## **Discharge Process**

## **Physician DC Process Updates**

## 2018

## **Discharge Orders**

#### **New Discharge Orders Discharge Now or** Discharge Order- use for unconditional Discharge discharge **Discharge Order with Parameter-Conditional Discharge** use for patients that have conditions to meet prior zMD: Discharge Criteria to being discharged Discharge Follow Up- (fields included in Up previous 2 DC orders) use to list any providers needed for follow up CHF Follow Up Consults Discharge Order- (included

- in previous 3 DC orders) use to list any consulting provider needed for follow up
- <u>Ready for Discharge Process</u> **Order-** same content as Discharge Order; used by nursing for patients with DC Parameters met and requiring the order source of "z" (departmental process)

## Orders to be RETIRED

- zMD: Appointment Follow
- Consulting Provider OK to DC

#### Other retiring orders

- **OB** Postpartum Discharge
- **OB** Undelivered Discharge
- Peds Discharge Order

# PHYSICIAN

# Overview of Discharge Process Current vs New

## Discharge of a Patient CURRENT ORDER PROCESS

#### **PROVIDER ORDER WORKFLOW:**

#### **Initiate Discharge order**

HCA MidAmerica Division

Enter "Discharge"

- Perform Med Rec
- Complete Discharge Summary note (pDOC includes fields that pull to nursing DC instructions)

OR

#### Enter "Conditional Discharge"

- Perform Med Rec
- Proceed with entering Discharge Summary (pDOC includes fields that pull to nursing DC instructions)
- Nurse to discharge patient once discharge criteria met

#### OR

Enter discharge orders for specific patient populations:

- Psychiatric Discharge- will not change
- Outpatient Discharge- will not change
- NICU/NB Discharge- will not change
- OB Postpartum Discharge
- OB Undelivered Discharge
- Peds Discharge

Follow Up orders available (not included in Discharge order so must be ordered separate)

- zMD: Appointment Follow Up
- CHF Follow Up

## Discharge of a Patient NEW ORDER PROCESS

#### **PROVIDER ORDER WORKFLOW:**

#### **Initiate Discharge order**

Enter "Discharge Order" (starts discharge time clock)

- Perform Med Rec
- Complete Discharge Summary note (pDOC includes fields that pull to nursing DC instructions)

OR

Enter "Discharge Order with Parameters"

- Perform Med Rec
- Anticipate nursing contact with updated patient information within 24 hours, if ordered, to determine next steps for discharge process
- If patient is ready for discharge, enter "Discharge Order"
- Complete Discharge Summary note (pDOC includes fields that pull to nursing DC instructions)
- If patient is not ready for discharge at 24hr, DC the order and document in a note the reason for patient stay

#### **\*NOTE**

Psychiatric Discharge- no changes

Outpatient Discharge- no changes; out of scope

NICU/NB Discharge- no changes; out of scope

- Follow Up orders available (content also included in Discharge orders above)
  - Discharge Follow Up
  - Consults Discharge Order

## HCA MidAmerica Division Discharge of a Patient CURRENT pDOC NOTE PROCESS

#### **PROVIDER** Documentation of Discharge Summary note

- Specific pDOC fields flow to DC order and Nursing Discharge Instructions
- Special Instructions field will not pull to nursing or order
- Nursing data does not flow to pDOC
- The last entered information (note or order) prior to the nurse starting their Discharge Instructions will be what is available for the nurse to provide to the patient.

Med Rec PE General Tx & Proc DC Instruc							
		Discharge Instructions					
Discharge to:	1						
Activity:							
Diet:							
Prescriptions!	-	<ul> <li>Items flow</li> </ul>					
Special instruc	t	to DC order					
DC Instructions	) 🗲						
Agency referral							
(Follow-up:)	(Follow-up:)						
Discharge Manage to the nursing							
Time spent:		side for viewing					
Emergency instr	υ						

Fields that flow to DC order and Nursing DC instructions from pDOC:

