

Hospital EHR – Medical Staff Newsletter

September 2017, Volume 4, Issue 7

For questions, comments, or suggestions regarding the EHR or this newsletter, please contact me directly.

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Topics this edition

External Records Access to Wheaton Epic, 10.3.17

Documents Folder Changes, 10.10.17

New Implant Scanning & Documentation Process, 9.26.17

In-House Support Reminder

External Records Access to Wheaton Epic, 10.3.17

Cerner EHR will have access to select external records, including records from Ascension Wisconsin Wheaton Franciscan, starting 10.3.17.

Keep in mind that Epic records are being made available via a custom interface between Epic and Cerner. **This is a work in progress.** While the current product is far from perfect and can be challenging to navigate, I do not want to further delay making this patient information available. We will continue to work with Epic and Cerner to prevent duplicate records and provide information in a cleaner format. Do not hesitate to contact me personally for any related questions or concerns.

Please review the attached revised job aid and FAQ document. In addition I have a brief summary below.

Records will include Documents identified as follows:

- Continuity of Care Document (CCD) – patient level summary (information from multiple encounters/visits)
- Encounter/Visit level summaries - titled by Encounter type as in these examples
 - Hospital Encounter
 - Surgery
 - Office Visit

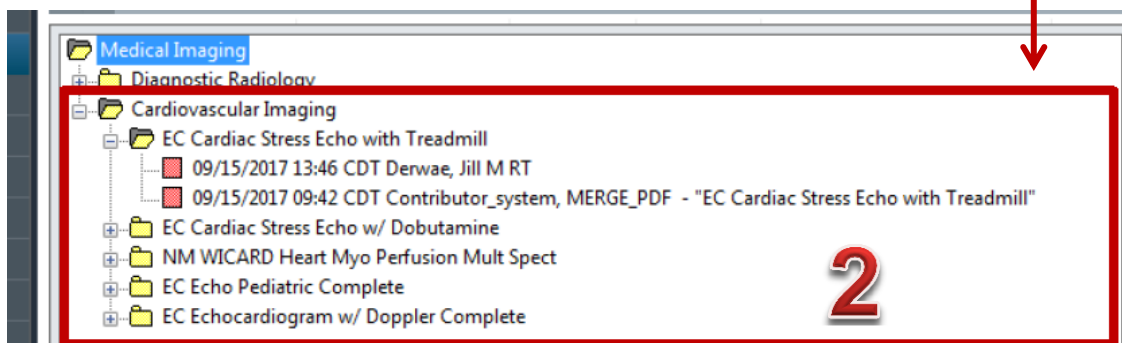
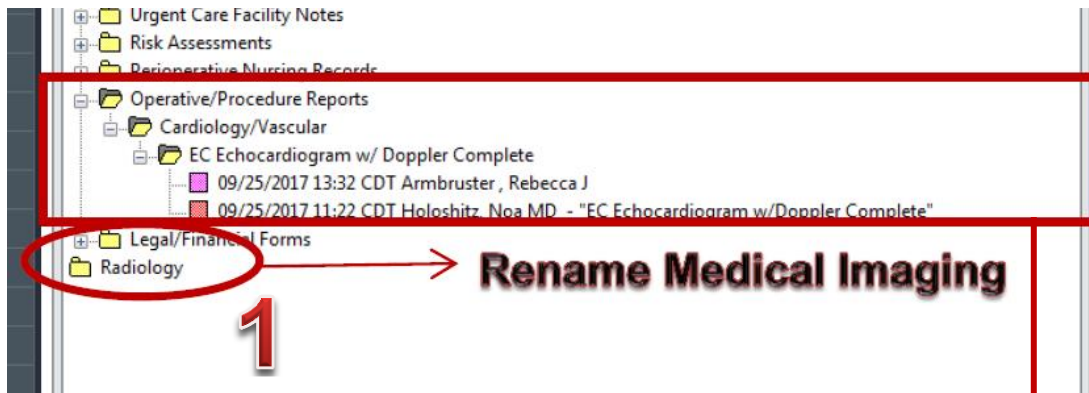
Depending on the document type, some or all of the following will be available within each document.

