McKESSON
Empowering Healthcare

STAR 2000™

STAR PATIENT CARE
Patient Processing Enhancement Summaries

Release 18.0
October 2012

C18000281

Publication date

October 2012

Produced in Cork, Ireland

Product and version

STAR 2000 Release 18.0

Publication number

C18000281

Reader comments

Any comments or suggestions regarding this publication are welcomed and should be forwarded to the attention of

STAR 2000 Documentation Team
McKesson
Mail Stop ATHQ-3302
5995 Windward Parkway
Alpharetta, GA 30005

Documentation Conventions

Enhancement summary documentation for McKesson's STAR 2000™ line of products follows these conventions:

Key Names
Named keys, such as SHIFT, CTRL, ALT, and ENTER are displayed in this document in uppercase (capital) letters. A symbol key is written as text in this document followed by the symbol in parentheses, such as hyphen (-) and asterisk (*).

Key Chords
Key chords are key entries that require you to hold down one or more keys (typically, CTRL, ALT, or SHIFT) before pressing another key. In this document, key chords are displayed as the names of each key in the chord separated by a hyphen (-) (for example, CTRL-ALT-DEL).

Prompts
System prompts are displayed at the bottom of many STAR screens when the system requests an entry or displays a message. In this document, these prompts are indented and the text italicized, as shown in the following example:

Enter patient name--

Data Entries
Letters or words you enter in response to the system are displayed in **bold** letters in this document. For example: Enter **Y** for Yes or **N** for No.

ENTER
ENTER is a key on a computer keyboard used to complete an entry on a STAR system. (This key may also be referred to as NEW LINE or NL in the STAR system.)

Table of Contents

About This Document

Purpose / Scope

This document contains technical and user information about new features available in Release 18.0 of STAR Patient Care, Patient Processing. It is meant to be used in conjunction with the specified STIs and the *STAR Patient Care Reference Guide.*

Audience

This document is intended to inform hospital personnel concerned with STAR Patient Care, Patient Processing about the Release 18.0 enhancements. Such personnel may include individuals from different departments within the facility, such as Admissions and Data Processing.

Chapter Overview

This document contains a chapter for each enhancement. The following information is included in each chapter:

Heading	Information under this heading...
Overview	• provides an explanation of the enhancement, • explains its purpose and benefits to the STAR user, • defines pertinent terms, and • lists the relevant *Reference Guide* sections that are affected by the enhancement.
Implementation Considerations	• describes the impact of implementing the enhancement, identifying issues (if any) regarding system hardware, software, and administration, as well as user and procedural considerations, and • outlines training necessary for successful implementation of the enhancement.
Implementation Guidelines	• lists the steps necessary to implement the enhancement, • identifies tables, files, and reports that are affected, and • estimates the resources needed to implement the enhancement.
Testing Guidelines	• outlines scenarios for testing the enhancement once it is implemented.

System Requirements

All Release 18.0 STAR Patient Care, Patient Processing character-based enhancements require MSE Enterprise Release 16.0 or later. Any additional system requirements are provided in the enhancement summary chapter, when applicable.

Chapter 1 - Merge Patient Enhancements (M25281)

OVERVIEW

Purpose

STAR Patient Processing will provide the capability to collect a “Multiple Birth Indicator” and store it at the MPI person level for the patient. The Multiple Birth Indicator displays on a new field in Admission screens and MR Abstracting screens. The Multiple Birth Indicator will provide the functionality in STAR to display an alert when applicable in the GUI Merge function and the Character Base Merge function to assist in preventing errors in merging.

The following character based (cb) and GUI screens in STAR Patient Processing have been updated to accommodate “Multiple Birth Indicator" (MBI) processing:

- Character based and GUI Newborn Admission
- Character based Patient Additional Information – accessed in Admissions, Revise Admission, Revise MPI
- GUI Patient Additional Information - accessed in Admissions, Revise Admission, One Page Admission, Newborn Admissions, MPI Review.
- Character based and GUI Additional Guarantor Information
- GUI Medical Records Abstracting screen
- Character based Medical Records Abstracting Inquiry
- Character based and GUI Patient Merge

The new person level MBI will also be collected from the Newborn Admission Multiple Birth prompt.

