

Query Deficiency Management for Providers

IMPORTANT NOTE: Completing documentation prior to 45 days from discharge is necessary to avoid additional physician workflow impacts.

Query Workflow FAKE DICTATION Fluency Assistant If queries are assigned to a provider, then they will be notified by a red alarm on CDI Queries u have CDI queries for 3 the "pill box." A preview of the patient's with pending queries can be seen or it can IntTesting, ED be minimized to take up less space on the screen. TEST, CCD MHB, SCHIN1 Condition General 360MD ASSIGNED TO ME AND OTHERS SPLIT, INPATIENT Admit: 1/16/2020 (5 days) MRN: COCOA21000037845 M 40 y/o (01/01/1980) Location: I.4W - I.400-4 Visit: COCOA2I00021044551_ RESPONSE OPTIONS OUERY DETAILS Query related questions should be directed to: Respond - Create new note not [Overwrite this text with your query question and reasonable options for the physician response.] OTHER OPTIONS The patient's Clinical Indicators include O Disagree - Not applicable / Not valid PK testing O Disagree - Clinically unable to determine / Unknow Assign to another provide DSCHG Reviewed by: Pulliam, Kristin 2/3/2020 12:48 pm

Always choose the most appropriate response.

Respond – Create new note now: If a custom query response option does not appear in the eMD window (or is inapplicable), select **Respond – Create new note now** which will record your response as "Agree" and prompt for a Response Note.

B Disagree –

Not applicable/Not Valid: You will be required to provide a reason. Note that you will likely get
another query if this option is chosen, unless you provide an adequate explanation for marking
this query as invalid.

- Clinically unable to determine/ Unknown
- **Assign to another provider:** Type the provider number or name in the blank field provided and select the applicable provider from the search results.

Some queries may appear with additional response options.

Custom Responses – If a custom response for a query type is provided, a secondary question may appear.

- Secondary Question A required secondary question appears based on the primary response selection. Click Save to complete.
- B Other I will add my own diagnosis: This option is presented on all queries with custom responses. It records your response as "Agree" and allows you to manually enter a diagnosis which becomes part of the official medical record (details on following slide).

<u>MRN: CC</u> <u>Visit: CO</u>	ASSIGNED TO ME AND OTHERS ASSIGNED TO ME AND OTHERS SIGNED TO ME AND OTHERS SI				
A	 Skin Fascia/Subcutaneous Muscle Tendon Bone Other - I will add my own diagnosis 				
	OTHER OPTIONS Disagree - Not applicable / Not valid Disagree - Clinically unable to determine / Unknown Assign to another provider				

1

Query Deficiency Management for Providers

Signature Deficiency Workflow

1. Select Sign.



2. Select Sign or Reject.

E G E G		
Sign List Date - +	C	Fmhmob,0r4 45 M 05/04/1977 DEP SDC ()
 Documents (7) FMHMOB,PATH3 40/M A00000025909 	Oct 12	Scale Options Sign Linsipn Reject Scient
Speech Therapy S FMHMOB,PATH3 40/M A000D025909 Clinic Note S	Oct 12	Page 1 of 1 Prev Placeholder Next Placeholder Find Next
FMHMOB,PATH3 40/M A0000025909 Physician Orders S	Oct 12	Document Name: H and PS
FMHMOB, OR4 45/M 400000025968 Anesthesia Record S	Oct 12	To Prove XMP Hydron moderat
FMHMOB, OR4 45/M A00000025968 H and P S	Oct 12	Early Answers to add straining fact

3. After clicking **Sign**, enter any missing text in the text box that appears appears for deficiency completion.

Text		-
Initial Size O Petite O Small Normal O Large O Extra Large + Fit	Apply Changes	Cancel Ok
<u> 로</u> 1:1 🎛 🖽 🗊 🔍 Q		
Document Name: H and P S	۵	
Everly Anderson to add restating trait		