- Discharge to
- Activity
- Diet
- Prescriptions
- DC Instructions

Med Rec PE General T	x & Proc DC Instruc		Insert		
			My Data		
Discharge to:	To use canned text select "Special		Data Formats		
Activity:	Instructions" and the Text button.		Text		
Diet:	Once info is pulled in must cut, copy				
Prescriptions:	escriptions: and then paste (using mouse clicks)				
Special instruct.	into the "DC Instructions" field in order				
OC Instructions	•	Manage Probs			
		OK/Next			
<u>ð</u> til		-	ОК		
plan based on the information a	ind/or caregivers. I have explained the patient's condition, diagnoses and treatment vailable to me at this time. I have answered the patient's and/or caregiver's	Â.	Cancel		
questions and addressed any c	oncerns. The patient and/or caregivers have as good an understanding of the				
patient's diagnosis, condition a The patient's condition is stable	nd treatment plan as can be expected at this point. The vital signs have been stable.	_	Code Visit		
The parent o condition to stable	and appropriate for alconarge norm the emergency department.	=	View Protocol		

# Discharge of a Patient **NEW** pDOC PROCESS

#### **PROVIDER** Documentation of Discharge Summary

- Active recall functionality available
- Responses entered from the Discharge Order, Discharge with Parameters Order, Consult Discharge, or Follow Up order display as options
- The last entered information (note or order) prior to the nurse starting their Discharge Instructions will be what is available for the nurse to provide to the patient.
- Special Instructions field is removed

Recall Responses		×
Discharge Summary		<b></b>
✓ PCP		
✓ PCP		
🗖 Discharge to:	Rehab	_
✓ General Information		
✓ General Information		
Discharge date:	08/21/18	_
✓ Discharge Instructions		
✓ Discharge Instructions		
Diet:	low sodium, regular	
Oral fluid restriction:	No	
🔲 Weight monitor:	Weekly	
Activity:	no bending, no lifting, no twisting, non	_
Wound/dressing care:	Change dressing daily, Clean wound daily	
Equipment/supplies:	Cane, Walker	
F/U labs/procedures/tests:	CBC IN 2 WEEKS	
Notify provider of these s/s:	HOT PAINFUL INCISION WITH PURULENT DRAINAGE	
Additional instructions:	TAKE CARE	
Return to work/school:	No	
Date to return:	09/20/18	•
Restrictions upon return:	Yes	_
<ul> <li>Follow-up Appointments</li> </ul>		
	PCP: Akin,Carl David MD; Phone: 816-461	
🔲 Attending Physician:	Attending Physician: Pacicca,Donna M MD	
Consulting provider 1:	Provider 1: Wagner,Anna S DO; Specialty	
Consulting provider 2:	Provider 2: Rader,Valerie J MD; Special	
🗖 Consulting provider 3:	Provider 3: Fabian,Carol J MD; Specialt	
🗖 Consulting provider 4:	Provider 4: Eckert,Cynthia A MD; Specia	
Consulting provider 5:	Provider 5: Quann,Philip J MD; Specialt	

Fields that flow to DC order, Nursing DC instructions, and pDOC note:

- Discharge to
- Diet
- Oral mls allowed
- Weight monitor
- Activity
- Wound/dressing care
- Equipment/supplies
- Notify provider of these s/s
- Additional instructions
- Return to work/school
- Date to return
- Restrictions upon return
- PCP, phone#, appt info
- Attending dr, phone#, appt info
- Consulting dr, phone#, appt info

# HCA MidAmerica Division Discharge of a Patient NEW pDOC PROCESS

#### **PROVIDER** Documentation of Discharge Summary

- **Note:** on fields slated to pull from pDOC that have lists to choose from, select the checkbox options in order for the data to pull forward
- Enter any additional items needed beside the blank checkbox from the list
- <u>Comments</u> entered in the comment field will NOT pull to nursing or the order screens

