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| **COURSE NAME & DURATION:** | | | **Cerner Millennium ED Admin Lesson Plan** |
| **COURSE AIMS & OBJECTIVES:**  **CONTACTS: CLARE ASHCROFT & GEORGINA DAVIS** | | | **By the end of this training, trainees will be able to:**   * Log onto FirstNet – ED LaunchPoint * Navigate around ED LaunchPoint and Emergency Department * Understand the use of Smartcards * Search for, create and register a patient * Register a patient in an SDEC area * Attach a Pre-Arrival Form * Update patient details * Update Patient Room Locations within ED * Transferring of Patients between BGH and RBH * Add a referral and book an appointment to Fracture Clinic and other outpatient areas * Register an unknown / unconscious patient * Logon to HIM Tracking app., view the location of casenotes and track them * Log off FirstNet |
| **COURSE TIMINGS:** | | | Half Day |
| **TRAINING ENVIRONMENT:**  Classroom or 1 to 1 environment, either face-to-face or remotely via Teams/Hurdle/Dameware.  Training will be user led and directed by the Trainer.  Equipment needed, dependant on situation: laptop/PC/projector/headset.  **SET-UP REQUIRED/INFORMATION NEEDED FROM SYSTEM SUPPORT:**  User account(s) created.  User account(s) details.  Level of access/user profile.  PDP information for test patients  **\*\*Ensure one of your PDP patients have a Pre Arrival form prepared prior to training\*\*** | | | |
| **INTRODUCTION:**   * Welcome the participants to the session, facilitate introductions * Follow the PowerPoint presentation to introduce the agenda. * Training room: mobiles off or silent/health and safety (fire alarm, fire exit procedure) * Awareness of Data Protection & Information Governance - logout when left unattended, not viewing own records, not sharing account details, auditable system * Training session objectives and timings * **Explanation of some common Cerner Millennium terminology,** e.g., MPages; components; ‘treatment service’ = specialty (e.g., dermatology); ‘facility’ = location; ‘conversation’ = function (e.g., book/cancel an appt.; print a letter);’ encounter’ = care episode; iView = ‘assessments and fluid balance’ * New patients registered in Cerner from go live will be issued a Medical Records Number (MRN); existing patients will keep their RXR number * More than one user can access a patient’s EPR at same time and modify it * Training materials availability: Quick Reference Guides (QRGs) on OLI; QRG videos on YouTube | | | |
| **Timing** | **Scenarios** | During this training session we will work through three different scenarios, taking you on different patient journeys that will allow you to experience Cerner Millennium’s full potential for your job role. | |
|  | **Scenario 1:** | A patient has arrived in the Emergency Department, presenting with a broken wrist. The ED administrator registers the patient’s attendance and then books an outpatient appointment for fracture clinic. | |
| 20 | **Logging on and overview of ED LaunchPoint** | * Launch **Cerner** **Millennium** and double-click the **FirstNet** icon * Overview of **ED LaunchPoint** tracking board   + Toolbars across top – explain taskbar and other headings first     - **Task** – change password, change user etc.     - **Patient** – search for and also view recent patient records   + **ED LaunchPoint** on second row – this is the home button. * Explain **ED Realtime dashboard** length of stay, Turn around times, ED Volume, Notices   + Useful internet links, e.g., **OLI.**   + On third row, explain links including **Change** to change user**, Exit** to log off**, PM Conversation** drop-down   + Demo how to customise toolbar buttons by clicking on small downward arrow on the right, **add/remove** **/** **customise**. Dialog box explains how buttons can be moved as required   + On the row with the **blue man/plus symbol**, show different tab headings. Users will mainly use the **All Patients** tab, but patients can be filtered into different locations using the resus, majors, minors, and pads tabs   + The next row down contains filter buttons you can turn on/off: empty beds, waiting room, critical and no disposal   + Explain **My Patients** stats – used by doctors and nurses who are logged in to show number in Department   + **Department stats** – shows numbers of patients in Department * Above the dept stats is a search box to search the Tracking Board * Talk through the icons across the patient bar - hover over for details   + **Room** column to see current location of patient   + **Acuity Level** - triage score and colour reflects level chosen in the triage form   + **Patient info** (name age and gender) MRN no, resus status and allergy   + **LOS -** length of stay   **SD DR NP RN STU** – staff who have been allocated to this patient   * + Clinical staff assignments   + **Patient Details** – reason for visit and comment bubble   + A heart icon appears in the **Observations** column. This means that vital signs are available. Red heart = critical, Grey heart = normal; either colour heart with a red outline = vital signs need to be reassessed.   + **Pill icon** – to show what drugs have been prescribed, maybe able to use to prescribe PGDs (Patient Group Directions)   + **Test tube** icon - will show how you can request lab. tests and also collect samples   + **ECG wave** – this indicates any ECG tests/results that have been carried out   + **Radiology icon** – will show any xrays/results that been carried out   + **Phone icon** – this will show if there has been a Dr/consult review requested for the patient * Click on **Emergency Department** button in the top toolbar and give a brief overview of the **Emergency Department Tracking Shell.** This is an alternative view but is mainly used as a reporting tool   Briefly explain the following: (the screen will not be this busy on go live as it will be filtered to location)   * **RBH ED All Patients** – Shows all live patients * **Patient Search** – you can start typing to filter patient by name * **WR** – waiting room numbers * **Total** – Total Numbers * **Avg. LOS** – Average Length of stay * **Median LOS** – Median length of stay * **Filter** – you can select the drop down to filter as required      * Show List toolbar icons * **Pre Arrival Form** * **Pre Arrival Actions** * **ED Quick Patient Registration** * **ED Full Patient Registration** * **Downtime ED Full Patient Registration** * **ED Booked ED Full Patient Registration** * **Set Events** – view encounter history * **Patient Summary Report** * **Discern Reports** * **ED Police Handover**   Click **ED LaunchPoint** in the top toolbar to start the patient journey. | |
|  | **Search for a Patient. Create a Patient.**  **Create a Full Patient**  **Registration.**  **Print wristbands and labels**  **Smartcards**  **Registering a patient with a smartcard**  **Revising a Full Registration**  **Update Room Location**  **Registering a patient in an SDEC area**  **Powerchart Overview** | * Hover over **blue man/plus symbol** icon and click **ED Full Patient Registration** * **Patient Search** dialog box opens. enter surname, forename, DOB and gender…..**Surname:** EDAdmin **Forename:** Training, **DOB:** 01/01/1990 **Gender:** Female   Scroll down and click the **Search** button. (explain you can also search by MRN and NHS no.)   * Explain that this will bring up a **Safeguarding alert** at this point if one was on the patient. * Click **add** **patient** * **Show top half** of screen: patient demographics, need to scroll to see all fields   + Title: **Miss**   + DOB: **01/01/1990**   + Gender: **Female**   + Ethnic Category: **White British**   + Legally Resident? **Yes**   + GP Details: (search via spyglass) Enter last name then **Search** then highlight **Name** and **Organisation** from the list, then click **OK** (use **Not Known** when demonstrating) * **Bottom half** of screen is current visit details. Complete the **mandatory fields** in yellow   + Lead Clinician: **Helen Turner**   + Main Specialty: **Emergency Medicine**   + Treatment Function: **Emergency Medicine Services**   + Attendance Category: **New Problem / First Attendance**   + Source of Referral: **Self-Referral**   + Arrival Mode: **Ambulance**   + Ambulance Call ID: **12345**   + Reason for Visit: **Falls**   + Is this an injury? **Yes**   + Incident Type: **Non-intentional injury**   + Incident Location: **Garden**   + Onset Date: **T for Today**   + Onset Time: **7am**   + Location: **RBH, Level 1, RBH ED**   + Move patient to the waiting area * Go to **Address** tab and complete the following:   + No fixed abode: **No**   + Accommodation Status: **Own stable accommodation**   + Home: demo clicking **modify** to add a new address: Search for address and enter RBTH postcode – **BB2 3HH** * Go to **Patient** **Contact** **Details** tab to add a telephone number   + Scroll to the bottom and click **Mobile** then **+ Add Additional Mobile/Tel** input contact details: **07123456789**   + Add **Next of Kin Telephone Number** (Clare Ashcroft has advised that NOK telephone number is **Mandatory**) * **Additional tabs:** demo how to**, parent/guardian, emergency contact.** Explain if the patient’s a paediatric patient, then additional fields will be required such as school attended      * Click top left icon to see if all mandatory fields are completed * Click **OK** to save all the information * **Document** **Selection** dialog box appears. Explain -Tick **Wristband – Adult** and **Admission Label** to print **(tick do not print option and close the window)** * Click **OK.** Patient’s ED attendance is registered, and docs are printed * Show **Visit ID** (encounter number) that’s been generated for this visit. This number can be used to find this encounter. Also point out that an **MRN** has been created for the patient. * Click **OK** again * The patient’s location shows as **ED Waiting Room (ED WR)** * Click **Waiting** **Room** filter to show patient now appears in the waiting room area, with columns for **LOS**, **patient** **details** (reason for visit)   **User Practical to register a patient using their own details**   * Explain **Smartcards** will be issued to all admin staff. Smartcards are linked to the NHS spine (GP information) and should have the most up to date patient information * Patients will mainly be found by Smartcard unless they are an overseas visitor for example. Explain you would choose the add patient when registering your patient.   