

Quality Assurance

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Access to Epic

The Quality Assurance role has access to all of the tools needed to review the complete chart. All documentation can be viewed from reports for flowsheets, orders, labs, and medications. All areas have patient lists to see current patients.

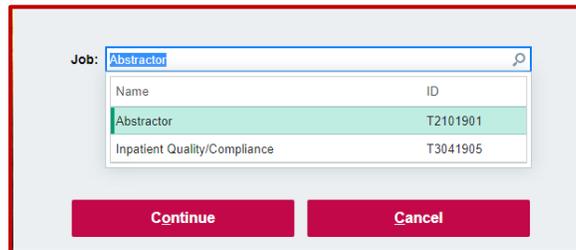
Quality Assurance does not have access to the interactive status boards for ASAP (ED), OpTime (OR), or Stork (OB). Access to the boards are restricted due to how easy it is to document without meaning to. The narrators have an automatic action when opened which creates a start event for that narrator. The navigators allow easy documentation.

Narrator documentation is best viewed within the reports in the summary.

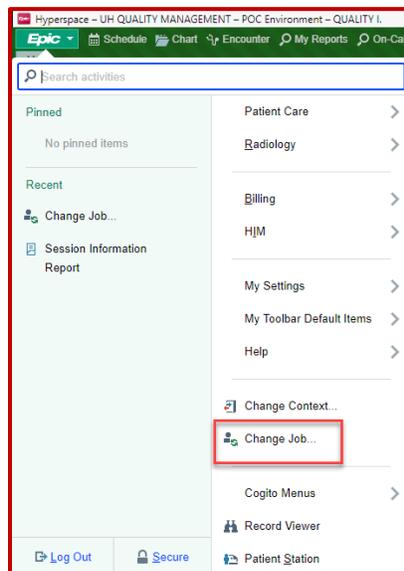
Navigator documentation is best viewed via the flowsheet review.

Multiple Jobs

For users with more than one template assigned, you will need to change your job to use the tools associated with that job. When logging in, if you have more than one template applied to you, you are presented with a popup that says select job. It should default to the last job chosen.



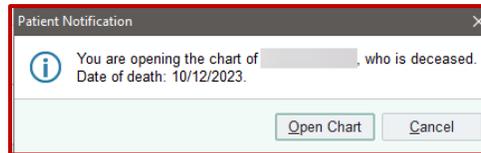
If you need to change your job, click on the Epic button in the upper left corner. On the right side column, towards the bottom, there is an option for change context and change job. This will take you back to the choose job screen (same as when you log in).



Open Patient from Patient Lists

The Patient List activity  is where you can view patients that you are following. Utilize Available system lists to view patients by unit.

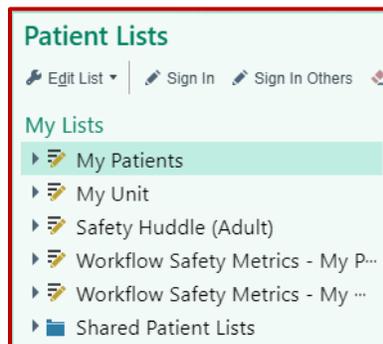
If a patient is deceased, you will see this message below. Select **Open Chart** to open the chart.



My Lists

Under **My Lists**

Click on the arrow to see the lists under each header.



Available Lists

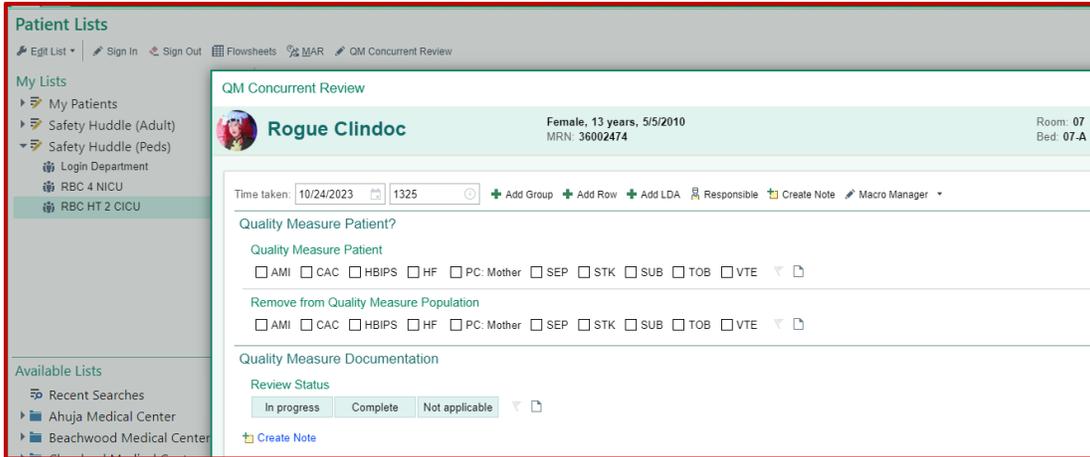
Available Lists include all of the lists for the location. To view patients on a certain unit, open the **Hospital Folder**, then the **Units** folder and scroll to the specific unit. If you always follow patients on this unit, you can click and drag the list under your **My Patients** list above.



 You can also search for patients by Name or Medical Record Number by clicking on Patient Lookup next to the Epic button. 

Add Patient to Quality Lists

You have the ability to add or remove patients to any of the quality lists.

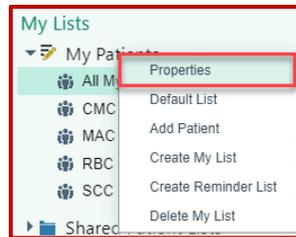


Patient List Columns

By default, the patient list will have columns that will show you information on the patient.

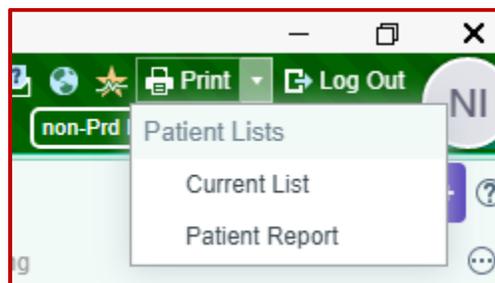


You can sort the list by the column by clicking on the header. You can also customize the list by adding or removing columns. You can search for available columns and add or remove columns as needed.

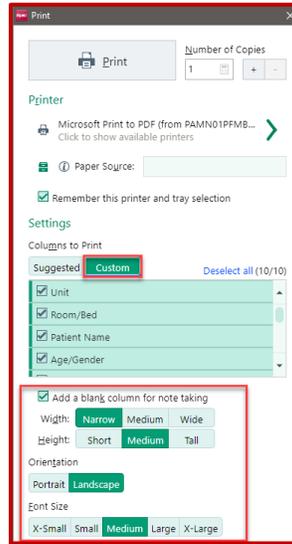


Print Lists

To print the patient list, click on the **Print** icon in the upper right of the Epic screen. Then, select **Current List**.



The printed report can be customized by including certain columns and adjusting the size of the font and width/heights of the columns. Then, select **Print**.



Specialty Lists

There are patient lists available that have been customized.

The sepsis list displays the sepsis checklist items completed.