Document: Discharge Summary - Discharge Instructions					
TEAL,KSA HWS - 28/F DOB 05/05/90		DIS IN	1 D	.TRAIN1 D	. TRAIN1/3
5 ft 5 in 150 lb 1.75 m2 24.9 kg/m2			U/A D00	003032/D00	00003287
PCP General Med Rec DC Instruc Objective	-	🗸 Activit	ty :		
Tx & Proc Quality Attest		🛛 🗆 as tole	erated		
		🛛 🗖 bedrest	t		
Discharge Instructions		🛛 🗆 light d	luty		
Diet:		🛛 🗆 non-we i	ight bearing,	left	
Oral fluid restr		🛛 🗆 non-we i	ight bearing,	right	
Mls allowed per	_	🛛 🗆 no bend	ling		
Weight monitor:	_	🛛 🗆 no lift	ting		
Activity:		🛛 🗆 no twis	sting		
Wound/dressing c	_	non-str	enuous		
Equipment/suppli	_	🔲 🛛 partial	l weight bear	ing,Lt	
F/U labs/procedu	_	🛛 🔲 partial	l weight bear	ing,Rt	
Notify provider		🛛 гемоvе	brace to sho	wer	
Additional instr	_	🔲 walk			
Agency referral:	_	🛛 🗆 walk wi	ith assistanc	e	
Prescriptions:	_	🔲 wear br	.9ce		
Return to work/s	_		ADDITIONAL I	EMS HERE	PRN 🔶
Date to return:	_		THE COMMEN	FIELD WIL	L NOT
Restrictions upo	_	Comment:	PULL TO ORDE	ERS OR NU	RSING
Discharge manage	_	OK/Next	OK Cancel		
· · · · · · · · · · · · · · · · · · ·	-				

## HCA MidAmerica Division Provider Discharge Plan Update



- References:
  - Vaccines given during this stay will show

- REFERENCES					
Valæ ines	PNEUMOCOCCAL 23-VAL P-SAC VAC	Last	Admin:	08/24/18	1630
Results 🚳	☑ Diabetic Results				

 Results types can be pulled into the printed packet for the patient

# Overview of NEW Discharge Order Flow

## Discharge Process Flowchart Discharge Order



## HCA | MidAmerica Division Discharge Process Flowchart Discharge Order with Parameter



Produced by: MidAmerica Division IT&S

# Dive into New Discharge Orders

## HCA | MidAmerica Division New Discharge Order (used for unconditional discharge)

#### New Discharge Order; Formerly used "Discharge "

The responses entered on the DC order fields will display on DC PDOC templates and Nursing DC Instructions.

Oischarge to: (Or FreeTxt)     Hone 5 Extended care facility 9 Psych. facility     Hone with hone health sv 6 Hospice 10 Rehab     Assisted living facility 7 Hursing hone 11 SHF     Corrections facility 8 Planned inpatient readmit     Discharge to:      Discharge to:      Discharge time:      Discharge time:      The eCQMs field are updated to "Does patient have Stroke/TIA at discharge:" If a response of Y the user accesses Stroke/TIA eCQM fields. If a response of N, the fields are skipped.	Stat in at Discharge?         1       Yes         2       Ho         A response of Yes to "Does patient have Stroke/TIA at discharge:" the user enters responses to the following: Statin at Discharge:         Stat in at Discharge?       Statin contraindications: Other specific reason: LDL Level:         Ubl Level:       LDL Level:
Image: Second system       Image: Second system         Image: Second	IX or current AFIB/AFLUTTER:         1 Yes         2 Ho         A response of Yes to "Does patient have Stroke/TIA at discharge:" the user enters responses to the following: Hx or current AFIB/AFLUTTER:         HX or current AFIB/AFLUTTER:         Anticoagulation Therapy at Discharge?         Anticoagulation Contraindications:         Other Specific Reason:
Does the patient have any of the following conditions?     I hu     Z ves Core Measure questions will be required by     any staff entering the Discharge Order Does the patient have any of the following conditions?     Indicate if patient has any of the below with version versin version version version version version version version vers vers	DC Instructions for Patient:         Entry free text         DC Instructions for Patient:         MD DRIVING FOR Patient:         MD DRIVING FOR Patient:         MD DRIVING FOR Patient:         MD DRIVING FOR I WEEK: CALL FOR ANY SEVERE REDNESS OR         SHELLING INMEDIATELY         Please be as DETAILED as possible         If PODC DC Summary documented click DK button nout
Discharge to: COF FreeIx1)         Instruction:           2 ALF         5 hospice         9 rehab           2 ALF         6 nursing home         9 rehab           3 corrections facility         8 psych. facility         10 Instruction:           4 extended care facility         8 psych. facility         10 Instruction:           Discharge to homed         Instruction:         10 Instruction:           Return to Work/School:         Ho         10 Instruction:           Work/School:         Instruction:         Care 0f:         10 Instruction:           Weight Monitoring:         Yes         Frequency:         Instruction:         KEEP SITE DRY: COVER DURING SHOWARD	RETIRING ORDER

