Niagara Health System
Oct 11, 2024

Future State: Phys Track - Transitions - Inpatient Discharge

Cerner Workflow ID: 21459 (v. 8.0)   Client Workflow ID: 1   Last updated by Deniece Moon, Jun 21, 2024 12:22pm (UTC -4 hours)

Ward Clerk

Off Page Reference
Cap Man Patient Flow-NH Non Urgent Patient Transport
[34326]

Work Step
Patient is picked up. Complete pick up time field in Powerform.
[34340]

Work Step
Reviews CritiCall Consult order and enters documented information into CCIS database
[34331]

Off Page Reference
ED - Emergency Medicine - ED External Transfer
[34336]

Work Step
If patient has future orders and follow ups, schedule appointments as appropriate and print any requisitions needed.
[33964]

Prescriber

Start/Stop
Patient has clinical indication for discharge. Navigate to the "Discharge" Workflow MPage on Prescriber View.
[33687]

Work Step MPage
Navigate to "Order Profile" component on Discharge Workflow . Click on the "+" button to add a "Discharge Patient" order.
[33946]

Work Step
Click Close. Click on the "1" on the Orders for Signature window. Click "Sign".
[34298]

Decision
Is this patient going to be transferred to an external facility (other than between NH and HDS)?
[34314]

— No →

Work Step MPage
Navigate to "Problem List" component. Ensure at least one "This Visit" Discharge Diagnosis has been added.
[34139]

Work Step MPage
Navigate to "Home Medications" component. Click on the "Discharge to Home" hyperlink to complete the Discharge Meds Rec.
[12829]

Work Step MPage
Navigate to the "Follow Up" component. Use the Quick Picks or Provider Search to add an appropriate follow up instruction.
[34158]

Work Step
Navigate to "Patient Instructions". Dictate or type into component to indicate which Patient Education material(s) are to be given
[34303]

Work Step
Click the "Discharge Summary" note hyperlink at the bottom of the MPage
[33952]

Work Step
Complete all necessary sections of note. Click Sign/Submit.
[34306]

Non-urgent   Yes

Decision
Is this an urgent or non-urgent transfer?
[34322]

Off Page Reference
Phys Track- Medication Process - Discharge Medication Reconciliation
[34301]

Urgent

Work Step
Navigate to "New Order Entry" component to place the "Consult to CritiCall" order
[34328]

Inpatient Nurse

Work Step
Nurse reviews and verifies "Discharge Patient" order
[34249]

Document
Completes nursing discharge summary powerform
[34250]

Work Step MPage
Manage interdisciplinary problem list, patient education, and complete discharge documentation.
[12839]

Work Step
Disconnect all IV lines, monitors, and other devices as appropriate and document
[34260]

Work Step
Review nursing discharge mPage for any gaps and address any/all gaps as applicable
[34251]

Work Step
Complete, print and review discharge documentation /instructions, discharge medication list, and education materials with patient
[34252]

Work Step
Departs patient and discharges patient out of the system via PM conversation
[34287]

Case Manager

Work Step PowerForm
Document final discharge arrangements and plan
[34000]

HIM Department

System
Chart is checked for existing Discharge Summary. If not found, an anticipated document notification sent to Attending Prescriber
[34096]

Off Page Reference
HIM - Deficiency Management: Analysis
[34014]

Off Page Reference
HIM - Coding: Inpatient/Outpatient Coding Task
[34308]

Bed Management

Work Step
Gets notification of discharge to know a bed will open soon
[34285]

Off Page Reference
Cap Management - NH and HDS: CareAware Patient Flow: Discharge
[34334]

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Workflow Details:

Workflow Name:	Phys Track - Transitions - Inpatient Discharge
Workflow State:	Future State
Workstream:	Discharge/Check Out
Venue:	Acute Care
	Critical Care
Client Owner:	
Cerner Owner:	
Standard:	Yes
Related Workflow(s):	
Tags:	

Workflow Summary:

Service Line:	
Related Solution(s):	CareAware Patient Flow
	CareAware™ Critical Care
	Cerner Millennium EMR - Acute
	MMD - Patient Portal
	PowerChart
	Registration Management
Project Name:	Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP
TestBuilder Script(s):	
Cerner Workflow ID:	21459 (v. 8.0)
Client Workflow ID:	1
Workflow Notes:	Standard Build

- Inpatient Discharge Summary
(Model Experience>Model Experience Foundation>Physician> Acute Venue>Acute Venue MPages> Inpatient Discharge Summary)