- Allergies and Medications
- Active medications
- Active Problems
- Immunizations
- List of recent visits/encounters
- Most recent vital signs
- Most recent lab, imaging, and pathology results
- Excerpts from Discharge Summaries and Progress Notes

Documents Folder Changes, 10.10.17

Two changes for Documents starting 10.10.17

- 1- Radiology folder will be renamed Medical Imaging
- 2- Echocardiogram and WICARD Nuclear exam results will move from current subfolder in Operative/Procedure Reports folder to NEW “Cardiovascular Imaging” subfolder within the NEW Medical Imaging folder.



New Implant Scanning & Documentation Process, 9.26.17

On 9.26.17 we started a new process for documenting implants and viewing implant histories.

Meaningful Use Stage 3 requires electronic entry of medical implants to capture the Unique Device Identifier (UDI) when available from the supplier. Scanning is being implemented in stages beginning with the surgical services department. All compatible implant barcodes will be scanned. If the supplier label is not compatible, then nursing will utilize electronic manual entry.

Scanned implants are viewable in Implants tab of histories.



Historical implants and explants can be documented using the “Add” button on the implants tab. Currently, this is an optional workflow as the responsibility of historical entry is yet to be determined.

Implant Scanning Timeline

Stage 1

Start Date – 9/26/17

Locations – CSM Milwaukee, CSM Ozaukee and Riverwoods Surgery Departments

Implant Types - Tissue, Heart Valves & Breast Implants as per chart below.*

Future Stages

Starting Dates – To Be Determined (will be multi-staged)

Locations – all other applicable areas including IR, Cath Labs, etc.

Implant Types – all others

*Green items will be scanned. Red items will be entered manually.

Tissue:

- ✓ Abbott-IMPLANT GLAUCOMA
- ✓ ALLOGRAFT-CADAVERSKIN
- ✓ INTEGRA-BILAYER DRESSING
- ✓ LIFECELL-ALLODERM
- ✓ GLAUKOS-I STENT
- ✓ NEW WORLD-VALVE GLAUCOMA
- ✓ WRIGHT-OSTEOSET MINI BEAD KIT

Breast:

- ✓ ALLERGAN-EXPANDER TISSUE
- ✓ ALLERGAN-IMPLANT BREAST

Heart:

- ✓ MEDTRONIC-AORTIC VALVE
- ✓ MEDTRONIC-FREESTYLE VALVE
- ✓ MEDTRONIC-RING ANNULPLASTY
- ✓ MEDTRONIC-RING CONTOUR 3D

Tissue:

- ✗ ALLOGRAPH TUTOPLAST
- ✗ EZ DERM, DRESSING
- ✗ MIMEDX-AMNIOFIX
- ✗ MIMEDX-EPIBURN
- ✗ MTF-CANCELLOUS CHIPS* & PUTTY*
- ✗ MTF-TENDONS* HEMI* & FEMORAL*
- ✗ NUVASIVE-OSTEOCEL
- ✗ STRYKER-BIO*
- ✗ WRIGHT-ALLOMATRIX PUTTY

(*) = Serial or Lot Barcode only. The UDI scanning window will not work. However, you CAN scan the serial/lot ID directly into the ID box within the segment.

ITEMS THAT WILL SCAN

ITEMS THAT WILL NOT SCAN

In-House Support

In-house support is available Monday through Friday from 8am to 4pm on both Ozaukee and Milwaukee campuses from Caitlin and Kevin of the Clinical Informatics Team. They have offices on each campus and can provide both in person as well as over the phone assistance. Please do not hesitate to contact them directly during these hours.

Connect to them directly by dialing Vocera and requesting “EHR support.”

Ozaukee Vocera Phone: 262-243-6707

Milwaukee Vocera Phone: 414-585-1995

For urgent/emergent EHR technical assistance outside of the above hours, contact the Help Desk at 414-326-2400.

When asked for an extension, choose “7” for expedited transfer to a service desk analyst.

Outside Records MPage FAQs

What criteria has been used to match patients?

The following items must meet a 96%-98% match to pull data.