4. When all changes are complete, click **Ok**.

E Come Rockland Compose		2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
lign List	C Fmhmob,Or4 45 M 05/04/1977 DEP SDC	
Date + +		
Documents (7)		
FMHMOB,PATH3 4674		
Speech Therany S		
ENHMOB_PATH3 4001	Completed free text deficiency	
A0000025999	0(112	
Clinic Note S	Initial Size O Petite O Small ® Normal O Large O Estra Large	
FMHMO8,PATH3 46/H		
Diverician Orders S	Apply Changes	Cancel O
FMHMOB.OR4 asim		
A00000023968		
Anesthesia Record S		
FMHMOB,OR4 45/M		
H and P.S.	Oct 12	
PERF INPATIENT44 12/01	Meditech Expanse Test Record SDC	
A00000017388	Oct 12	
Speech Therapy S		
PERF, INPATIENT44 52/M	Document Name: H and P S	
A00000017388 Revelation Options C	Get 12	
Physician orders 5	To Prove the Product control Considered from text of Reference	
	Early America 90 10/13/23 12:03	

5. The yellow text box turns green and the provider can click Submit to finalize the deficiency.

E C Farthard Company		an t 30 ar
Sign List C	Fmhmob,Or4	
Date -	45 M 05/04/1977 DEP SDC 1	
Documents (7)		
FMHMOB,PATH3 40/H A00000025900 Oct 12		
PMHMOB,PATH3 40/11 A0000025909 Oct.12		Scale Options Unsign Reject Submit
Clinic Note S	Page 1 of 1	Prev Placeholder Next Placeholds Next
FMHNOB,PATH3 40/H A0000025909 Oct 12	4 h 11 H H I Q Q	
Physician Orders S PMHNOB,OR4 45/H 400930255466 Oct 12		
Anesthesia Record S		
FMHNOB,0R4 45/M A00303025468 Oct 12 H And R S	Meditoch Expanse Test Record SDC	
PERF, INPATIENT44 52/H 400000017388 Oct 12	Document Name: H and P S	
Speech inerapy S PERF, INPATIENT44 52/H 40000017388 Oct 12 Drakielan Orchani S	to Proc. WEB System sension Completed for bard deforming Starby American WE Star 2012 (14.0)	

Missing Document Deficiency Workflow

1. Select Workload.



2. Select **Deficiencies** tab. Double-click document type to access pDoc.

Return To Home			Ctart Document Orders	L Discharge	An E Sign	Compose More	🔹 🔗
WKD (1) Def (7)	More	C	ONCTest, Harley 55 M 10/25/1966				
UATERIS, HIM INPT TWO Deficiencies (2)	Sep 13	0	1.78m 66kg BSA:1.80m ² BMI:20.9kg/r Incomplete Records	m²			
ONCTest, Treatment 5 Deficiencies (1)	20	0	Subject Deficiencies (1)		To Bhargava,Arcl	partment 1ana	
ADT,OBEDTEST Deficiencies (1)	3un 24	0		Available	Days Deficient	Days Delinquent	Acknowledge
NELSON,KENNETH Deficiencies (3)	3an 26	0	Document H&P	Oct 12	1		
ABS3M,TEST2 Deficiencies (1)	Jan 24	0	Action				Save
ONCTest, Harley Deficiencies (1)	Oct 12						

3. Document will open for deficiency completion. Click **Sign** to complete.

RafLaTh To Nome	Court Lacoust Courts		🏥 🛄 🖬 .
≡ zMaster H&P	Preview Review and Refine	Save Sign	c
Annopal Archana Bhangava, MD Contributors G. Subjective ROS IMSH Cram Meds Results Scores A/P Quality Attestation		-	Fmhmob,Or4 45, M - 05/D4/1977 MRN# P000001121
> Subjective			DEP SDC, A-SURG OP
> Review of Systems			Acc# A00000025968
> PFSH			Search Chart
> Exam			Alleraies
> Meds			
> Results	No Data to Display		
> Physician Doc Scores & Scales			- Problems
> Assessment and Plan			No Data to Display
> Quality			• Vital Signs
> Attestations			

- In the event the provider wishes to change the HIM selected general template to a more specific template, click the = three bars.
- 5. Click Switch Document.

E C	Char Discusse Carlos Datarias	. ś	" 💭 🗘	Close
≡ zMaster H&P	Preview Review and Refine Save S	n C		0
Create New Typical	Last Saved at 10/15/22 1	:37	Fmhmob,Or4	
Add Content	Results Scores A/P Quality Attestations	Acute	45, M - 05/04/1977 NRN# F000001121	20
Switch Document		DEP SD	, A.SURG OP	-
Add Statement			Acc# 400000225958	_
Change Document Status to Cancelled		Search	ther	. 6
> Exam			N. 48	-
> Meds		~ 1	lergies	_
) Decide		-	No Data to Display	
/ Results		U Dr	oblease	
> Physician Doc Scores & Scales		· •	SOUCHER	
> Assessment and Plan			No Data to Display	
> Quality		~ • ;	/ital Signs	
> Attestations			No Data to Display	_

- 6. The new document template loads and the provider can now make applicable updates.
- 7. Once complete, Click **Save** to edit later or **Sign** to complete the deficiency.

