



Documentation Workflows

- Scholar Phone Note
- Accreditation
- Compliance

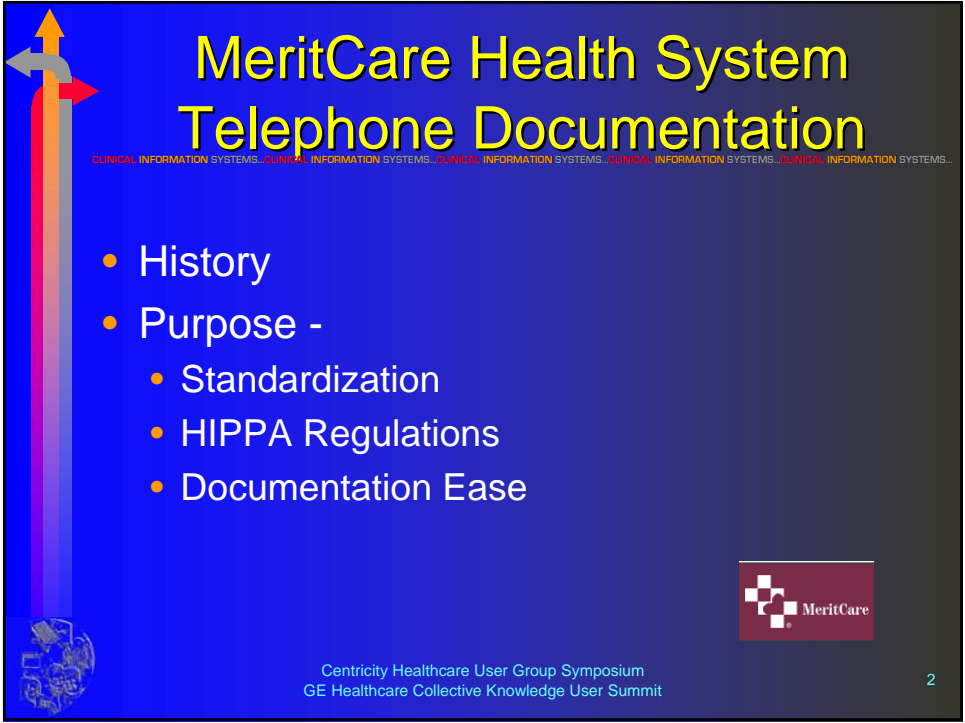


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Centricity Healthcare User Group Symposium
GE Healthcare Collective Knowledge User Summit

Sept 22-25, 2004 CLINICAL INFORMATION SYSTEMS 1



MeritCare Health System Telephone Documentation

- History
- Purpose -
 - Standardization
 - HIPPA Regulations
 - Documentation Ease



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2



Objectives for Creation


CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...

- Phone Triage
- Prioritizing Messages
- Communication with Providers
- Managing Desktops



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3



Generic Desktop

CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...

- Benefits
 - One location
 - Multiple phone room nurses
 - Part time nurses
 - Utilize for provider orders
- Setup
 - Privileges



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4

Triggers

- Priority Status
- Summary Line Notations
 - asterix
 - provider name
 - “reminder notation”




Demonstration



Complete the Documentation Circle

CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...



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7

JCAHO Documentation

CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...

Yearly Reminders VS Every Visit



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8

JCAHO Documentation

CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...

Example

***Nutrition:**

*Patient's condition warrants screening? yes no

**Have you had an unintentional weight gain or loss greater than 10 lbs in last 3 months? yes no

**Any reports of inability to eat? yes no

**Do you drink 16 oz of milk or use calcium supplements? yes no



JCAHO Documentation

CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...

Example

****Advance Directives:**

Validation is required for any patient, age 18 or over, who is scheduled for admission to the hospital, or is seen at any MeritCare clinic for a physical.

Last Reviewed:



Example Patient/Site Verification

CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...

Patient & Site Verification: KAREN CAT

Time Out	
Patient identification: <input type="checkbox"/> verbal <input type="checkbox"/> ID Band	Procedure verification: <input type="checkbox"/> verbal <input type="checkbox"/> consent <input type="checkbox"/> H&P
Site Verification (if applicable)	
Operative/procedure site marked:	<input type="checkbox"/> yes <input type="checkbox"/> right <input type="checkbox"/> left <input type="checkbox"/> no <input type="checkbox"/> patient refused
Availability of correct implants and any special equipment or special requirements: <input type="radio"/> yes <input type="radio"/> no	
Staff present: <input type="text"/>	
<input type="checkbox"/> See signed consent in paper medical record <input type="checkbox"/> Patient has verbally consented to proceed with procedure.	
Prev Form (Ctrl+PgUp) Next Form (Ctrl+PgDn) Close	



Compliance

CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...

- Coding/Billing Compliance
 - Form Component Review
- Abbreviations
 - Quick Text



Example - FYI

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Logician Message [X]

?

For Medicare cancer screening, evaluation of a minimum of 7 of 11 elements is required. These include: Breasts, Rectal Exam, Pelvic Exam (with or without collection for smears and cultures) including the following: external genitalia, urethral meatus, urethra, bladder, vagina, cervix, uterus, adnexa/parametria, and anus/perineum

Yes No



HIPPA Compliance

CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...

- Episodic
 - Phone note
- Systemwide
 - Password



HIPPA Documentation

CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...

HIPPA Regulations (Scholar Note)

Authorized contact person:	(List name if indicated)	Authorized contact method:
<input type="checkbox"/> spouse	<input type="checkbox"/> son(s)	<input type="checkbox"/> leave message with contact person
<input type="checkbox"/> mother	<input type="checkbox"/> daughter(s)	<input type="checkbox"/> leave message on home answering machine
<input type="checkbox"/> father		<input type="checkbox"/> leave message on work answering machine



Documentation Aides

CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...

- Quick Text
 - Form Components
 - Text Components
 - Medication Instructions



Disease Management

CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...CLINICAL INFORMATION SYSTEMS...

- Cardiology
 - Amiodarone
 - Anticoagulation
 - Heart Failure Clinic
 - Preventative Cardiology Clinic



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17