A new “multiple birth indicator” SQL data element was created for use in SQL reporting. The STI# is R5907.

A new form data element was created for use on forms and reports.

The Multiple Birth Indicator is sent outbound in the HL7 2.2 B interface in the PID.24.

Benefits

- Support calls should be reduced asking for help in "undoing" merges done in error where twins or multiple births were accidentally merged.
- Hospitals will be more protected from performing a merge patient on incorrect patients if they can see that the patient was part of a multiple birth.

- The multiple birth indicator will be helpful in critical situations when an exact match is needed for organ donation or other types of transplants.

Terms

There are no new terms.

Related Documents

Documentation for Release 18.0 indicates text revisions with a change bar in the left margin. The following STAR documentation has been updated for this enhancement.

Enhancement Topic	Document	Chapter
Multiple Birth Indicator added to: Additional Information Guarantor Information Newborn Admission	*Patient Processing Module*	2: Admission Functions 3: Newborn Admission
Multiple Birth Indicator added to: Patient Information Screen	*Medical Record Abstracting Module*	
Merge Patients	*Patient Processing Module*	6: Merge Patients
Multiple Birth Indicator: Entering Additional Guarantor Information Entering Additional Patient Information Entering a Newborn Admission	*GUI Admission Help* *GUI MR Abstracting Help* *GUI Merge Help*	

IMPLEMENTATION CONSIDERATIONS

System Considerations

HARDWARE

Hardware performance for this enhancement is not affected.

SOFTWARE

The STAR changes for this project will be available in the STAR ER 18.0 release and above.

INTERFACE/INTEGRATION

STAR Patient Processing and Medical Records are affected by this project. HL7 2.2b interface standards will be used.

User Considerations

- Review policies and procedures that are applicable and update and/or add new policies and procedures as required and put the necessary changes in place.
- Develop a training plan to cover changes when the STI is moved to the system. Procedural and education considerations will consist of informing appropriate personnel of these changes.
- Develop a test plan based on the facility requirements.
- Review the Forms and Menus to determine any changes that are required for custom forms and menus.
- Evaluate custom code to determine if this enhancement will have any impacts on the Procedural Considerations.

Training Guidelines

As with any new enhancement, it will be necessary to train the staff on the changes.

Training should include alerting the STAR Patient Processing and Medical Records users to the differences in the screen displays/processing due to the new MBI and the impact for the facility.

Training time is minimal.

IMPLEMENTATION GUIDELINES

There are no conversion steps.

There are no specific table or parameter implementation steps for this enhancement project.

Form Implementation

- Review site-specific reports to determine where to implement the new base Multiple Birth Indicator form element

Library Name	Library Description
CADP41F	Multiple Birth Indicator

See STI form implementation steps to use the new form element.

- Review site specific reports to determine any changes that are required for custom forms and form elements.

TESTING GUIDELINES

Multiple Birth Indicator

- Verify new MBI field displays on affected screens in Admission process, Newborn Admission, Revise Admission, Revise MPI, MR Abstracting.
- Verify new positions of any other impacted fields.
- Verify the new MBI is stored as expected in the MPI when added or edited.
- Verify MBI revisions are logged to GUI admission Audit.
- Verify MBI is sent outbound in 2.2b HL7 interface, PID.24.
- Verify MBI data element is sent to Audit server.
- Verify new print elements & any affected reports.

Merge

- Verify the new MBI field displays for each patient selected for merge in the demographic header.
- Verify if the MBI is set to “yes” for either patient, the new alert message is displayed when merging the patient in the Merge Patient function.
- Verify if the MBI is set to “yes” for both patient, the new alert message is displayed when merging the patient in the Merge Patient function.
- Verify if the MBI is set to “no” for both patients, no alert message is displayed when merging the patient in the Merge Patient function.
- Verify the merge can be processed regardless of the new setting.

MR Abstracting

- Verify the Multiple Birth Indicator is displayed on the MR Abstract Patient Information screen in MR Abstracting and MR Abstract Inquiry .
    - Validate new fields on screens.
    - Verify new positions of any other impacted fields.
    - When the Multiple Birth Indicator is added or revised in Abstracting:
        - Verify the new MBI is displayed as expected in the MBI field on MPI Review.