E 🔐 🖉 Kater 15 Name	Sign Worklass & Soc
Adult History & Physical Review and Refine Save Sign	C O
hisopal Archana Dhargara, MD Contributora Last Saved at 15(128) 211.77	Fmhmob,Or4
Subjective ROS IPSH Exam Meds Results Scores A/P Quality Attestations	Acute 45, M - 05/04/1977 &
> Subjective	DEP SDC, A.SURG OP
> Review of Systems	Acc# A0000025968
> PFSH	Search Chart
> Exam	
> Meds	* Anergies
> Results	No Data to Display
> Physician Doc Scores & Scales	V Problems
> Assessment and Plan	No Data to Display
> Quality	 ✓ • <u>Vital Signs</u>
> Attestations	No Data to Display

2

ED Provider Disposition Documentation

Process for documenting Clinical Impression and ED Disposition

Clinical impression and discharge disposition is not currently a required field in order to final sign ED provider notes in Expanse, therefore these steps must be followed to ensure the disposition decision and disposition timestamps are captured. After 45 days from discharge, a downtime form will need to be completed and scanned into the record.

E A I	ackers Chart Document Orders Disc.	⊞ ••• (Menu More He	PE X elp User Close
📃 EM-Traumatic Inju	Jry Preview Rapid Entry Typicals Save Sign	C	(1)
Principal Provider Emergence	y01 Contributors MH PE IntD Proc MDM Discharge Plan Depart/Quality	Training,ED ED 60, F · 0 MRN# AB	DPatientFive 8/25/1963
∨ Discharge ····	ā	PRE ER, UCF LN Emer BB.06 - Exam 6 Reception	rgency Department
*Clinical Impression (Required) *Disposition Decision	Click to Enter Clinical Impression	Acc# BB0000068748	Resus Status Not Ordered No Hx Avail
(Required)	(Discharged to nursing home) (ESP-screened & discharged) (Left prior to MSE)	Q Search Patient's	: Chart
	Left prior to triage	*	
	Other	✓ <u>Allergies</u>	^
*Date of Decision (Required)		No Data te	o Display
*Time of Decision (Required)		V Problems	

E					
Return	I I Prome Trackers				
=	EM-GI/Abdominal Problem				
Princip	pal Provider Emergency01 Contributors				
Ð	HPI/Risk ROS PMH PE IntD Proc MDM I				
> EN	M-HPI:GI/Abdominal Problem				
> E!	M-Risk:GI/Abdominal Problem				
> E!	M-Review of Systems				
> E!	> EM-Past Medical History				
> EM-PE:GI/Abdominal Problem					
> EI	M-Interp & Diagnostics				
> EI	M-Procedures				
> E!	M-MDM:GI/Abdominal Problem				
> Di	ischarge				
> E!	M-Depart/Critical Care				
> EN	M-Quality Measures				

1. Clinical Impression documentation can be found in the Discharge tab and should be documented within the **Discharge** section (shown above) of the ED note templates. Expand this section. Documentation is bidirectional with the D/C plan screen found on the top tool bar.

Note - if entered within the D/C plan <u>after the note is final signed</u> the impression will not cross to the note template leaving this as a deficiency.

- 2. Disposition Decision can be found in the EM Depart/Critical Care tab.
 - Within the ED note template, find EM Depart/Critical Care and expand.
 - Select the appropriate Disposition and complete the Time/Date of the decision.
 - Once the Disposition Decision is documented, the time and date of decision will become required.

Note: Additional details will be completed for patients that are admitted or transferred.

- Setting the Status event to 'Ready for Discharge' does not capture disposition date/times.
- Status Events are only for communication. The disposition timestamps are captured within the provider note.

Please refer to the <u>ED Outlier Tracker Education Tip Sheet</u> for directions on using the ED Outlier Tracker and how to reconcile deficiencies.