## New Discharge Order

#### Discharge Order (continued)

	Diet: (Or FreeTxt)
Assessed for Rehabilitation?     Yes     A response of Yes to "Does patient have     Stroke/TIA at discharge:" the user enters	1     Derivative     S□diabetic     9□low sodium       2     Deland     6□fluid restricted     10□mechanical       3□cardiac     7□full liquid     11□resular       4□clear liquids     8☑low fat     12□or <p> For More Options</p>
responses to the following: Assessed for Rehabilitation? Reason for not ordering Rehab: Reason for not ordering Rehab:	Diet: 4 The response entered on the "Diet" field will display on Physician Documentation and Nursing Discharge Instructions
I Yes       The responses entered on the fields shown will display on Physician Documentation and Nursing Discharge Instructions.	Image: Section interveloped in the section in the
Oral fluid restriction: Mls allowed per day: Weight Monitoring:	Activity: The response entered on the "Activity" field will display on Physician Documentation and Nursing Discharge Instructions.
Bound/dressing care:         CDr FreeIxt)           1 Change dressing daily         5 Leave dressing in place           2 Clean wound daily         6 Leave steri strips           3 Drain care         7 OK to shower toworrow           4 Keep wound clean and dry         8 Use cast guard for shower	Follow up labs, procedures, treatments: Enter free text The response entered on the Follow up labs, procedures, treatments: field will display on Physician Documentation and
Interesting care:         The response entered on the Wound/dressing care: and           Equipment/supplies:         Equipment/supplies: fields will display on Physician           Documentation and Nursing Discharge Instructions.         Documentation	Follow up labs, procedures, treatments:
Dot if y provider of these s/s: Enter free text The response entered on the Notify phys of these s/s: field will display on Physician Documentation and Nursing Discharge Instructions.	Additional instructions:     Enter free text     The responses entered on the Additional instructions and Instructions for     Nursing fields will display on Physician Documentation and Nursing     Discharge Instructions.
Notify provider of these s/s:	Additional instructions: Instructions for Hursing:

## New Discharge Order

#### Discharge Order (continued)



## HCA MidAmerica Division New Discharge Order with Parameter

#### **New Discharge Order with Parameter**

- · Formerly used "Conditional Discharge"
- The order is no longer valid AFTER 24 hours.
- Rest of the order is the same as the Discharge Order in previous slides

Discharge Parameters: (0     Discharge Mant Follow up +     2     Labs/0X/TX     3     Meds Given     4     Hewborn +	r FreeTxt) S□Procedures 6□PT/OT/ST Follow up + ?□Vital signs 8□Voiding asymptomatically	This order will expire 24 hours after being placed.	Lab/DX Paran: (Specify Lab Range) (Or FreeTxt)         1 [HGB > 7         2 [INR Between 2.0-3.0         3 [K Between 3.5-5 mEq/L         4 [Hegative Cultures to date
Discharge Requirements/Param Discharge Param	eters: 07/19/18 eters: Date auto de Based on the paramete to subsequent fields alle	faults with today's date rs selected, the cursor will go owing the physician to further	Lab/DX Paran: (Specify Lab Range) Lab/DX Param: (Specify lab range) field enter the specific lab range for the parameter. Procedure: Procedure: enter the specific procedures for the patient based on the parameters.
B Meds to be Given:(Enter : Enter free text	define specific parameter specifics;), display on the Noral Meds to be given (enter medication details that o	ers. The details of the order ng Discharge Instructions.	Enter free text Vital sign parameters can be that can be verified by the nurse.
Meds to be Given:(Enter speci	fics)	•	Temperature range:       Heart rate range:         Respiration range:       Systolic blood pressure range:         Diastolic blood pressure range:       02 saturation range:



0

## New Discharge Follow Up

#### New Discharge Follow Up

Formerly used "zMD: Appointment Follow Up"

- Includes PCP, Attending and up to 5 consulting provider appointments
- All provider appointments entered on this order will display on Physician Documentation (pDOC), Discharge order, parameters for discharge and Nursing Discharge Instructions.