- Verify MBI is sent outbound in 2.2b HL7 interface, PID.24.
- Verify new print elements and any affected reports.

- Validate field is displayed only in character-based MR Abstracting Inquiry.

Chapter 2 - Patient*Secure* Palm Scanning Integration (M25279)

OVERVIEW

Purpose

This enhancement provides for the integration of STAR Palm Scanning Assistant and HT Systems Patient*Secure*®.

Patient*Secure* is a security application that utilizes palm print technology to identify and authenticate people. The system stores palm scans of people that can then be used later to identify them. The palm scan technology will be integrated into the registration process in both STAR Patient Processing Character Based MPI Search/Admissions and STAR Patient Processing GUI MPI Search/Admissions to serve as another method of valid patient identification.

NOTE: The integration of STAR Patient Processing and the Patient *Secure* database will require the users to purchase the necessary software and licensing from McKesson and HT systems.

Benefits

Identifying the correct patient

When a person arrives at the hospital to be admitted the admissions clerk uses information like name, birth date, etc. to determine if there is an existing MPI record for the person. This can be a very inaccurate process and has led to the selection of the wrong MPI record (and hence wrong medical information) or the creation of a new MPI record when one already exists. Using the palm scan to identify the patient is more accurate which should reduce duplicate MPIs and linking to the wrong records.

Identify fraudulent use of insurance cards

Using the palm scan to identify a patient should help reduce the ability for people to use other people's insurance, or in any other way present themselves as another person.

Terms

There are no new terms associated with this enhancement.

Related Documents

The implementation guide for the STAR Palm Scanning Assistant and Patient*Secure* Palm Scan integration will be provided. For GUI, the help files will be updated with the changes provided with this integration.

SYSTEM CONSIDERATIONS

The software and hardware needed for the Patient*Secure* system will be provided by HT systems.

Hardware

Any terminal that will be allowed to perform a palm scan needs access to a palm scan device.

Software

The Patient*Secure* software will be available to each device which will be allowed to perform a palm scan. The STAR software necessary for the integration with the Patient *Secure* database will be available for purchase in releases 16.0 and above.Currently, the integration cannot be run in a Citrix environment, but there are plans to address this in the future.

Interface/Integration

Integration will be available between STAR Palm Scanning Assistant and the Patient*Secure* database during the admission and MPI update process. In addition, the Patient*Secure* database will be kept in synch with the STAR database by sending HL7 transactions to the Patient*Secure* system. The settings in the Palm Scan Integration Parameter screen must be set before any communication between the two systems will begin.

The integration of STAR Palm Scanning Assistant and the Patient*Secure* database will require the users to purchase the necessary software and licensing from McKesson and HT systems.

The integration of STAR Palm Scanning Assistant and the Patient*Secure* database should be available in any registration areas where patients are likely to present. Although the function can be made available in any registration or medical records areas, there is no need to have the scanning equipment in areas where patients don't present in person for registration.

Procedural Considerations

The users need to consider whether they will require everyone who is admitted to have a palm scan or whether this will be an option. Additionally, consideration needs to be given as to whether the scanning will be done automatically as part of the admission or is a manual process performed as needed by the registrar. Consideration also needs to be given as to which areas/users will require a “trauma” type search of the Patient*Secure* system.

Training

Training will be minimal, and should be done once the software is installed and the palm scanners are in place.

IMPLEMENTATION CONSIDERATIONS

Implementation

There will be no conversions needed for the implementation. It is suggested that the users STARt with a clean Patient*Secure* database and add to the database as patients are admitted to the STAR system. If desired, the users can load patients into the Patient*Secure* database through the Revise MPI or MPI Review function when no admission is required.

No conversions will be required, but once the users have purchased the Palm Scan integration software, the McKesson-controlled parameters must be set for each facility to indicate that the end users can then have control of the integration. Since the software is being sold as a separate module, controls have been built in the STAR software to turn on and off the integration functionality.

