

## Hospital EHR – Medical Staff Newsletter

December 2017, Volume 4, Issue 9

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

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### Topics this edition

**Alert – Therapeutic Duplication, 12.12.17**

**Alert – Missing Patient Status Order, 12.12.17**

**Update - External Records Access to Wheaton Epic**

**Code Status order enhancement, 12.12.17**


**PowerNote enhancement for “Restraint/Seclusion-Violent Behavior” template, 12.12.17**

**In-House Support – Update regarding staffing change**

### **Alert – Therapeutic Duplication, 12.12.17**

Effective 12.12.17 a new alert will be activated that will provide guidance and alternative options in situations that put a patient at risk for therapeutic duplication of PRN pain medication indications. All like-to-like PRN Pain indications (example: *Pain Mild* and *Pain Mild*) will trigger the alert. In addition the generic indication of *Pain* will trigger the alert with any and all other Pain indications. As such, “Pain” is allowed as a PRN indication only if there is just one PRN pain medication ordered.

#### Sample Alert

 **Duplicate Therapy**

DUPLICATE THERAPY PRN REASON  FOUND

Name: TEST, ABCD  
MRN: SMM-907186

IMPORTANT ALERT: October 26, 2017 09:23

The following Order(s) exist with the same PRN Reason, this may represent therapeutic duplication.

acetaminophen-HYDROcodone (Pain)

You can cancel/ modify the new order by choosing the respective action at the bottom.

To modify/ cancel a pre-existing order on the patient’s order profile, cancel the current order, complete the order actions on the pre-existing orders and place the new orders.

Alert Action

Cancel current traMADol order

Modify current traMADol order

Methods separate from the alert will be utilized in the below situations to avoid therapeutic duplication:

- 1- PACU
- 2- Patients with active Anesthesia Epidural and/or Spinal PowerPlans

## Alert – Missing Patient Status Order, 12.12.17

Effective 12.12.17 we will have a Missing Patient Status Alert. This alert will fire if a **Discharge Patient** order is Initiated for a patient that does not yet have a **Patient Status** order. It is expected that this alert will rarely be seen.

If you do see the alert, you must select the appropriate Patient Status order directly from the alert before clicking OK.

**Cerner** | **\*\*\* Missing Patient Status Order \*\*\***

You are placing a Discharge Patient Order. This patient does not have an active status order.

If you are the discharging Provider, please select one of the Patient Status orders below and select OK.

If you are initiating the Discharge Patient order on behalf of a Provider, select OK and notify the Provider that a Patient Status order is required .

Add Order for:

- Patient Status (Bedded Outpatient)
- Patient Status (Inpatient)
- Patient Status (Observation)

OK

You can then sign both the Patient Status and Discharge Patient orders.

Discern Orders to Sign			
<input checked="" type="checkbox"/>	Patient Status (Patient... Order	12/6/2017 13:25 CST	Start Date: 12/06/2017 13:25 CST, Level of Care Med/Surg (Adult), Diagnosis Co...
Other Orders to Sign			
<input checked="" type="checkbox"/>	Discharge Patient Order	12/6/2017 13:23 CST	Start date: 12/06/2017 13:23 CST, Discharge To: Home
<input checked="" type="checkbox"/>	Discharge Instructions Order	12/6/2017 13:23 CST	Start Date: 12/06/2017 13:23 CST, Activity Restrictions: Advance Activity as Tole...

0 Missing Required Details   Dx Table   Orders For Cosignature   Orders For Nurse Review   Sign

If an attempt is made to click through the alert without selecting a Patient Status order, the alert will continue to fire until the Discharge Patient order is cancelled or a Patient Status order is placed.

## Update - External Records Access to Wheaton Epic

As communicated in a Leadership Memo earlier this week, Cerner EHR now has access to external Wheaton Franciscan Epic patient records information.

Epic records are being made available via a custom interface between Epic and Cerner. This is a work in progress, and we continue to work with Cerner to improve this resource. Since implementation in September, we have identified intermittent access and efficiency roadblocks. Some of these roadblocks include instances of the interface not recognizing a patient match between EHRs as well as transfer of duplicate documents.

Thank you for your patience as we continue to optimize and enhance the process.

Outside records include:

- Allergies and Medications
- Active medications
- Active Problems
- Immunizations
- List of recent visits/encounters
- Most recent vital signs
- Most recent lab, imaging, and pathology results
- Documents –identified 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

At this time many Encounter/Visit level summaries contain copies of full physician notes such as History and Physical and Discharge Summary.