Patient Lists

My Lists

- My Patients
 - My Unit
 - GEA 1 W
 - Login Department
 - MAC 3 OB
 - MAC 5 OB
- Available Lists
 - Sepsis Management
 - Sepsis Red (Alert) patients**
 - Sepsis Yellow (Watch) patients
 - Services
 - Specialty Groups

Sepsis Red (Alert) patients 3 Patients

Patient Photo	Patient Name	Age/Genc	Room/Bed	Location	Patient	Primary Problem	Attending	Sepsis Timer	Blood Cultures Ordered?	Lactate Ordered?	Lactate Resulted?	Repeat Lactate Ordered?	Antibiotic Administered?	Fluid Resuscitate Ordered?	Fluid Resuscitate Volume	Fluid Resuscitate Hour	Provider Note Complete
	67 y.o. / F	5024/...	CMC CT	Mass of colon, Aspiration into airway, sequelae.	Ronald A Charles, MD	372:26											
	61 y.o. / M	3013/...	3013-A	Blast crisis phase of chronic myeloid leukemia.	Rebecca B Kilsovic, MD	144:45											
	66 y.o. / F	6030/...	6030-A	Pneumonia of left lower lobe due to infectious.	Abdul Rahman Al Armashi, MD	146:50											

There is a safety huddle patient list for adults and pediatrics. These lists pull information from documentation and orders. The lists share some of the same columns, and also have unique columns. These lists default to the login location. When logged into the quality department, to populate these lists, drag an lists from **Available Lists** into the folder for safety huddle.

Patient Lists

My Lists

- My Patients
 - Safety Huddle (Adult)**
 - Safety Huddle (Peds)
- Available Lists
 - Recent Searches
 - Ahuja Medical Center
 - Beachwood Medical Center
 - Cleveland Medical Center
 - CMC MacDonald Women's Hospital
 - CMC Rainbow Babies and Ch...

Safety Huddle (Adult) 11 Patients

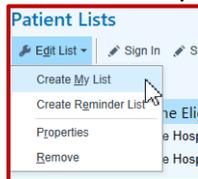
Patient Name	Bed/Location	Violence Flag	Code Violat	CWA	COWS	Delirium	Isolation/Infe Score	Fall Risk Score	DVT Score	Restraints	Cent Line Revl Bathing	CHG Order	Vent Order	BIPAP	Inhaling Cath Order	AMPA Total Activity Score (Sum)
Audicent, Testonetro	414-A (CMC DIALYSIS)															0
Grandcentraldemo, Loa	403-A			9			Anthrax									0
Grandcentraldemo, Ortopetro	405-A															0
Hospitalmedicne, Aprilng	408-A (AHU # DIALYSIS)															0
Radiant, Amy	104-A (AHU XRAY)															0
Radiant, Laura	103-A (CMC NUCLEA)			33			Bacterial									18
Testmn, Testmn	415-A															0
Um, Twomicare	102-A															0

There are lists for Hospital at Home.

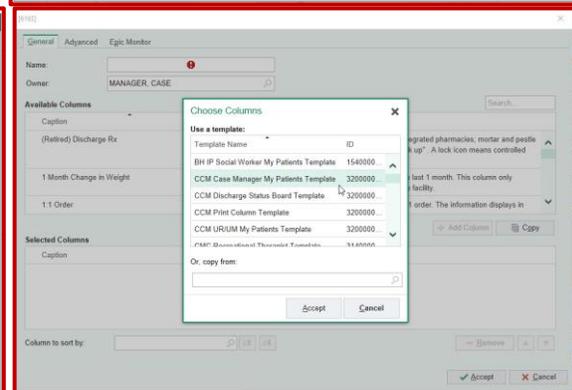
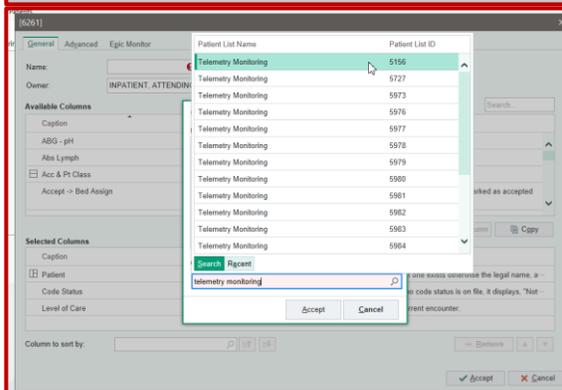
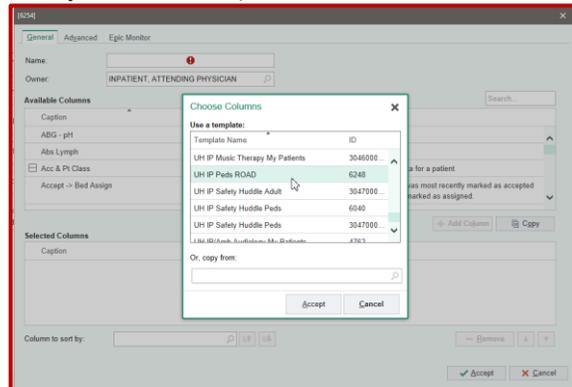
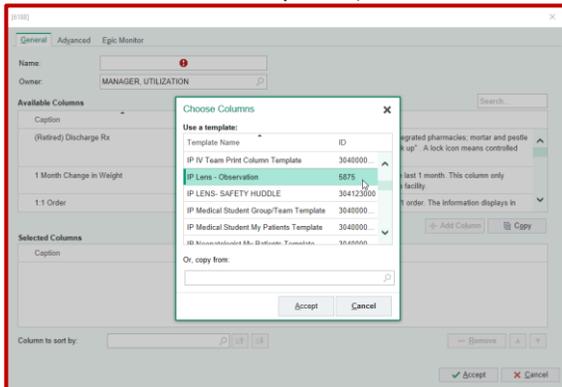
Unit	Patient	Primary Contacts	Code Status	Precaution	Last AMPAC Total Score	PCP	Patient Address	Phone	H@H Clinically Eligible	H@H Socially Eligible	H@H Physician Decision
AHU A 4	Grandcentraldemo... 46 y.o. / M	Physician Gastroenterology, MD - Attending (Tel. 555-555-5555)	Assume Full	---	---	---	123 Euclid Ave. CLEVELAND OH 44106	216-555-8888 (H)	None	None	None
AHU A 4	Grandcentraldemo... 46 y.o. / F	No Attending Provider(s)	Full Code	---	---	---	123 Main St. CLEVELAND OH 44106	216-555-4444 (H)	None	None	None
AHU A 4	Authcert, Testonewo... 28 y.o. / M	Attending Physician Inpatient, MD - Attending (Tel. 555-555-5555)	Assume Full	---	---	---	2922 Maple Run Drive, Madison WI. 703-436-555...	703-436-555...	None	None	None
AHU A 4	Hospitalmedicine, A... 29 y.o. / F	Rajesh Chandra, MD - Attending (Tel. 216-286-6406)	DNR	---	---	Bethany Joy Smith	25 Main Street, BOSTON MA 02115	444-888-9999 (M)	None	None	None
AHU A 4	Willow, Oliver 30 y.o. / M	Attending Physician Inpatient, MD - Attending (Tel. 555-555-5555)	Assume Full	---	18	9	No address on file	703-473-4365 (M)	Yes	Yes	Yes
AHU A 4	Willow, Dillon 28 y.o. / M	Physician Family Medicine, MD - Attending (Tel. 555-555-5555)	Assume Full	---	---	---	123 Kyle St. cleveland OH 44106	555-555-5555 (H) 222-222-222...	None	None	None
AHU A 4 ICU	Jakub, Willow 31 y.o. / F	Physician Family Medicine, MD - Attending (Tel. 555-555-5555)	Assume Full	---	12	12	No address on file	---	No	None	None
AHU A 4 ICU	Cierniak, Willow 31 y.o. / F	Physician Family Medicine, MD - Attending (Tel. 555-555-5555)	Assume Full	---	---	---	No address on file	---	None	None	None
AHU A 4 ICU	Gallardi, Willow 31 y.o. / M	Physician Family Medicine, MD - Attending (Tel. 555-555-5555)	Assume Full	---	---	---	No address on file	---	None	None	None
AHU A 4 ICU	Kriesen, Willow 31 y.o. / F	Physician Family Medicine, MD - Attending (Tel. 555-555-5555)	Assume Full	---	---	---	No address on file	---	None	None	None
AHU A 4 ICU	Der, Willow 41 y.o. / F	Physician Family Medicine, MD - Attending (Tel. 555-555-5555)	Assume Full	---	---	---	No address on file	---	None	None	None
AHU A 4 ICU	Grandinetti, Willow 41 y.o. / F	Physician Family Medicine, MD - Attending (Tel. 555-555-5555)	Assume Full	---	---	---	No address on file	---	None	None	None
AHU A 4 ICU	Andrukut, Willow 46 y.o. / M	Physician Allergy, MD - Attending (Tel. 555-555-5555)	Assume Full	---	---	---	No address on file	---	None	None	None
AHU A 4 ICU	Vatov, Willow 45 y.o. / M	Physician Family Medicine, MD - Attending (Tel. 555-555-5555)	Assume Full	---	---	---	No address on file	---	None	None	None
	Kolehmainen, Willow	Physician Family Medicine					No address on file				