- Problems and Diagnosis Management
(Model Experience>Model Experience Foundation>Physician> Foundation>Standard Settings)

- Medication Reconciliation
(Model Experience>Model Experience Foundation>Physician> Foundation>Standard Settings)

- Orders
(Model Experience>Model Experience Foundation>Depts & Capabilities> Order Management>Order Management Content Guide)

- SBAR

(Model Experience>Model Experience Foundation>Nursing>Acute Registered Nurse>Inpatient Nursing MPages>

SBAR MPages)

Linked Referential CDS (Infobutton)

Electronic Prescribing (

ChangeRx/CancelRx/Fill Status/Oral Liquid Med Dosing Metric (mL)/

insert leading zeros for dose without whole number and remove

trailing zero's.

Introduced By: WS 3

Validated By: WS 8

Swim Lane:

Role(s): Ward Clerk [Custom]

Department(s):

Security Position(s):

Off Page Reference [34326]

Workflow Link: Cap Man Patient Flow-NH Non Urgent Patient Transport

Work Step [34340]

Description: Patient is picked up. Complete pick up time field in Powerform.

Work Step [34331]

Description: Reviews CritiCall Consult order and enters documented information into CCIS database

Comments: Transfer via ORNGE- for unstable critically ill patients (those requiring the ongoing administration of medications and/or blood products that is above and beyond the scope of practice of a land Primary Care Paramedic. Additionally, patients requiring the use of specialized equipment or monitoring devices during transport are also candidates for our services. Examples include, but are not limited to a ventilator, external pacemaker, multi-channel infusion pump, hemodynamic or invasive monitoring and IABP)

https://www.ornge.ca/

healthcare/transporting-a-patient

There are rare circumstances in which ORNGE needs to be used to transfer non-urgent patients long distances electively at the patient's expense.

Paeds can go by ORNGE or the Paeds transport team from McMaster or our RNs depending on the need

Transfer via EMS- for stable or unstable critically ill patients with RN +/- RN support.

https://www.ontarioparamedic.ca/scope-of-practice/

Transfer via Non-Urgent Patient Transport (NUPT)- for stable patients who do not require monitoring for treatments

Off Page Reference [34336]
Workflow Link: ED - Emergency Medicine - ED External Transfer

Work Step [33964]
Description: If patient has future orders and follow ups, schedule appointments as appropriate and print any requisitions needed.

Swim Lane:
Role(s): Prescriber [Custom]
Department(s):
Security Position(s):

Start/Stop [33687]
Description: Patient has clinical indication for discharge. Navigate to the "Discharge" Workflow MPage on Prescriber View.
Comments: See separate "Patient Deceased" workflow for deceased patients

Work Step [33946]
Description: Navigate to "Order Profile" component on Discharge Workflow . Click on the "+" button to add a "Discharge Patient" order.

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Method: MPage

Comments: Single left click on the appropriate Discharge Patient order option. Common Discharge Disposition options will be listed for you to select from. If the Discharge Disposition you need is not listed here, select the option that has no Disposition and you will be prompted to fill out the disposition later. After you've made your selection, a "1" will appear in the background in your Orders for Signature window indicating you have one order queued up.

Work Step [34298]

Description: Click Close. Click on the "1" on the Orders for Signature window. Click "Sign".

Decision [34314]

Description: Is this patient going to be transferred to an external facility (other than between NH and HDS)?

Work Step [34139]

Description: Navigate to "Problem List" component. Ensure at least one "This Visit" Discharge Diagnosis has been added.

Method: MPage

Comments: To satisfy the Problem List component, the patient also needs at least one Chronic problem documented, or "No Chronic Problems" documented.

Work Step [12829]

Description: Navigate to "Home Medications" component. Click on the "Discharge to Home" hyperlink to complete the Discharge Meds Rec.

Method: MPage

Comments: Prescribers should use the "Discharge to Home" medication reconciliation link for all discharge scenarios other than cross encounter transfers between NH and HDS.

Work Step [34158]

Description: Navigate to the "Follow Up" component. Use the Quick Picks or Provider Search to add an appropriate follow up instruction.