- Last Name
- First Name
- DOB
- Gender
- Address

Will information be available from multiple organizations?

Yes, information from Ascension Wheaton Franciscan and other participating CommonWell facilities will be available. To view organizations that are part of the alliance, visit the CommonWell web page at <http://www.commonwellalliance.org/providers/>

When will Children's Hospital of Wisconsin, Froedtert and Aurora information be available?

The CommonWell alliance is working to connect to additional Epic sites with a goal of 2018.

What kind of information will I be able to view?

Outside Documents

a. Continuity of Care Document

- Patient level Summary - contains point in time data from patient ; data not limited to a specific encounter.
- Titled "Continuity of Care Document"
- Created every time there is a query from CSM. Queries happen when an encounter is created by Athena or Invision
- Content of CCD
 - Allergies
 - Active medications
 - Active Problems
 - Encounters - list of recent visits*
 - Family History
 - Social History
 - Most recent vital signs*
 - "Plan of Treatment"*
 - Most recent lab results*

Outside Records MPage FAQs

b. Progress Note

- Encounter Level Summary
- Titled by encounter type
 - Examples: Hospital Encounter, Surgery, Office Visit
- Content of Progress Note
 - “Encounter Summary”
 - Includes Provider Summary (attending/admitting) and location
 - Social History
 - “Plan of Treatment”*
 - Diagnoses
 - Admitting Diagnosis

It was previously communicated that the Outside Records page would have a Summary tab and Reconciliation Tab. Why can't I see these tabs?

Due to technical issues with Cerner, these tabs were not working correctly with final testing. Cerner is working on a solution.

In the Continuity of Care Document, how far back is data pulled (Encounter list, etc.) Is this data limited to the last year?

Ascension Wheaton Franciscan will include everything from when they went live March 2012 (outpatient) and May 2016 (inpatient). That means all encounters will be listed in the CCD and the most recent results, etc.

What is a difference between Continuity of Care Document and a Progress Note?

If the document is from Ascension Wheaton Franciscan, the Continuity of Care Document is the “patient level” summary and the Progress Notes are encounter level summary documents. The Progress Note “Document Name” below is actually the Epic encounter type for that visit.

Outside Documents CommonWell: Enrolled

External Document List Last query as of 09/11/2017 13:59

<input type="checkbox"/>	Document Name	Status	Source	Author(s)	Document Date	
<input type="checkbox"/>	Anesthesia Event	New	Multiple	Wheaton Franciscan Healthcare ;	08/17/2017	
<input type="checkbox"/>	Continuity of Care Document	New	Wheaton Franciscan Healthcare	Wheaton Franciscan Healthcare	08/17/2017	
<input type="checkbox"/>	Hospital Encounter	New	Multiple	Wheaton Franciscan Healthcare ; Physician Pediatrics	08/17/2017	
<input type="checkbox"/>	Office Visit	New	Multiple	Wheaton Franciscan Healthcare ;	08/17/2017	
<input type="checkbox"/>	Procedure Pass	New	Wheaton Franciscan Healthcare	Wheaton Franciscan Healthcare	08/17/2017	
<input type="checkbox"/>	Surgery	New	Multiple	Wheaton Franciscan Healthcare ; Physician Surgery	08/17/2017	

Save to Chart Reconcile

What is the Plan of Treatment in the CCD?

The plan of treatment is the patient instructions.

What if no records display, but my patient states they were recently seen by a Wheaton Franciscan provider or other facility listed in the CommonWell alliance?

Please open a ticket by calling the IS Help Desk at 414-326-2400 to investigate the issue if the visit occurred more than one week ago. Please include Patient Information and Date of Service.

Are there any age parameters set for importing data?

There are no age parameters for importing data.

Do I need to be on a specific clinic or hospital encounter to view data?

No, you do not need to be on a specific encounter to view information.

Will imported data be automatically saved as part of the CSM record?

No. Data will never be saved automatically. The technical functionality exists to manually save a document to the CSM record.

Why do I see several versions of the same document?

Duplicate documents could be listed if several document queries were initiated.