You can add a list for Observation, Peds ROAD, Telemetry or Transitions of Care patients.

1. Navigate to the top left corner of the patient lists activity and click edit list and then create my list



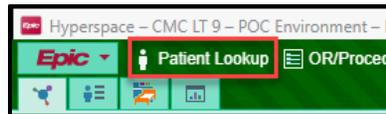
2. Give your list a name (address the hard stop at the top of the pop-up screen) and then click copy. Find the IP Lens – Observation template (scroll in the Use a template window):



3. Click accept once you've found the list to copy from.
4. If you want to add/remove columns from the template you pulled in to start from, you can click individual columns in the **Selected Columns** component and click the **Remove** button, or search for columns to add above the **Available Columns** component. Once you've found a column, single click it, and hit **Add Column**. You can also move the columns around using the arrows next to the **Remove** button by single clicking the column in the **Selected Columns** component and hitting up/down.

Open Patient from Patient Lookup

Patient Lookup allows you to search for a patient. Enter in the applicable details such as name or MRN in the search box and select **Find Patient**. Highlight the patient that you would like to view from results. Alternatively, click on **Recent Patients** and select patient. Click **Accept** to open patient's record.



Search for a Patient

Name/MRN: bob | SSN: | Sex (Legal): | Birth date: | Zip Code: | Phone #: |

Find Patient

My Patients

Results | Recent Patients

Patient Name	MRN	Date of Birth	Sex	Phone	Address	SSN
BOB, TOM	36001389	01/01/1990	M			xxx-xx-3298
BOB, YOUNG HH	36002109	04/03/2023	M			xxx-xx-2313
ASAP, BOB	36003054	06/30/1978	F			xxx-xx-0000
HOSPITAL BILLING, BOB	202546	11/08/1979	M	239-896-7788	4500 Palm Beach Blvd, LEHIGH ACRES FL 33...	xxx-xx-8028

Bob, Tom - 36001389
This patient's name is similar but not a match to what was entered.

Born 1/1/1990
33 y.o. Male
No address on file
No PCP on file

xxx-xx-3298
No phone numbers on file
No e-mail address on file

Create New Patient

Accept | Cancel

Chart Review with Encounters will display. Highlight the encounter you would like to open and select **Encounter**. Double clicking the row will not open the encounter and it will open in a non-editable version.

Chart Review

Encounters | Notes | Labs | Microbiology | Imaging | Cardiology | Procedures | Meds | LDAs | Media | Letters | Episodes | Referrals | Other Orders | SnapShot | Misc Reports

Preview | Refresh (1:54 PM) | Select All | Deselect All | Review Selected | Synopsis | Lifetime | Route | Encounter | Add to Bookmarks | OnBase Patient Window | DataArk

Filters: Hide Add'l Visits | Me | Internal Medicine | UH Cleveland Medical... | Admissions

When	Type	With	Description	R...	Tag	O..	CSN
08/24/2023	Anticoagulants Non-Core Enrollment	Rx					2500170722
08/16/2023	Migraines UH Enrollment	Rx					2500168826
08/16/2023	Cardiology Core Enrollment	Rx					2500168825
08/16/2023	Hyperlipidemia Core Enrollment	Rx					2500168824
07/24/2023	Anesthesia Event	SICU	Intubation		O..		2500159925
06/09/2023	Admission (Current)	SICU - Inpatient, A	Asthma action plan declined (Primary Dx)				2500153204
03/30/2023	Admission (Discharged)	SICU - Inpatient, A	Knife wound (Primary Dx)				2500142959

6 Months Ago

02/16/2023	Anesthesia Event	Procedural	Cholecystectomy Laparoscopy		O..		2500137550
------------	------------------	------------	-----------------------------	--	-----	--	------------

Review Patient Information

From the patient list activity, find your desired patient and double click to open the patient chart. Once the chart is open you will see different sections of the chart containing patient information.

Storyboard

Along the left side of the chart is the Storyboard. Patient name, age, date of birth, code status and location are visible at the top. In addition, you can find isolation status, admission date and information about the treatment team.

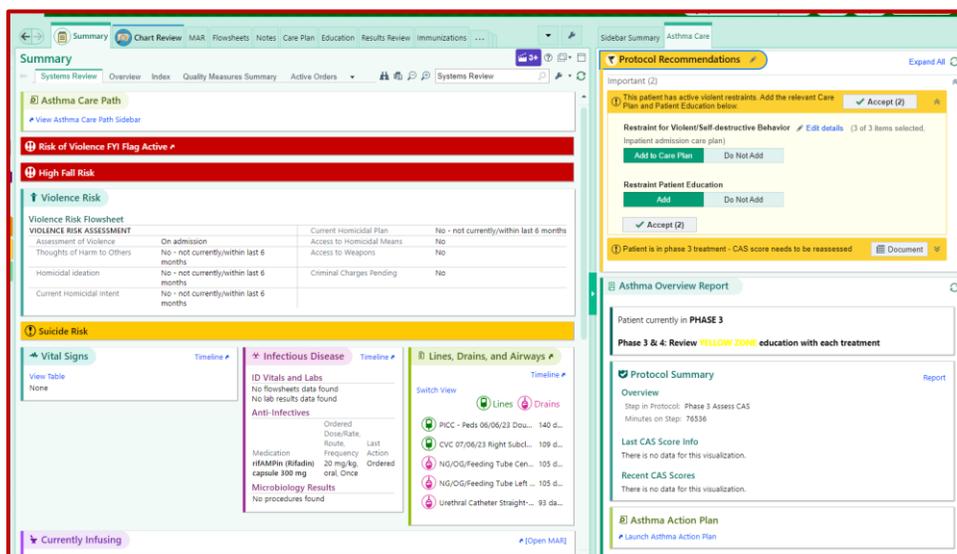


Hover over the items on the Storyboard to see more information.

Summary

Summary activity has several reports to review.

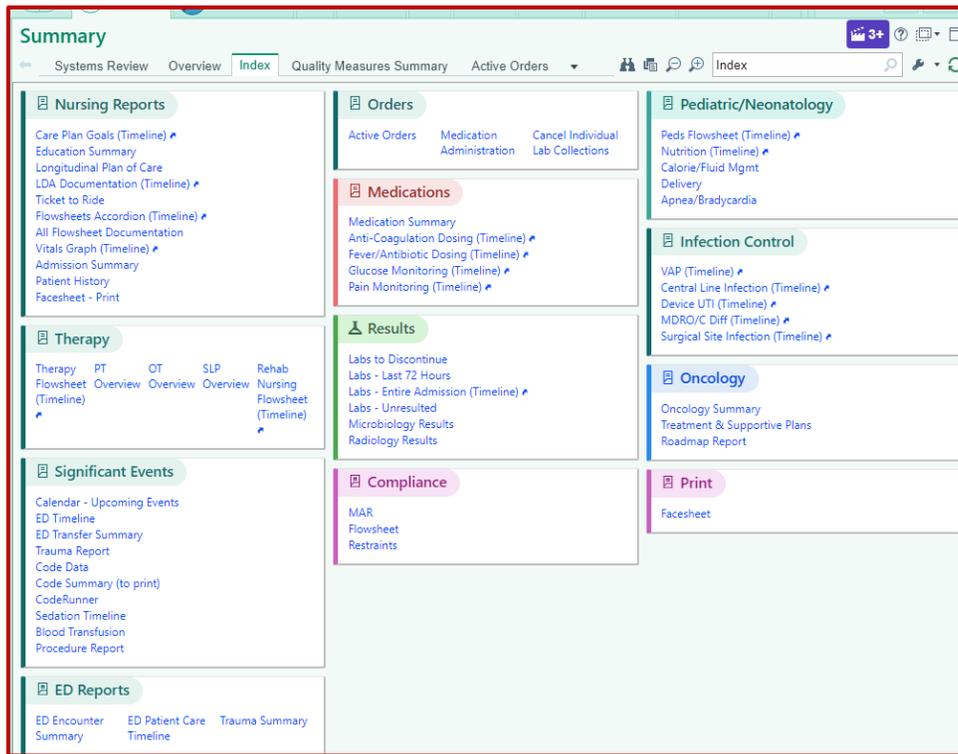
Systems Review: This report has a an overview of the patient by system. Alerts will display at the top of the report. If the patient is on the asthma care path, a link will display. Selecting the link opens a side bar summary.



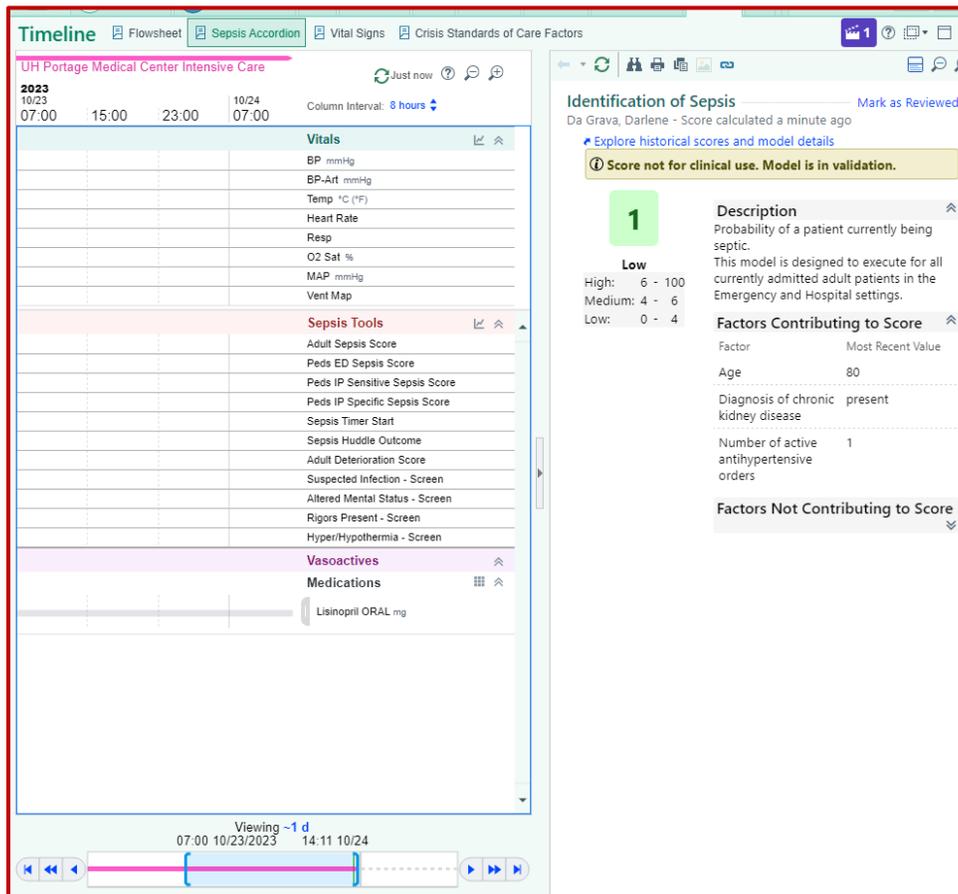
Overview: This report will show the patient's medical problems, discharge plans, treatment team, recent results and events and contacts. You can view if the patient has a LDA (Lines, Drains, Airway or Wound) and you can view if the patient has an Expressive Therapy consult order and any details entered with the order.

Index: This is a list of report links. Click on the link to view additional information on the patient.

The Index report has many links that are split up into categories. Nursing has links to most of their documentation.



The Flowsheet Accordion report will give you a view over time. There are reports for Flowsheet, Sepsis, Vital Signs and Crisis Standards of Care Factors.



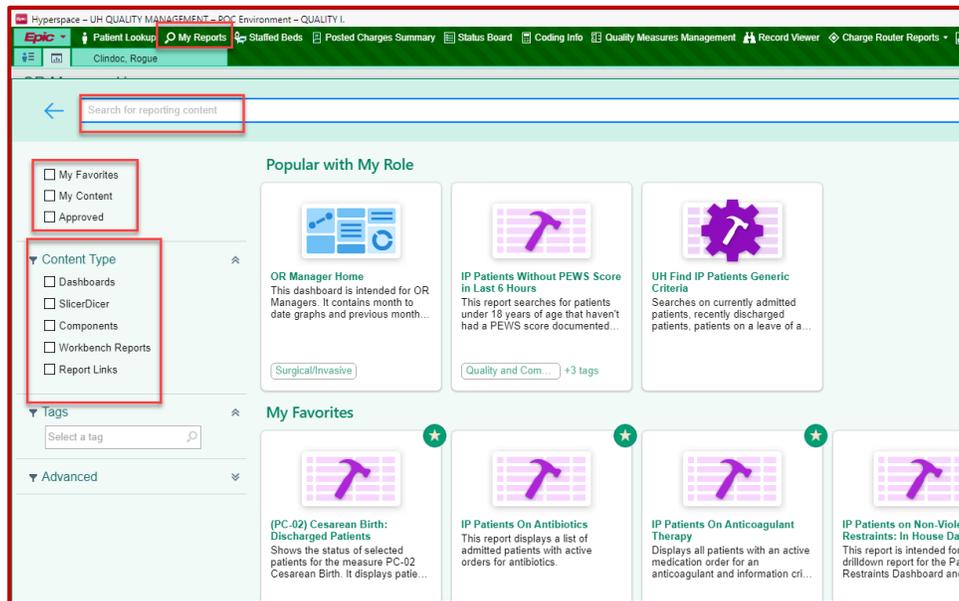
ED documentation can be reviewed from both the Significant Events and ED Reports groups.

Quality Measures Summary: This report will give you quick links to the quality measures reports and patient care reports. Quality Measures reports includes Heart Failure, AMI, IMM, VTE, Stroke, Newborn, Mother, HBIPS, TOB, SUB and SEP. Patient Care reports include ED Summary, Discharge Meds, MAR, Education, After Visit Summary, Medical History & Problem List, Allergies, Immunizations, LDAs, Diagnoses and Procedures, Lab & Rad results, Restraints, Facesheet, Care Plan, and Flowsheet Data.

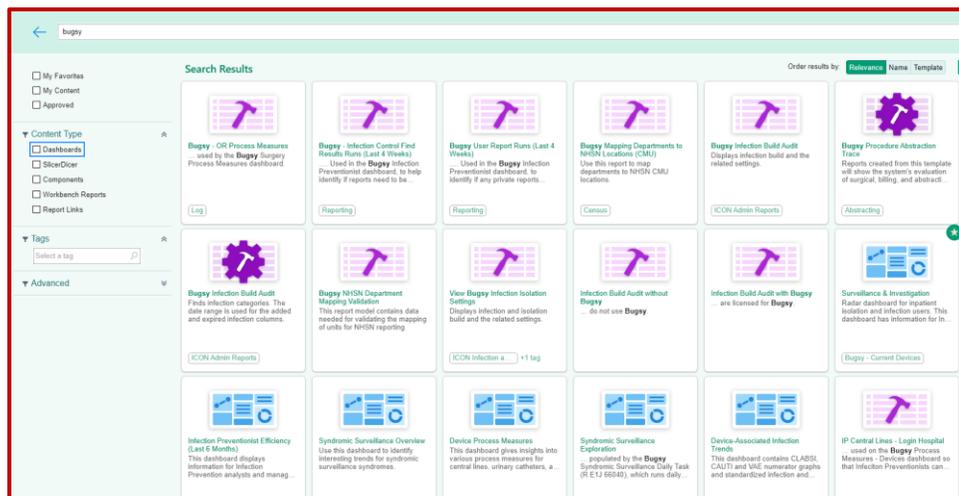
Event Log: This report displays the events that have occurred during this encounter. There are filters for Flowsheets, LDAs, MAR, Narrator Events, Notes, Patient Movement, Results, and Transfusions.

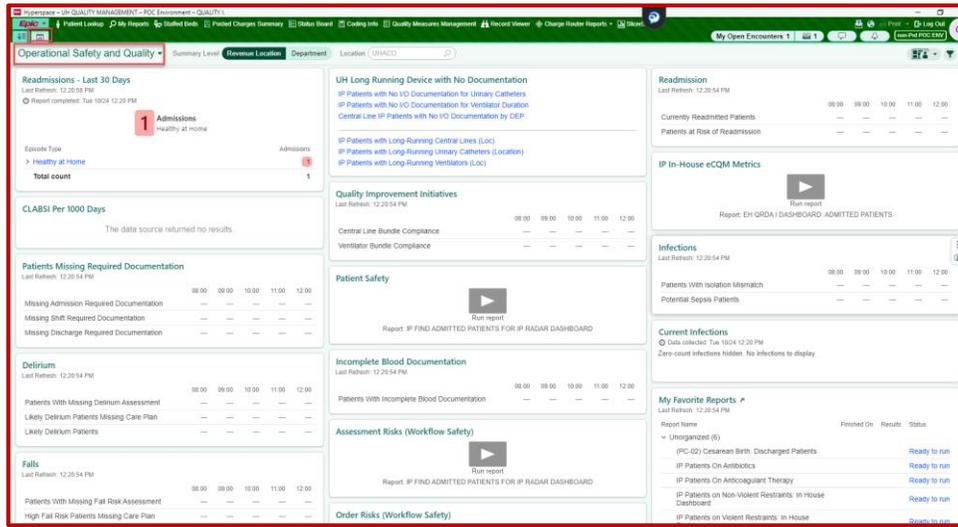
Reports and Dashboards

The Report activity allows you to run individual reports as well as customize them. You can favorite reports. You can filter out the types of reports that are returned when you search. The Dashboard activity will allow you to view dashboards that contain multiple reports. The dropdown allows you to change which dashboard is displaying.

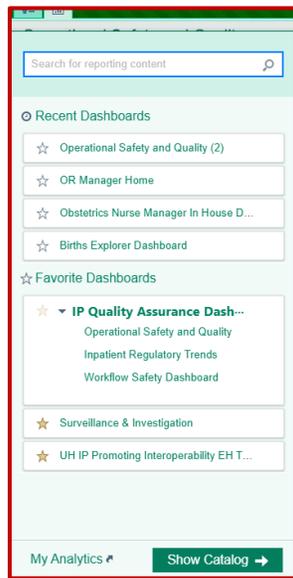


Infection control reports are in the Buggy category.





The dashboard dropdown has a search field, recent dashboards and favorited dashboards. Click on an empty star to favorite a dashboard (will display as yellow).



Dashboards that may be of interest include:

Capacity Management
(available/occupied/expected/blocked beds)

ED/OR Monitor (current & projected census in ED and PACU)

OR Manager Home

Obstetrics Nurse Manager Home

Obstetrics Physician Home

ED Specialty Narrator Usage

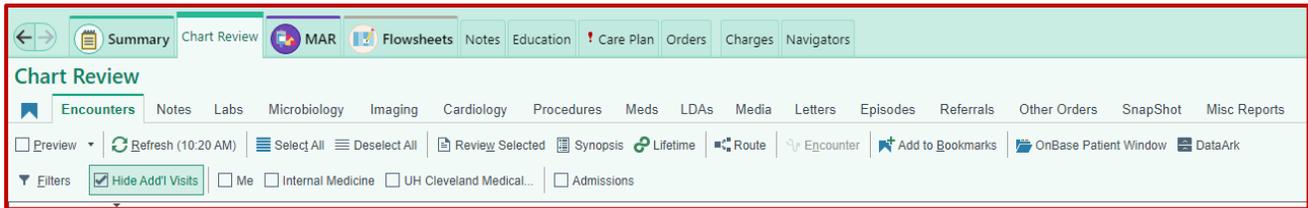
System Capacity by Regions

Discharge Monitor by Regions

Case Management Reporting Home

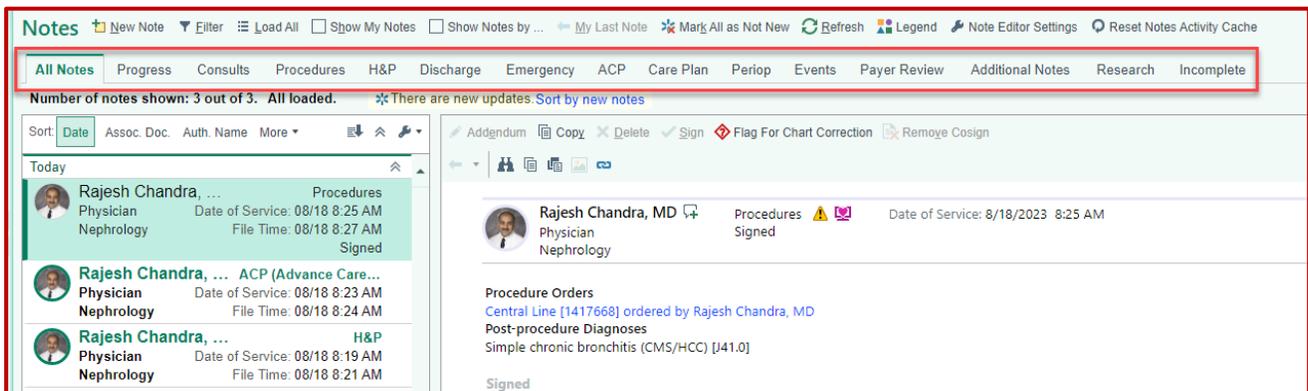
Chart Review

The Chart Review activity will allow you to view information like caregiver notes and results from other encounters.



Notes

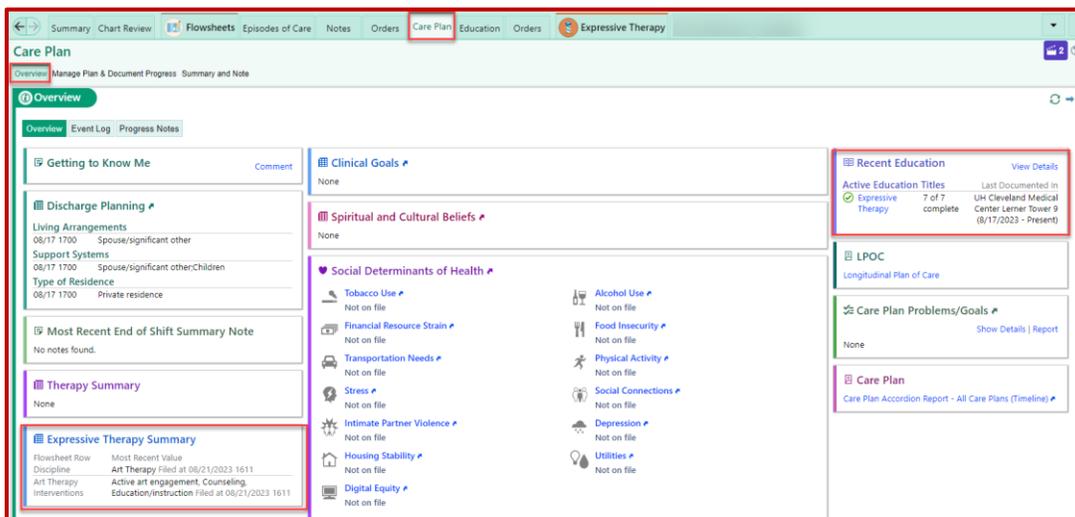
The Notes activity will allow you to review caregiver notes from other the current encounter. You can use the filters to view different types of notes or click on All Notes to view all of the notes on the patient.



Care Plan

The Care Plan activity will allow you to review the inpatient care plan in a view only state. The Overview Report is the same Patient Story report you viewed under the Summary Activity.

Note, a summary of documentation completed is visible on the Overview Report. You can also view the progress of Patient Education.



Education

The **Education Activity** tab has 2 sections, **Assessment** and **Education**. This section is view only.

Assessment

The Assessment is typically completed on admission by the inpatient nurse. This is documentation related to the learners and their learning needs. You can view the results of this documentation.

Assessment

LEARNING ASSESSMENT

PRIMARY LEARNER

Primary Learner Name

Relationship

Does the primary learner have any barriers to learning?

What is the preferred language of the primary learner for medical teaching?

Is an interpreter required?

How does the primary learner prefer to learn new concepts?

CO-LEARNER #1

Co-Learner Name (if applicable)

Relationship

Does the co-learner have any barriers to learning?

What is the preferred language of the co-learner for medical teaching?

Is an interpreter required?

How does the co-learner prefer to learn new concepts?

File File Incomplete Cancel

Education

Titles are used to document patient **Education**. Titles are added with points. Points that are not applicable can be de-selected when adding.

Education

Assessment Education

General Nursing

Core Nursing

Orientation to Unit

Equipment

Fall Precautions

Preventing Infections

Isolation Precautions

Pain Management

heart

Recent

HEART POST-TXP EDUCATION [867]

WK ADULT HEART FAILURE [3045000104]

Titles may be documented as a whole or specific points may be educated to.

Education

Assessment Education

Clear Selections Active All

General Nursing

Core Nursing

Orientation to Unit

Equipment

Fall Precautions

Preventing Infections

Isolation Precautions

Pain Management

Heart Failure

Heart Failure : Full Program

Orthostatic Hypotension

Medicines for Heart Failure With ...

Heart Failure

Title Points for Heart Failure

Heart Failure : Full Program

This program provides information on what heart failure is and how to live with it, including: the causes of heart failure and related symptoms, the importance of keeping track of daily weight and salt intake, and an overview of medications and how to manage fluids.

Orthostatic Hypotension

Medicines for Heart Failure With Reduced Ejection Fraction

Patient Materials

Heart Failure : Full Program

Orthostatic Hypotension

Medicines for Heart Failure With Reduced Ejection Fraction

Medicines for Heart Failure With Reduce...

Add Title Add Point

Delete Resolve Mark Not Applicable Document

The learning responses are standard for all education.

The screenshot shows a form with the following sections:

- Learners:** Radio buttons for Patient, Family, Significant Other, Caregiver, Other, Mother, Father, Guardian, and Foster Parent.
- Readiness:** Radio buttons for Eager, Acceptance, Nonacceptance, and Refuses.
- Method:** Radio buttons for Explanation, Demonstration, Handout, Interpreter, Video, Class/Group, and Teach-back.
- Response:** Radio buttons for Verbalizes Understanding, Demonstrated Understanding, Needs Reinforcement, No Evidence of Learning, and Refused Teaching.
- Comments:** A text area for "Enter a comment for all selected points".
- Teaching Info:** Fields for "Taught by" (IP EXPRESSIVE THERAPIST), date (8/21/2023), and time (1536).
- Buttons:** "Apply Defaults", "File and Resolve (?)", and "Cancel".

- Any points documented as Needs Reinforcement, No Evidence of Learning or Refused Teaching will show as in-progress on the Education tab.
- Any points documented as Verbalized Understanding or Demonstrated Understanding will show with a green check mark on the Education tab.
- If any part of the Education is still in-progress, the status for the whole title will be in-progress .

MAR

The MAR activity will allow you to view the medications. This is a Read-Only view.

The screenshot displays the MAR - Read-Only interface with the following details:

- Navigation:** Summary, Chart Review, MAR, Flowsheets, Notes, Care Plan, Education, Results Review, Immunizations.
- Filters:** ALL, Scheduled, PRN, Continuous, Respiratory, Due/Overdue Meds, Override Pulls, Chemo.
- Date/Time:** Tuesday October 24, 2023. Time slots: 0500, 0600, 0700, 0800, 0900, 1000, 1100, 1200.
- Medication 1:** dexmedetomidine (Precedex) 18 mcg in sodium chloride 0.9% 4.5 mL bolus. Admin Dose: 18 mcg. Dispense Location: RBC Central Pharmacy.
- Medication 2:** heparin flush 10 unit/mL injection 30 Units. Admin Dose: 30 Units. Status: 0600 Dose Auto Held.
- Medication 3:** heparin flush 10 unit/mL injection 30 Units. Admin Dose: 30 Units. Status: As needed.

There is a report available. This report will display all active medications for the time period chosen. Due medications will have the time. Administered medications will have the user's initials. The time is a hyperlink that will display additional information including the linked line if applicable.

MAR Report

Medication Administration Report
for Clindoc, Rogue as of 10/15/23 through 10/24/23

1 Day 3 Days 7 Days 10 Days < Today >

> Legend:

Medications	10/15	10/16	10/17	10/18	10/19	10/20	10/21	10/22	10/23	10/24
dexmedetomidine (Precedex) 18 mcg in sodium chloride 0.9% 4.5 mL bolus Dose: 1 mcg/kg Weight Dosing Info: 18 kg (Order-Specific) Freq: Once Route: IV Start: 10/11/23 1645										
heparin flush 10 unit/mL injection 30 Units Dose: 3 mL Freq: Every 8 hours scheduled Route: IV Start: 06/06/23 0800 > Admin Instructions:	0600	0600	0600	0600	0600	0600	0600	0600	0600	0600
heparin flush 10 unit/mL injection 30 Units Dose: 3 mL Freq: As needed Route: IV PRN Reason: line care PRN Comment: flush according to flush policy: to maintain line patency	1400	1400	1400	1400	1400	1400	1400	1400	1400	1400
	2200	2200	2200	2200	2200	2200	2200	2200	2200	2200

MAR note displays the sticky note for the MAR.

Rx Messages displays any messages sent to or from the pharmacy.

There is a legend in the tool bar of the MAR.

There are multiple tabs with the MAR:

- All: Contains all medications
- Scheduled: Contains scheduled medications
- PRN: Contains as needed medications
- Continuous: Contains continuous infusions
- Respiratory: Contains respiratory medications and medical gases
- Due/Overdue: Contains medications that are due for the time period displayed in the MAR and any items that are overdue.
- Override Pulls: Contains medications that were pulled from the Omnicell prior to an order
- Chemo: Contains chemotherapy medications
- Dialysis: Contains medications pertaining to the dialysis phase of care.

Results Review

The Results Review activity will allow you to view the results for the patient.

Summary Chart Review MAR Flowsheets Notes Care Plan Education Results Review Immunizations

Results Review

UH Rainbo... 2023 7/11/23 14:52

All Rows 1m ago Time Mark

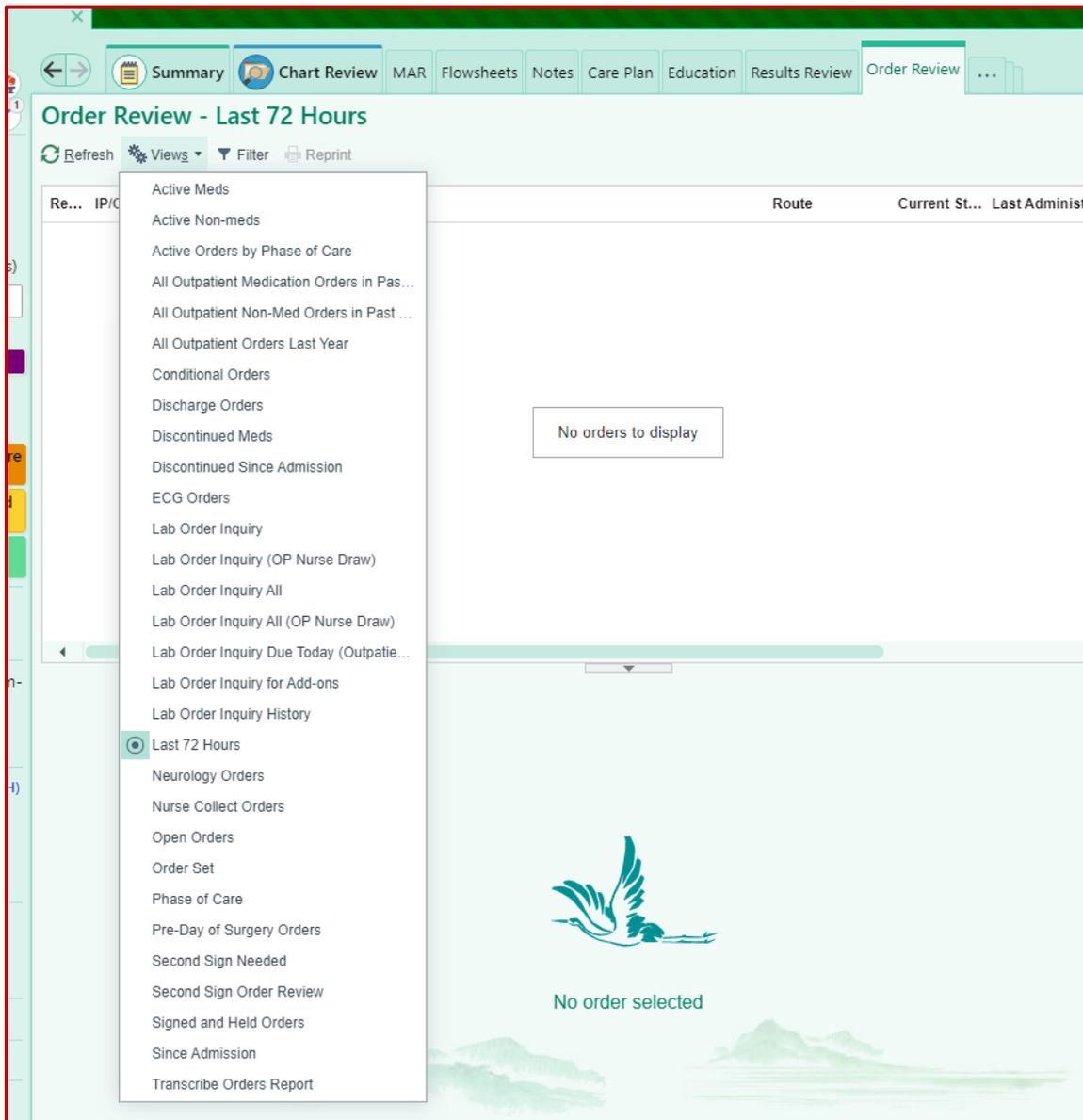
Search

Others pH, Gastric

7.0 Others pH, Gastric

Order Review

The Order Review activity will allow you to view orders for the patient. There are filters to help you narrow down which orders display. The individual orders can be double clicked for more information about the order.



Narrators and Navigators

These activities allow for quick and easy documentation of data in specific circumstances.

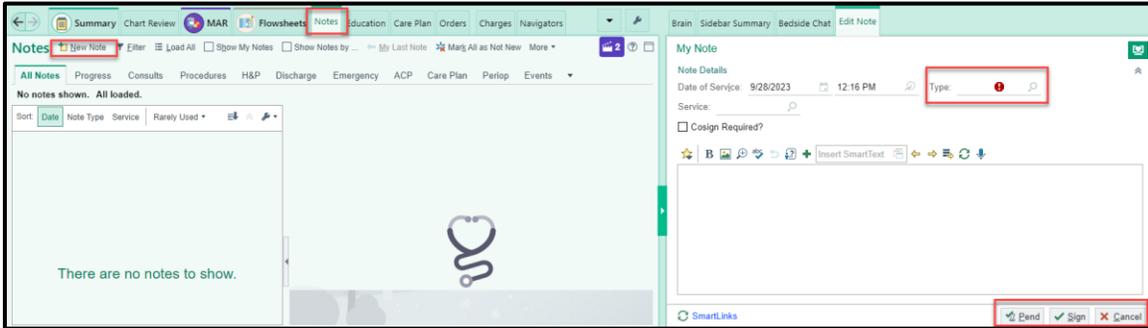
Due to the nature of narrators having a start action when opened, this was not part of the Quality profile. It is better to view the information documented within the reports in the summary.

Due to the nature of navigators allowing easy documentation, this was not part of the Quality profile. Their documentation is best viewed via the flowsheet review.

Documentation

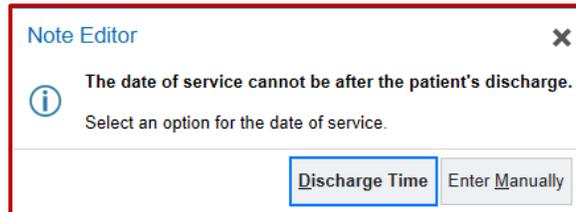
Write A Note

Open **Notes** Activity. Select **New Note** and the **Notes Side Bar** will open and a blank note will display. Select the **Type** of note this is. Complete any documentation that is needed. Once you are finished making any edits, enter the date and time of the note and select the **Sign** button at the bottom. **Pend** will save the note in with a watermark. **Cancel** will cancel the note.

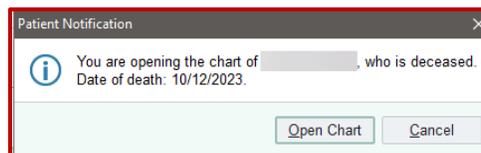


You can now view your completed note on the Progress Notes section of the Navigator and in the Notes Activity in the Chart.

Any note that is completed on an encounter after it is ended, the latest date/time is limited to the discharge date/time.

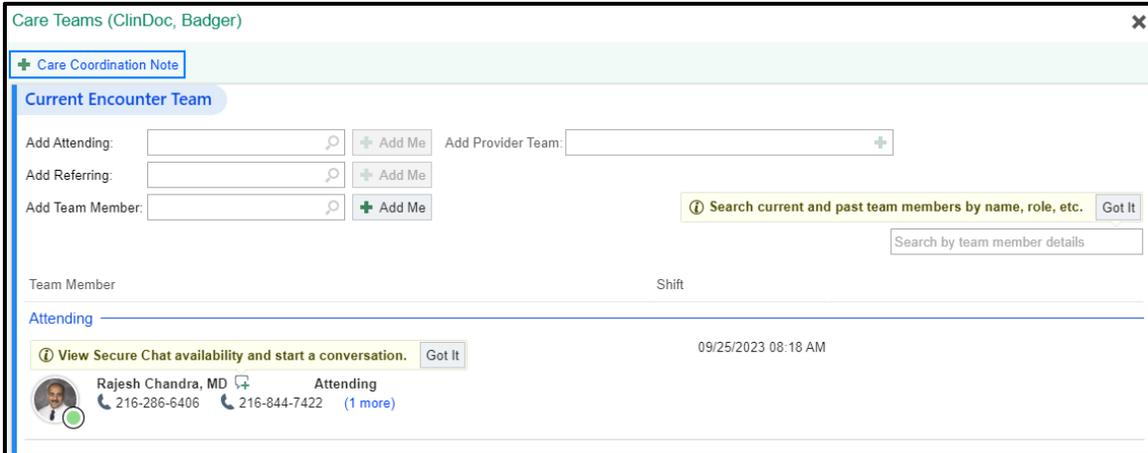


If a patient is deceased, you will see this message below. Select **Open Chart** to open the chart.

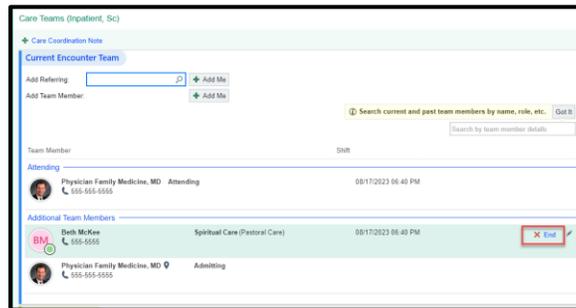


Treatment Team

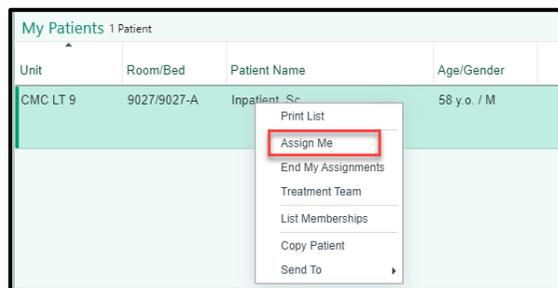
From the **Storyboard** you can use the **Treatment Team** section to **Add Me**.



To Remove:



Or on the patient list, click once on your selected patient. Then, right click and select Assign Me. This will add you to the Treatment Team.



To remove yourself from the Treatment Team, right click again and select End My Assignments.