**The attached job aid has details on how you can access these records from within Cerner EHR.**

Please continue to notify me of any concerns you have or ideas for improvement.

Also, starting 12.20.17 we will set up an email for non-urgent notification to us regarding any known Wheaton patients that do not have Outside records identified in Cerner. As usual, for urgent issues you should contact the general IT Help Desk at 414-326-2400. (The exact email addressed will be communicated separately prior to 12.20.17.)

### **Code Status order enhancement, 12.12.17**

The Code Status order will be updated on 12.12.17. Currently the Code Status order contains outdated language (originally copied from the paper Code Status order) in the Order Comments section of the order. This language is being removed.

In addition, to meet TJC documentation requirements, **we are adding the following language to Order Comments to better clarify that the ordering Provider assessed a patient’s decision making capacity (or lack thereof) at the time of order placement.**

Order comments
Determination of patient's decision making capacity, as referred to in consensual discussion, was made at time of order.

The assessed capacity as well as person engaged in decision making with the Provider continues to be documented via the following choices.

	▼
Decisional Adult Patient	
Healthcare POA of non-decisional patient	
Spouse of non-decisional patient	
Adult child of non-decisional patient	
Parent of non-decisional patient	
Legal Guardian of non-decisional patient	
Other: Specify in Special Instructions	

## **PowerNote enhancement for “Restraint/Seclusion-Violent Behavior” template, 12.12.17**

The Centers for Medicare and Medicaid Services (CMS) mandates that a patient who requires Violent Restraints, Seclusion, or a Physical Hold be seen face-to-face within one hour after the initiation of the intervention.

The Provider’s evaluation must include the following elements.

1. The patient’s immediate situation.
2. The patient’s reaction to the intervention.
3. The patient’s medical and behavioral condition.
4. The need to continue or terminate the restraint or seclusion and that this evaluation be documented.

**To assist Providers with efficient and accurate documentation, the PowerNote template “Restraint/Seclusion-Violent Behavior” will be updated on 12.12.17 to provide guidance and required fields regarding the elements.**

The “Restraint/Seclusion-Violent Behavior” PowerNote template is available in both the Behavioral Health and Hospital folders within the CSM Custom Catalog as shown here.

The screenshot shows the EHR interface with the 'Catalog' tab selected. The 'Catalog' dropdown menu is set to '\*\*CSM Custom Catalog'. Below the dropdown is a table with two columns: 'Name' and 'Description'. The table lists various templates, with two rows highlighted in red: 'Restraints/Seclusion-Violent Behavior' under the 'Behavioral Health' folder and 'Restraints/Seclusion-Violent Behavior' under the 'Hospital' folder. Both rows have the description 'AHMI\_2G\_Restraints/Seclusion-Violent Behavior Progress Note'.

Name	Description
Behavioral Health	Behavioral Health
BH Initial Consult	AHMI_2G_BH Initial Consult
ECT Post Procedure	AHMI_2G_ECT Post Procedure
IBH Consultant Initial/Follow up	AHMI_2G_IBH Consultant Initial/Follow up
Restraints/Seclusion-Violent Behavior	AHMI_2G_Restraints/Seclusion-Violent Behavior Progress Note
Hospital	Hospital
Critical Care/Pulmonary Progress Note	AHMI_2G_Critical Care/Pulmonary Progress Note
Discharge Summary	AHMI_2G_Discharge Summary (Inpatient)
Death Summary	AHMI_2G_Death Summary
DME Attestation	AHMI_2G_DME Attestation
Ethics Consult	AHMI_2G_Ethics Consult
Hospital Consult	AHMI_2G_Hospital Consult
Hospital H&P	AHMI_2G_Hospital H&P
Hospital Progress Note	AHMI_2G_Hospital Progress Note
Palliative Care Consult	AHMI_2G_Palliative Care Consult
Palliative Care Progress	AHMI_2G_Palliative Care Progress
Restraints/Seclusion-Violent Behavior	AHMI_2G_Restraints/Seclusion-Violent Behavior Progress Note

## **In-House Support – Update regarding staffing change**

In-house support has been available Monday through Friday from 8am to 4pm on both Ozaukee and Milwaukee campuses from Caitlin and Kevin of the Clinical Informatics Team. As Kevin will soon be changing positions within Ascension, after December 29<sup>th</sup> in-house support will not be available at both campuses. While we engage in hiring a new Clinical Informatics team member we will continue to have support available at minimum by phone during these hours.