PCP         phone :           Enter         free         text	PCP special instructions:         Enter free text         DCD spet date:         DCD spet date:
PCP: VELVI Velakaturi,Vinod N MD PCP: PCP phone: 816-350-0005	PCP appt time: 1300 PCP follow up timeframe: In 4 days PCP special instructions: HAVE LABS DRAWN AT VISIT
Attending physician appt time:         7       8       9       Del         4       5       6         1       2       3         0       Now	Attending physician special instructions: Enter free text
Attending Physician: KREJE Кгемрес,Jeffrey A MD Attending physician phone: 816-303-2400 Attending physician appt date: 08/31/18 Attending physician appt time: 0820	Attending physician follow up timeframe: In 1-2 weeks Attending physician special instructions: CALL FOR ANY ISSUES PRIOR TO APPOINTMENT
Consult phone: Enter free text	Consult special instructions: Enter free text
Consulting provider 1: MERGR Merritt,Gregory A MD Consulting provider 1: Specialty: GASTROENTEROLOGY Consult phone: 816-333-5424	Consult special instructions: free text

Produced by: MidAmerica Division IT&S

## New Consults Discharge Order

#### **New Consults Discharge Order**

#### Formerly used "zMD: Appointment Follow Up"

- Consulting provider Follow Up Appointments are captured in this ordering screen.
- There are 5 consulting provider entries available
- Consult provider appointments entered on this order will display on Physician Documentation (pDOC), Discharge order, parameters for discharge and Nursing Discharge Instructions.

Consult phone:	
Consulting provider 1: DR.BURHS JOYCE BURHS Consulting provider 1: Specialty: DERMATOLOGY	
Consult appt date:	
Тодау Тодау Тоноггон	Procedure Ordered
Consult appt date: 05/25/18 Consult appt time: 0915 Consult follow up timeframe:	Pri Service Date/Time Series Directions Oty R 12/10 H
Consult special instructions: Enter free text	Enter free text
Consult special instructions: Consult 1 special instructions	Follou-Up with: When: Reason: Hen: Follou-Up with: When: Reason: Follou-Up with: Hen: Reason: Reason: Hen: Reason: Reason: Hen: Reason: Hen: Reason:

## HCA MidAmerica Division New Ready for Discharge Process Order Used by NURSING only

#### New Ready for Discharge Process Order

- Used in conjunction with the "Discharge Order with Parameter"
- Use if discharging provider indicates <u>NO</u> request to contact or clarify discharge specifics
- Only available to nursing using the order source of "z" Dept Process once patient has met
   parameters for discharge: will not cue for signing interest of the patients.

paramete		ge ge	,	eae iei eigimig	1	Hone	5	Extended care facility	9	Psuch, facility	
					2	Home with home health sv	6	Hospice	10	Rehab	
Order Management			×		3	Assisted living facility	7	Nursing home	11	SNF	
					4	Corrections facility	8	Planned inpatient readmit	t		
Ordering Provider	DR.BELL	BELL, CHARLES N	D								
Other Provider								Discharge to:		•	
Ouler Flowider							D	ischarge date: •			
Order Source	2						D	ischarge time: +			
	14					Does patient have Stroke/	TIA	at discharge?	•		
	OF	Connect	1								
	UK	Cancel									

<u>Content/screens are the same as the "Discharge Order"</u>

#### Nursing Workflow

- Patient met parameter within 24 hours and provider <u>DOES NOT REQUEST</u> nurse to contact.
- Acknowledgement flag on the nursing status board
- Nurse enters the NEW "Ready for Discharge Process" order indicating patient met conditions and is ready for discharge according to physician's previous parameter order
  - This order does not need to queue to the provider for signature
  - Use order source "z" for Dept Process
  - Starts the discharge time clock
- Nurse validates Med Rec is complete
- Complete Nursing Discharge Instructions Assessment from Discharge plan
- Print Patient Discharge Packet from Discharge Plan

Thank you for taking the time to review these updates and helping improve the discharge process!



## For questions or issues please contact the Service Desk at 816-276-HELP