End User

Once McKesson has enabled the integration software, the end users will have control over which areas and users within the facility will have access to the functionality, and the type of integration they will utilize (manual, automatic, trauma). The users should carefully consider each admission and medical records areas to determine the appropriate settings for each CRT in character base and each user/group in GUI. Additionally, the users will need to determine the settings desired and update the Palm Scan Integration parameters before the communications between the two systems can begin.

TESTING

Parameter Controls

Each of the new parameters needs to be tested with each applicable setting (Yes/No, Auto/Manual, etc.) to be sure the system is reacting properly. Each new parameter needs to be set, reset; changed and deleted to be sure the system reacts properly in each instance. The integration parameter setting each need to be set and changed to be sure the updates are reacting appropriately.

Character Base Admissions/Revise MPI Integration with Patient*Secure*

Each of the “authentication” processes needs to be tested, “automatic”, “manual” and “trauma”. The “authentication” needs to be checked for both patients and guarantors from admissions and from Revise MPI. For each of these settings, we need to check the following scenarios:

- Patient new to both STAR and Patient*Secure*
- Patient exists in STAR, but is new to Patient*Secure*
- Patient exists in Patient *Secure*, but is new to STAR
- Patient exists in both STAR and Patient*Secure*

The enrollment process needs to be tested for both patients and guarantors from admissions, and for both patients and guarantors from Revise MPI. Be sure to check that the corporate # is appropriately attached to the scan in the Patient Secure database, and that the Admission or Revise MPI process continues appropriately once the patient has been enrolled. This process needs to be checked for patients who are new to the STAR MPI, and for patients who previously existed in the STAR MPI, but had no previous scan on file in the Patient*Secure* database. Additionally, the linking process needs to be checked to verify that a newly assigned Corporate # in STAR is “linked” to a scan which previously existed in the Patient*Secure* database.

GUI MPI Search - "Automatic" Palm Scan Search Authentication

Each of the “authentication” processes needs to be tested, “automatic”, “manual” and “trauma”. The “authentication” needs to be checked for both patients and guarantors from admissions and from MPI Review. For each of these settings, check the following scenarios:

- Patient new to both STAR and Patient*Secure*
- Patient exists in STAR, but is new to Patient*Secure*

- Patient exists in Patient*Secure*, but is new to STAR
- Patient exists in both STAR and Patient*Secure*

The enrollment process needs to be tested for both patients and guarantors from admissions, and for both patients and guarantors from MPI Review. Be sure to check that the corporate number is appropriately attached to the scan in the Patient*Secure* database and that the Admission or MPI Review process continues appropriately once the patient has been enrolled. This process needs to be checked for patients who are new to the STAR MPI and for patients who previously existed in the STAR MPI, but had no previous scan on file in the Patient*Secure* database. Additionally, the linking process needs to be checked to verify that a newly-assigned Corporate number in STAR is “linked” to a scan which previously existed in the Patient*Secure* database.

Daily Palm Scan Enrollment Audit Report

The Daily Palm Scan Enrollment Audit report should be checked against test data to be sure that all patients enrolled the previous day are showing on the report, and that no patients are showing on the report that were not enrolled the previous day. Create a new SQL report using the new elements to be sure that the elements are available and working.

■ Reader Comment Form ■

We value your suggestions for improving our documentation. Please use this form to evaluate the *Patient Processing Enhancement Summaries* from STAR Patient Care for Release 18.0.

Topic	Poor	Fair	Good	Excellent
Organization of information	❑	❑	❑	❑
Accuracy of information	❑	❑	❑	❑
Completeness of information	❑	❑	❑	❑
Clarity of information	❑	❑	❑	❑
Amount of overview information	❑	❑	❑	❑
Explanation of processes	❑	❑	❑	❑

Are there parts of this manual that could be made more helpful to you? Please explain.

Other Comments:

Thanks for your help in improving the documentation.

Your Name and Position _____

Hospital/Organization Name _____

Telephone Number _____

May we contact you? Yes or No (circle one)

■

McKesson
STAR 2000 Documentation Team

Fold here

Place
Stamp
Here

STAR 2000 Documentation Team
McKesson
Mail Stop ATHQ-3302
5995 Windward Parkway
Alpharetta, GA 30005

Fold here