Method: MPage

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Work Step [34303]

Description: Navigate to "Patient Instructions". Dictate or type into component to indicate which Patient Education material(s) are to be given

Comments: Prescriber documents in Patient Instructions component to indicate which Patient Education packet(s) should be printed out and given to the patient by the nurse. Patient Education can come from multiple sources. These include SourceNet, Up To Date, Dynamic Health, or a pre-existing repository. Patient Instructions" is a multi-contributor freetext field and will pull into the Patient Discharge Instructions packet that the patient is sent home with. The prescriber should include what type of resource was provided to the patient along with other instructions.

Work Step [33952]

Description: Click the "Discharge Summary" note hyperlink at the bottom of the MPage

Comments: Prescriber can review any required components assessed through gap checking (green check mark=complete and red asterisk=incomplete) This helps to prevent incomplete documentation.

Work Step [34306]

Description: Complete all necessary sections of note. Click Sign/Submit.

Decision [34322]

Description: Is this an urgent or non-urgent transfer?

Comments: For HDS, urgent transfers using CritiCall are rare. HDS isn't on a list of institutions that CritiCall services - most patients go to EMS.

Off Page Reference [34301]

Workflow Link: Phys Track- Medication Process - Discharge Medication Reconciliation

Work Step [34328]

Description: Navigate to "New Order Entry" component to place the "Consult to CritiCall" order

Comments: CritiCall Ontario assists hospital-based physicians caring for urgent or emergent patients who require care beyond the hospital's resources.
The Physician or designate calls CritiCall Ontario at 1-800-668-4357

Swim Lane:

Future State: Phys Track - Transitions - Inpatient Discharge

Role(s): Inpatient Nurse
Department(s):
Security Position(s):

Work Step [34249]
Description: Nurse reviews and verifies "Discharge Patient" order

Document [34250]
Description: Completes nursing discharge summary powerform

Work Step [12839]
Description: Manage interdisciplinary problem list, patient education, and complete discharge documentation.
Method: MPage
Comments: Discharge Mpage

Required elements are determined by hospital policy.

Reject suggested plans of care that were not initiated.

Update interdiscplinary/nursing problems to resolved.

Complete Nursing Discharge Summary Powerform.

Work Step [34260]
Description: Disconnect all IV lines, monitors, and other devices as appropriate and document
Comments: Continue all current lines and monitors as appropriate for external transfers. Patients may be moved to a transport monitor.

Work Step [34251]
Description: Review nursing discharge mPage for any gaps and address any/all gaps as applicable

Work Step [34252]
Description: Complete, print and review discharge documentation /instructions, discharge medication list, and education materials with patient
Comments: NH Transfer of Care Paper Forms to be replaced by electronic

Clinical Reporting Inpatient Transfer packet.

The MAR is included in the Transfer
template and is very comprehensive.

Meds still get titrated in transport, even if ORGNE not
involved. If a patient is on levophed or sedation during EMS
transport with a critical care nurse, those meds can be titrated as
needed.

The Inpatient Discharge Instructions can be a 'living' document until it's
signed/printed. It's optimal for
nursing to wait to generate the instructions when everything is
complete, but in the event they are generated and something is not
done, the document - prior to being signed - can be refreshed as
needed.

Work Step [34287]

Description: Departs patient and discharges patient out of the system via PM conversation

Value Impact: Patient Safety
Quality

Step Impact: Policy/Procedure

Comments: Automatically marks bed empty and dirty, takes out the patient from
Cap Man and requests for EVS sent out to clean bed/room.

This discharge encounter conversation sends discharge message to Pyxis A
utomated Dispensing Cabinet once patient is discharged so medication
can no longer be dispensed.

Swim Lane:

Role(s): Case Manager

Department(s): Case Management/Social Services

Security Position(s): Case Manager

Work Step [34000]

Description: Document final discharge arrangements and plan

Method: PowerForm

Comments: If Ontario Health at Home is involved this will be documented in the

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case management note

Swim Lane:

Role(s): HIM Department

Department(s):

Security Position(s):

Off Page Reference [34014]

Workflow Link: HIM - Deficiency Management: Analysis

System [34096]

Description: Chart is checked for existing Discharge Summary. If not found, an anticipated document notification sent to Attending Prescriber

Off Page Reference [34308]

Workflow Link: HIM - Coding: Inpatient/Outpatient Coding Task

Swim Lane:

Role(s): Bed Management [Custom]

Department(s):

Security Position(s):

Work Step [34285]

Description: Gets notification of discharge to know a bed will open soon

Off Page Reference [34334]

Workflow Link: Cap Management - NH and HDS: CareAware Patient Flow: Discharge

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: