

THE PHC CERNER LEARNER

From the desk of Dr. Janet Simons

Your by physicians, for physicians source for CST Cerner information at PHC



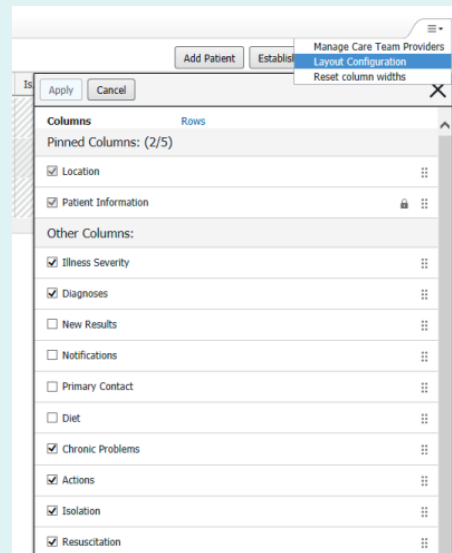
3 YEARS LATER . . .

Believe it or not, the end of 2022 marked over 3 years since we first went live at PHC. It also marked the completion of our go-live roadmap, with the final PHC clinics getting on CST Cerner in November 2022. So now we can say that 100% of our sites and clinics are connected!

I know that there is still room for growth and improvement, but finally being done implementation is a huge milestone. Now the teams have more time to focus on improving the system, troubleshooting, and addressing new needs and features. 2023 should see a lot of positive changes!
~Janet

ACTIONS COLUMN

One of the useful tools which I saw implemented really well at VGH which we could use better here is the Actions column in Patient Overview. When used consistently (and kept clean and updated) by both medical and nursing teams, it provides very useful 'face up' flags so you can see when nurses have non-urgent requests or information, without having to go into each individual chart. To make best use of this tool, make sure you have the Actions column visible in your Patient Overview:



IS THIS ANNOYING POP UP STILL HAPPENING TO YOU?

1. Select an item to map.

Current Diagnosis	Code
Alcohol use disorder, Mild	F10.10

2. Select a target.

Search: Alcohol use disorder, Mild

Contains: Search by Name

Within: Terminology

Search by Code

Terminology: ICD-10-CA

Terminology Axis: <All terminology axes>

Term: <No matches found>

Code

Terminology

Terminology Axis

3. Verify mapping details.

This Time	This Patient	All Patients	Diagnosis	Code	Di Type	Confirmation	Classification	Clinical Service	Details

If you are still seeing a screen like this when placing orders from the Quick Orders page, there is a fix! In the Orders for Signature box, in Association view:

1. Uncheck "Always default associations"
2. Click "Clear all associations"
3. Click "List View"

Orders for Signature

List View Association View

Click a cell to associate a This Visit problem with an order.

☒ Always default association

Clear all associations

Alcohol use disorder, Mild (F10.10)	Generalized anxiety disorder (F41.1)
Associate with all	Associate with all

THE CASE OF THE DISAPPEARING RADIOLOGY ORDERS

Several people have brought forward that outpatient radiology orders occasionally seem to disappear or be cancelled without notice to the ordering physician or the patient. This obviously very concerning and so the Informatics team has done quite a bit of digging into this issue.

As with many things in medicine, it appears the cause of the problem is ‘multifactorial.’ But it’s worth drawing our attention to one of the largest contributing factors – the “Order for Future Visit” selection.

When you are in an inpatient encounter, the “Order for Future Visit” is defaulted to ‘No.’ This makes the order active immediately. It also means that the order will be automatically cancelled by the system if and when the encounter is discharged. (NOTE: cardiac diagnostics work a little differently, you will not see this selection box on an echo order).

When placing an order to be done as an outpatient, be sure to select “Yes” in this section:

Details for CT Abdomen Pelvis w/ + w/o Contrast

Order Details | Order Comments

*Requested Exam Date/Time: 01-Dec-2022 0815 PST

*Priority: Routine

*Pertinent Clinical Information / Indication: [Empty]

Special Instructions / Notes to Scheduler: [Empty]

Provider Callback Number: [Empty]

Pregnant: ☐ Yes ☒ No

Transport Mode: [Empty]

Special Handling: [Empty]

CC Provider 1: [Empty]

CC Provider 2: [Empty]

CC Provider 3: [Empty]

Order for future visit: ☒ Yes ☐ No

Scheduling Location: [Empty]

Referred From: [Empty]

Spinal Precautions: ☐ Yes ☒ No

Now, where it gets tricky for outpatients is which encounter you are in when you place the order. Most outpatient encounter types, like a clinic visit, will have defaults set for “Order for Future Visit = Yes.” However, a common scenario seems to be that you receive an imaging or lab result into your message center. When you open the chart from the result, you are automatically popped into the encounter *where that result was generated*. You can see here that we are in the Medical Imaging encounter:

← List → Recent Name

Location:SPH Med Imaging

Enc Type:Outpatient; Discharged

Attending:

The Imaging encounter defaults to having “Order for Future Visit = No” – so it’s easy to miss this if you decide, after reviewing the result, to order follow up imaging in the same encounter. If you don’t change this selection, the test you just ordered will get automatically cancelled by the System since you’ve placed an active order on the medical imaging encounter, which is likely already discharged, or will get automatically discharged after a few days. This seems to be the root cause of many of these ‘missing’ medical imaging orders.

We are working on implementing a notification, so that you will get a message in your message center if a diagnostics order you placed gets cancelled by the system due to a discharged encounter. Hopefully this will at least give the chance to get the order placed again and get the patient booked, in a clinically appropriate time frame. We are also working on more complex solutions going forward.

If anyone has additional observations or experiences with cancelled diagnostics orders, please reach out to the team at providerinformatics@providencehealth.bc.ca