Connect directly to support 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.**

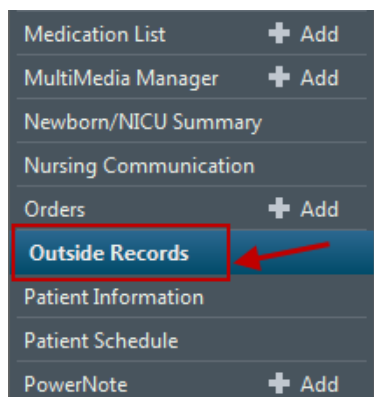
**When asked for an extension, choose “7” for expedited transfer to a service desk analyst.**

# Outside Records MPage – 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/>

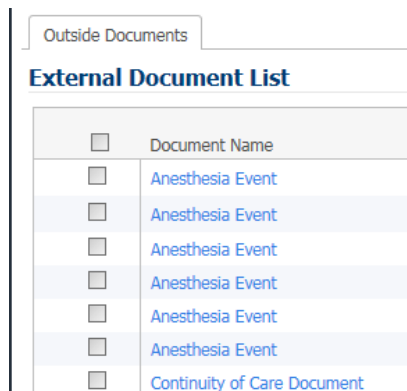
This MPage can be accessed via the Venue Menu



## 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 Records MPage – Job Aid

To view a document listed in the External Document List:

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

Outside Documents CommonWell: L

**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"/>	<a href="#">Anesthesia Event</a>	New	Multiple	Wheaton Fransiscan Healthcare ;	08/17/2017
<input type="checkbox"/>	<a href="#">Continuity of Care Document</a>	New	Wheaton Fransiscan Healthcare	Wheaton Fransiscan Healthcare	08/17/2017
<input type="checkbox"/>	<a href="#">Hospital Encounter</a>	New	Multiple	Wheaton Fransiscan Healthcare ; Physician Pediatrics	08/17/2017

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** Sex: F DOB: 07/1/1997

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**Test, Csm Baby**

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

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**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**

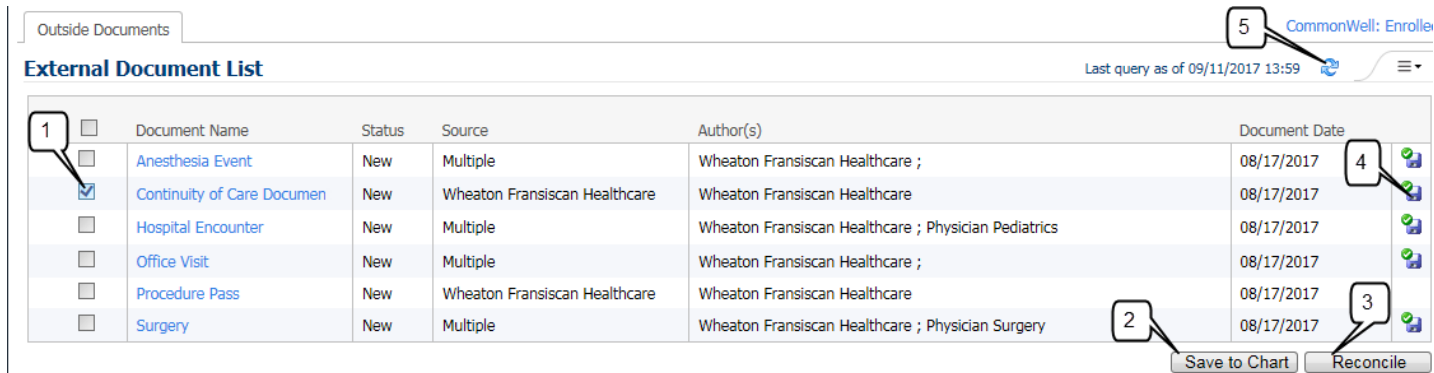
Tobacco Use	Types	Packs/Day	Years Used	Date
Never Smoker				

Sex Assigned at Birth:      Date Recorded:

# 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

<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 checked="" type="checkbox"/>	Continuity of Care Documen	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	
<input type="checkbox"/>	Office Visit	New	Multiple	Wheaton Fransiscan Healthcare ;	08/17/2017	
<input type="checkbox"/>	Procedure Pass	New	Wheaton Fransiscan Healthcare	Wheaton Fransiscan Healthcare	08/17/2017	
<input type="checkbox"/>	Surgery	New	Multiple	Wheaton Fransiscan Healthcare ; Physician Surgery	08/17/2017	