Where will I see the documents if I save them to the CSM record?

Documents will be saved to the "Health-Care Facility Chart-External" folder within the "Outside Agencies" folder in documents Section". The date will save as the original document date.

What if I see inconsistencies in the data that is pulling or if I identify the data is not for this patient?

Any and all issues should be reported by calling the IS Service Desk at 414-326-2400 and opening a ticket. Please include Patient Information and Date of Service.

What time frame is used to pull data into the CSM EHR?

When the encounter is first created, the system will query for outside records.

If a query has never been triggered for a patient, the system it will look back 180 days.

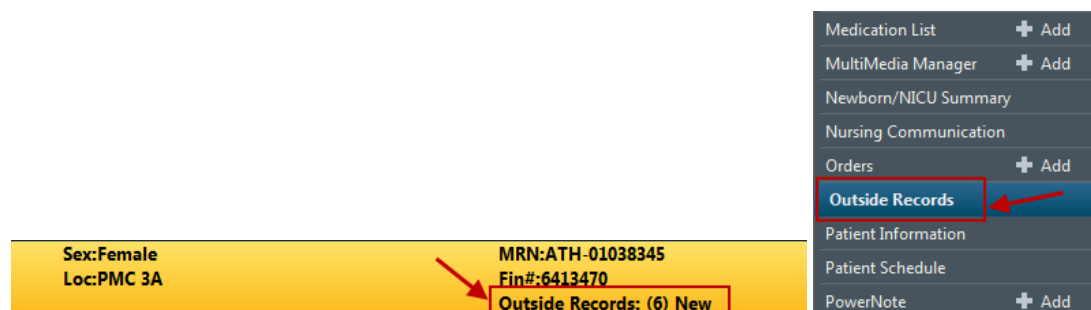
If there has been a previous successful query, then the query will look back 30 days since the last successful query. So if the first query was executed July 1st, it will find documents from 1/1-7/1. If the next query is executed 8/15, it will pull documents back from 6/1-8/15.

Outside Records MPage – Job Aid

Outside Records MPage will allow a clinician to access external records on a patient from Ascension Wheaton Franciscan Healthcare and other organizations that are connected to the CommonWell Collaborative. These outside records are intended to support optimal patient care. It is not intended to replace the patient's medical record nor is it guaranteed to encompass all historical information on the patient.

In addition to Ascension Wheaton Franciscan Healthcare, information from other participating CommonWell facility will be available. To view organizations that are part of the alliance, visit the CommonWell web page at <http://www.commonwellalliance.org/providers/>

Outside records MPage quick link can be found in the banner bar. This MPage can also be accessed from the Venue Menu

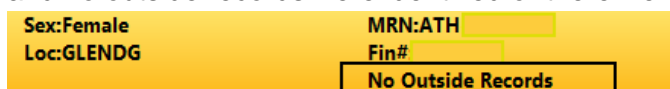


Following are some of the other banner bar notifications that will be seen:

1. CommonWell: Not Enrolled – This indicates that the system is still processing. Please check back in 10-15mins.



2. No Outside Records – This indicates that the enrollment and query has been completed and no outside records were identified or there were patient demographic discrepancies.



3. CommonWell: Error – This indicates that there is an issue that should be investigated by IT department. Call Service Desk at 414-326-2400.



4. CommonWell: New Source(s) – This indicates that a new CommonWell location is available for the patient. Click on the link to view the potential location and confirm with the patient that they were seen at that particular location. If so, click on “Confirm”. If not, click on “Ignore”.

Outside Records MPage – Job Aid

Outside Documents

The Outside Documents tab allows the clinician to view certain external documents for the patient.

- Document types are as follows
 - Continuity of Care Document – patient level summary (information from multiple encounters/visits)
 - Encounter/Visit level summaries - titled by Encounter type as in these examples
 - Hospital Encounter
 - Surgery
 - Office Visit

Outside Documents	
External Document List	
<input type="checkbox"/>	Document Name
<input type="checkbox"/>	Anesthesia Event
<input type="checkbox"/>	Anesthesia Event
<input type="checkbox"/>	Anesthesia Event
<input type="checkbox"/>	Anesthesia Event
<input type="checkbox"/>	Anesthesia Event
<input type="checkbox"/>	Anesthesia Event
<input type="checkbox"/>	Continuity of Care Document

To view a document listed in the External Document List:

- Click the name of the document in blue hypertext.
- The date column indicates the date that the documents were queried.

Outside Documents		CommonWell: Lo			
External Document List		Last query as of 09/11/2017 13:59			
<input type="checkbox"/>	Document Name	Status	Source	Author(s)	Document Date
<input type="checkbox"/>	Anesthesia Event	New	Multiple	Wheaton Fransiscan Healthcare ;	08/17/2017
<input type="checkbox"/>	Continuity of Care Document	New	Wheaton Fransiscan Healthcare	Wheaton Fransiscan Healthcare	08/17/2017
<input type="checkbox"/>	Hospital Encounter	New	Multiple	Wheaton Fransiscan Healthcare ; Physician Pediatrics	08/17/2017

Outside Records MPage – Job Aid

3. The document needs to be opened to see the visit date range.
4. The Document displays. Use the scroll bar to view more information.
5. The desired section can also be viewed by clicking on the section name.

Hospital Encounter Summary

Test, Csm Baby
Sex: F DOB: 07/1/1997

Encounter Summary
Subsequent evaluation note | 08/8/2017 to 08/17/2017
Source: Wheaton Fransiscan Healthcare
Created: 08/17/2017
More Details

Primary Encounter
Encounter Details
Social History
Plan of Treatment
Visit Diagnoses
Admitting Diagnoses

Primary Encounter

Encounter Information
Registration Date: 08/8/2017
Discharge Date: --
Visit ID: 300003476

Location Information
All Saints, Pediatrics
3821 SPRING ST, RACINE, WI 53405-1667

Providers

Type	Name	Address	Phone
Attending	Pediatrics MD, Physician	Work: Testing SER, Glendale, WI 53212	--
Admitting	Pediatrics MD, Physician	Work: Testing SER, Glendale, WI 53212	--

Encounter Details

Date	Type	Department	Care Team	Description
08/08/2017	Hospital Encounter	All Saints, Pediatrics 3821 SPRING ST RACINE, WI 53405-1667 262-687-4258	Pediatrics, Physician, MD Testing SER Glendale, WI 53212	Acute bronchitis (Primary Dx)

Social History

Tobacco Use	Types	Packs/Day	Years Used	Date
Never Smoker				

Sex Assigned at Birth	Date Recorded

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Version 1

Updated: 09/12/2017

Outside Records MPage – Job Aid

To save a document listed in the External Document List (Note that this functionality is currently OPTIONAL):

1. Select the document that needs to be saved to the patient's chart.
2. Click on the "Save to Chart" button.
3. DO NOT click on the "Reconcile" button. The workflow is not defined at this time.
4. An icon will appear indicating that the document was saved to the patient's chart. Documents will be saved to the "Health-Care Facility Chart-External" folder within the "Outside Agencies" folder in documents Section.
5. Documents are automatically queried when a new encounter is created. If you are viewing a chart and there are no new encounters, then the manual query button can be used.

Outside Documents

CommonWell: Enroll

External Document List

Last query as of 09/11/2017 13:59

Document Name	Status	Source	Author(s)	Document Date
Anesthesia Event	New	Multiple	Wheaton Fransiscan Healthcare ;	08/17/2017
<input checked="" type="checkbox"/> Continuity of Care Documen	New	Wheaton Fransiscan Healthcare	Wheaton Fransiscan Healthcare	08/17/2017
Hospital Encounter	New	Multiple	Wheaton Fransiscan Healthcare ; Physician Pediatrics	08/17/2017
Office Visit	New	Multiple	Wheaton Fransiscan Healthcare ;	08/17/2017
Procedure Pass	New	Wheaton Fransiscan Healthcare	Wheaton Fransiscan Healthcare	08/17/2017
Surgery	New	Multiple	Wheaton Fransiscan Healthcare ; Physician Surgery	08/17/2017

Save to Chart Reconcile