress Notes and Discharge Notes, but not part of the printed medical record).

By default, Patient Summaries are documented on the Medical Service level, but any Medical Service can see other Service's summaries by clicking on the View All button.

Work Step [26]

Description: Review Actions and update if applicable

Method: MPage

Value Impact: Quality

Step Impact: Training

Comments: Actions are a To do list for team members and can be added and checked off as they are completed.

Examples: Update family on prognosis, Check to determine if patients blood culture is positive at approximately midnight. etc.

By default, Actions are documented on the Medical Service and Care Team level, but any Medical Service can see other Service's summaries by clicking on the View All button. Prescribers can also make the Action available to all Medical Services by clicking the "Available to all" button if they wish to share this information across all prescribers.

Actions can also be managed from the prescriber's Inpatient Workflow MPage.

Future State: Phys Track- Prescriber Workflow - Prescriber Handoff

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Work Step [28]

Description: Review Situational Awareness and Planning and update if applicable

Method: MPage

Value Impact: Quality

Step Impact: Training

Comments: Situational Awareness is updated during each handoff; items can be added or removed if no longer pertinent. Questions to address are: What's going on today to be aware of? What is the plan if something adverse happens? etc.

Example: Patient's parents are estranged and will visit separately. Or, If patients respiratory status worsens, please get another chest XR to determine if they are developing an effusion.

By default, Situational Awareness is documented on the Medical Service level, but any Medical Service can see other Service's summaries by clicking on the View All button. Prescribers can also make the Situational Awareness available to all Medical Services by clicking the " Available to all" button if they wish to share this information across all prescribers.

Situational Awareness can also be managed from the prescriber's Inpatient Workflow MPage.

Work Step [82]

Description: Answer any clarifying questions from the Receiving Prescriber if applicable

Work Step [85]

Description: Repeat for all patients who will be handed off

Comments: Prescribers will know if IPASS handoff information has been documented on a patient by viewing the Illness Severity and Actions columns on the overall list view.

Swim Lane:

Role(s): Receiving Prescriber [Custom]

Department(s):

Security Position(s): Physician - Hospitalist

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Work Step [6]

Description: Click the Prescriber Handoff button on the Toolbar and review appropriate Care Team List or Patient List

Method: MPage

Work Step [22]

Description: Click in white space around the patient's name to access the I-PASS framework documentation

Method: MPage

Comments: IPASS documentation is not saved to the patient's chart.

However, the IPASS framework window can be launched while prescribers are in the patient chart by clicking on the "No Severity", "Unstable", "Watch", "Stable", or "Discharging" button on the Prescriber View toolbar. What the button says will depend on the Illness Severity that has been applied to the patient.

Work Step [37]

Description: Review Illness Severity

Method: MPage

Value Impact: Quality

Step Impact: Training

Comments: Illness Severity should be reviewed and manually updated, if applicable, during every handoff.

Examples include: Stable, Watch, Unstable, Discharging

Work Step [36]

Description: Review Patient Summary

Method: MPage

Value Impact: Quality

Step Impact: Training

Comments: Patient Summary is an ongoing summary that is updated as patient stay continues. Summary statement, including events leading to admission and an ongoing assessment and plan (similar to Hospital Course on the Inpatient Workflow MPages that flows into Progress

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Notes and Discharge Notes, but not part of the printed medical record).

By default, Patient Summaries are documented on the Medical Service level, but any Medical Service can see other Service's summaries by clicking on the View All button.

Work Step [33]

Description: Review Actions

Method: MPage

Value Impact: Quality

Step Impact: Training

Comments: Actions are a To do list for team members and can be added and checked off as they are completed.

Examples: Update family on prognosis, Check to determine if patients blood culture is positive at approximately midnight. etc.

By default, Actions are documented on the Medical Service and Care Team level, but any Medical Service can see other Service's summaries by clicking on the View All button. Prescribers can also make the Action available to all Medical Services by clicking the "Available to all" button if they wish to share this information across all prescribers.

Actions can also be managed from the prescriber's Inpatient Workflow MPage.

Work Step [34]

Description: Review Situational Awareness and Planning

Method: MPage

Value Impact: Quality

Step Impact: Training

Comments: Situational Awareness is updated during each handoff; items can be added or removed if no longer pertinent. Questions to address are: What's going on today to be aware of? What is the plan if something

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adverse happens? etc.

Example: Patient's parents are estranged and will visit separately. Or, If patients respiratory status worsens, please get another chest XR to determine if he is developing an effusion. etc.

By default, Situational

Awareness is documented on the Medical Service level, but any Medical Service can see other Service's summaries by clicking on the View All button. Prescribers can also make the Situational Awareness available to all Medical Services by clicking the " Available to all" button if they wish to share this information across all prescribers.

Situational Awareness can also be managed from the prescriber's Inpatient Workflow MPage.

Work Step [38]

Description: Reach out to Sending Prescriber to ask clarifying questions if applicable

Value Impact: Patient Safety
Quality

Work Step [43]

Description: Review Clinical Data tab in IPASS framework window as needed

Method: MPage

Comments: Clinical Data tab is a preview into the following elements documented on the patient's chart: Vital Signs, Labs, Medications, Intake & Output

Work Step [44]

Description: Review Care Team tab in IPASS framework window as needed

Method: MPage

Comments: This Care Tab lists all of the Medical Service Care Team Lists that patient is a part of.

Work Step [95]

Description: Close the IPASS Framework Window

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Start/Stop [77]

Description: Repeat for all patients who will be handed off

Work Step [96]

Description: To assign yourself as the Primary Contact for the patient(s), click the "Select Rows" button in top right hand corner

Comments: Hover to discover on the button with check marks next to lines to see that it's called "Select Rows"

Work Step [97]

Description: Click the Select All button to make yourself the Primary Contact for all patients on list, or individually select patients

Work Step [98]

Description: Click on Primary Contact button. "Assign Myself as Primary Contact" is auto-selected. Select your Care Team in the required field

Comments: "Assign Provider as Primary Contact" is also available if you need to assign someone else to the patient.

Work Step [99]

Description: Click Apply. The Primary Contact is updated for the patient(s) and the handoff process is complete

Facilities:

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

Status: Pending Approval

Facility Cerner Owner: Baker, Chrissy M

Facility Client Owner: Van Egmond, Tina

Authorize Date:

Facility Comments: