

OPERATION

MONARCH

TIP SHEET

HOSPITAL INFORMATION SYSTEM (HIS)

SINGLE ENCOUNTER STRATEGY

Encounter Strategy: The single encounter strategy is how we establish a chart for the patient. Patient movements within the hospital setting have been consolidated into a single encounter strategy. Wherever the patient moves or goes, the chart, orders, documentation will always be visible and reviewable by all team members involved.

The key to single encounter movement is driven by physician orders. Any inpatient movement at Niagara Health (NH), both within a site and between sites, will have either a Physician Admission Order (PAO) or a Transfer Order which will be used to execute the patient movement between wards and sites.

Any inpatient movement at Niagara Health (NH), both within a site and between sites, will have one admission order placed and then transfers used to execute the patient movement between wards and sites. During an inpatient visit, if the patient is going to an ambulatory visit, their inpatient encounter will be placed on hold and the patient will be moved to the ambulatory visit as a separate encounter.

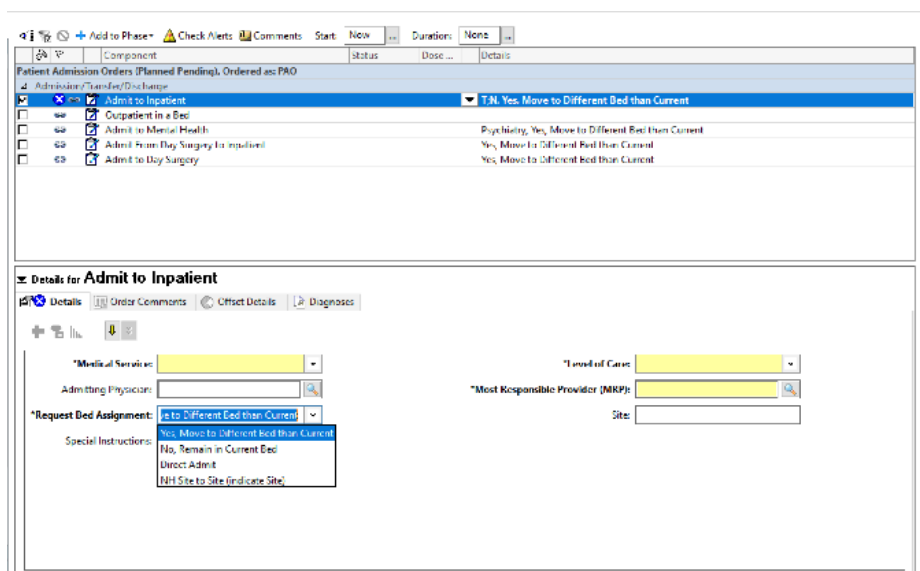
Note that it is important to be vigilant about medications and orders placed because they will only be placed and visible on the encounter that the patient is in, they will not cross. For this reason, **we have made the exception for our day surgery workflows where they move from ER or Inpatient to day surgery that this too will be a single encounter so that important changes in anticoagulation can be noted.**

Patient Admission Order: The Patient Admission Order (PAO) is the first step in the admission process, creating the encounter for your patient in the Hospital Information System (HIS). The PAO is needed to ensure the patient is admitted to hospital appropriately. It is crucial to place the PAO before any admission orders. Best practice dictates not to manipulate, modify, or remove this order, as it forms the foundation of the encounter and can negatively impact patient care. Once a PAO is placed, all clinical orders and documentation will be associated with that encounter and visible to others.

There are five types of PAOs which serve as the entry points into the hospital, setting the stage for orders, documents, and patient care throughout the encounter.

1. **Admit to Inpatient** is used to initiate an inpatient admission. The physician, midwife or NP must select the medical service and the required level of care from drop-down menus. The Provider also assigns the Most Responsible Physician and chooses the Bed Assignment requirements. The order can be planned for later.
2. **Admit to Mental Health** follows a similar process but is tailored to the Mental Health workflow.
3. **Admit to Day Surgery** is used for ambulatory procedures or day surgeries in OR, HIU, Endo or IR. The medical services list and locations are streamlined for day surgery specialties and locations. These orders can be planned ahead and activated upon the patient's arrival. It is important for

4. the registration team to flip the encounter from ER to Inpatient when necessary to ensure proper encounter flow.
5. **Admit from Day Surgery to Inpatient** is used when an unexpected event during a day surgery procedure requires the patient to be admitted to the hospital.
6. **Outpatient in a Bed** is designed to prevent the auto-discharge of ambulatory encounters at midnight for patients who are still in the hospital.



The screenshot displays the HIS interface for Patient Admission Orders. The top section shows a list of orders with columns for Component, Status, Dose, and Details. The selected order is 'Admit to Inpatient' with a dropdown menu open showing options: 'T.N. Yes, Move to Different Bed than Current', 'No, Move to Different Bed than Current', 'Yes, Move to Different Bed than Current', and 'Yes, Move to Different Bed than Current'. Below this, the 'Details for Admit to Inpatient' section is visible, containing fields for Medical Services, Admitting Physician, Request Bed Assignment (set to 'to Different Bed than Current'), Level of Care, Most Responsible Provider (MRP), and Site. A dropdown menu for 'Request Bed Assignment' is also open, showing options: 'No, Remain in Current Bed', 'Direct Admit', and 'NH Site to Site (Indicate Site)'.

Transfer Order: After the PAO is complete, the next step is a potential transfer, which will be used for any type of patient movement between the wards within a hospital or to another NH site. By transferring a patient, all orders, documentation, and interactions remain intact, which is crucial to ensure a continuous record and flow of information.

When transfer orders are not completed correctly, it jeopardizes the flow of information and the inability for the receiving site to access the information.

“Transfer Patient Order” include;

- Inpatient Site A to Inpatient Site B
- Transfer in Levels of Care – Inpatient to Mental Health/Complex Care
- Transfer to Day Surgery (Site to Site) – OR, HIU, Interventional Radiology

Details for Transfer Patient

Details | Order Comments | Diagnoses

+ | - | 1

*Requested Start Date/Time: 18/Nov/2024 1830 EST

*Level of Care: [Dropdown]

*Medical Service: [Dropdown]

Most Responsible Provider (MRP): [Searchable Input]

*Request Bed Assignment: [Dropdown]

Site: [Input]

Special Instructions: Yes, Move to Different Bed than Current NH Site to Site (indicate site)

Details for Transfer to Day Surgery (Site to Site)

Details | Order Comments | Diagnoses

+ | - | 1

*Requested Start Date/Time: 18/Nov/2024 1847 EST

*Medical Service: [Dropdown]

*Location: [Dropdown]

Admitting Physician: [Dropdown]

Site: [Dropdown]

*Most Responsible Provider (MRP): [Searchable Input]

*Request Bed Assignment: Yes, Move to Different Bed (Site to Site)

Special Instructions: [Input]

Discharge Patient Order: The Discharge Patient order will properly close out the encounter and complete all necessary documentation. Through dropdown menu options, this order will be used when the patient has returned home, left the facility, has been transferred to another institution outside of Niagara Health, or they have died. This step is essential for maintaining accurate patient records,



TIP SHEET

HOSPITAL INFORMATION SYSTEM (HIS)

What is Patient Admission Order (PAO)?

- The first step in the admission process, creating the encounter in the HIS.
- Admit to Inpatient
- Admit to Mental Health
- Admit to Day Surgery (OR, Endo, HIU, Interventional Radiology)
- Admit from Day Surgery to Inpatient
- Admit to Outpatient in a Bed (All W&B clinics, Peds, CDU, GYNAC)

What is a TRANSFER?

- Any type of patient movement between the wards within a hospital or to another NH site.
- NH site to site transfer (eg. SCS to NFS)
- NH site to site inpatient to day surgery (eg. NFS patient coming to SCS for HIU and returning to NFS).
- Transfer in Levels of Care – Inpatient to Mental Health or Complex Care and vice versa
- Inpatient at NFS to SCS Day Surgery, returns to NFS

What is a DISCHARGE?

- This action will properly close out the encounter and complete all necessary documentation.
- Patient discharged to HDS
- Patient discharged home
- Patient is discharged to external facility (LTC, HHS, Welland Extended Care Unit)
- Death of a patient
- Left the facility (AMA)