Explain that you will now register another patient but this time with a patient where their information has been pulled from the Spine or locally.   * Hover over **blue man/plus symbol** icon and click **ED Full Patient Registration** * **Patient Search** dialog box opens. enter **MRN: Patient 1**   Scroll down and click the **Search** button. Click **Add** **Encounter**   * **Show top half** of screen: patient demographics, need to scroll to see all fields * Enter Ethnic Category **Mixed** * **Bottom half** of screen is current visit details. Complete the **mandatory fields** in yellow   + Lead Clinician: **Helen Turner**   + Main Specialty: **Emergency Medicine**   + Treatment Function: **Emergency Medicine Services**   + Attendance Category: **New Problem / First Attendance**   + Source of Referral: **Self-Referral**   + Arrival Mode: **Ambulance**   + Ambulance Call ID: **12345**   + Reason for Visit: **Falls**   + Is this an injury? **Yes**   + Incident Type: **Non-intentional injury**   + Incident Location: **Garden**   + Onset Date: **T for Today**   + Onset Time: **7am**   + Location: **RBH, Level 1, RBH ED** * Go to **Address** tab and complete the following:   + No fixed abode: **No**   + Accommodation Status: **Own stable accommodation**   + Add **Next of Kin Name and Telephone Number** (Clare Ashcroft has advised that NOK telephone number is **Mandatory**) * Click top left icon to see if all mandatory fields are completed * Click **OK** to save all the information * **Document** **Selection** dialog box appears. Explain -Tick **Wristband – Adult** and **Admission Label** to print **(tick do not print option and close the window)** * Click **OK.** Patient’s ED attendance is registered, and docs are printed * Explain **clinician** **notifications** (tasks) have now been triggered for the ED doctors and nurses to action because the patient has just been registered * The **RBH Adult Triage and Assessment Form** is in the **Nurse Activities** column, indicating to everyone that the patient has not yet been triaged * Show how to **reprint wristbands** - click on **Documents** from top toolbar (customise toolbar if **Documents** icon is not visible), search for patient using the **spyglass** and search, select correct encounter, then select doc(s) to be printed * Click printer icon to print – explain users can select a favourite printer by right clicking on printer and adding to favourites. Explain printing can also be done via Access Management Office in the top grey toolbar. * Demo the **Patient** **Summary** view by clicking in the white space to the right of the patient’s name. This will give a summary of any notes and details that have been added * To update any demographics for your patients, click the **PM Conversation** tab in the toolbars to highlight and select **Person Correction Manager**. This brings up similar fields to when the patient was being registered   **Revise full registration**   * Right click on patient name * Select **Patient Management** * Select **Revision ED Full Patient Registration** * Revise reason for visit to **unwell adult** * Click **OK** * Reprint wristband if required * Click **OK**   **User Practical to register and revise a patient using Data Sheet Patient 1**  **Updating Patient Room and Locations**   * Go back to **ED LaunchPoint** * Next to the patient’s name within ED LaunchPoint, click on the room column for the patient and then select which bed/room you wish to move them to. This needs to have (0) occupancy. This will then update their location. Demo how to move the patient to Minors.   **User Practical to move patient into Minors**  Explain that in SDEC areas how you register a patient will be slightly different. Demo the following process using patient: Francesca Baines – MRN: 1000060 (Madison Riley – MRN: 1000061 is also available)   * Click on the Emergency Department tab * Select – RBH SDEC Expected Patients tab * Next, select the filter for their area, in this scenario we will use SAECU, * Select the Pre-Registration icon, * Search for your patient as mentioned above * Enter the following mandatory fields: Source of Referral – GP / Reason for Visit – Abdominal Pain / SDEC Ward – SAECU / Estimated Date and Time of Arrival – Today 11am * Select OK * The patient will now appear on the list * If the patient does not attend or cancels the visit – Right click on the patient – select – Did Not Attend – Fill in Mandatory Field Reason – Cancel (DO NOT COMPLETE THIS ACTION SO YOU CAN CONTINUE WITH THE SAME PATIENT) * Once a patient arrives in the department explain that they will complete a full registration as previously shown * To do this, highlight the patient in the list and then click on the SDEC Full Patient Registration icon,      * Fill in the Mandatory Fields: Helen Marie Turner, Attendance Category: New Problem/First Attendance (explain here that if the patient has been previously recently and is just coming for a follow up, such as a vital signs check they will select Planned – Follow Up Attendance instead), Arrival Mode: Patient’s Own Transport/Walk, Building: RBH LEV1, Department/Ward: SAECU SDEC, Adjust date and time if needed. * Click OK * Once fully registered the patient falls off the Expected Patients List and onto the SDEC All Patients tab, then select your area from the filter once again (SAECU All Patients) * The SDEC registration is now complete. The patient will then be picked up by the clinician from the ED Launchpoint View tab. * Returning to ED LaunchPoint, click on patient’s name to enter **PowerChart ED View** and give overview of patient’s record * Explain the **Patient Banner** – patient name, allergy isolation status, age, DOB, resus status, NHS number, MRN number, sex, location, department and consultant details * Show **Left** **blue** **menu**. This menu shows all aspects of the patients notes, but it’s better to use an **MPage** (workflow) as it is more user specific. However, one option in this menu view which will be useful to them is **Appointments**, this will display any appointments that the patient may have. * Explain MPages in workflow order - see below for which components to talk about.   + **Safeguarding** – explain this can also be seen in the blue patient banner   + **Documents** – able to view all documents attached to the patient’s record   + **ED/UTC Hospital Attendances** – can view all past emergency encounters   + **ED/UTC Forms** – view or add forms as required   + Explain users can find other information in the other tabs as described but the key ones mentioned above are mainly for admin use | |
|  | **Attach a Pre-Arrival Form** | **Pre-Arrivals will only be created by a Nurse/Clinician. A pre arrival allows clinical information to be recorded before a patient arrives into the department**  **Demo -** Just to show the process we will now demonstrate attaching a pre-arrival form for the trainer’s test patients only  In ED LaunchPoint, right click on patient’s name   * Select **Attach Prearrival** * Select available pre-arrival * Click **Attach** * **Close** * That pre-arrival form is now attached to that patient | |
|  | **Left before treatment complete** | Explain that if patient leaves ED before triage or treatment, then the clinical staff would need to follow the discharge process to remove them from the department. | |
|  |  | **Transferring Patients from BGH to RBH and SDEC Areas currently being discussed with Clare Ashcroft** | |
|  | **Add referral and book appointment for fracture clinic / Max Fax.**  **Fracture Clinic options used in training may not reflect Live System** | * Exit FirstNet * Open **Revenue** **Cycle** and login – purely an admin application * Non patient perspective icons on the left   + - **Referrals** **Management** icon – click on **Filter** to see types of referrals, referral status, Priority, Waiting list status - talk through these options. The search status can be changed from here by right clicking on each patient. Clicking on patient brings up details of referral     - **My** **Workflow** icon – shows list of patients according to certain criteria. This is where departments can filter and customise their departments work list * Search field on the top and patient perspectives to the right which become live when you have a patient * Patient Tracking Icon – **Search for patient** using magnifying glass and smart card. **Select** patient encounter and now patient perspectives at the top become active. * **Summary** icon – screen split into 3, **Referrals**, **Demographics** and **Appointments**.   + **Referrals tabs** patient moves along each tab according to their status   + **Add new referral** by pressing plus button **Add** and search by:   + Hospital Trust – **Royal Blackburn Hospital**   + **Add New Pathway**   + Source of Referral – **A & E Dept Referral**   + Refer from Clinician : **Kevin Sharpe**   + Treatment function – **Fracture (Sub)**   + Priority – **Urgent**   + Referral Received Date **Today**   + Pathway issuer **East Lancs Hosp Trust**   + RTT Status **98**   + Referral Status **Accepted**   + All mandatory fields, pink fields can be completed but yellow are mandatory, fill in using delegate participation   + **Schedule** * Referral is now added. * Fill in mandatory fields   + Appointment type **T and O new**   + Location **RBH OPDF**   + Preferred Resource **Sharpe KR**   + Click **First Available** in bottom right of the screen * Show filters at the top of screen. Choose an appointment then click **Select**, check confirmation information, and modify if needed. Click **Confirm.** * To view referral, click on **Referral** **Management** and search for patient * Waiting list status is now scheduled and future appointments confirmed. Letter can be printed from here by double clicking on the referral in the top half of the screen then go to correspondence tab and right clicking to view document and print if required. * Contact tab records contact if relevant. * Demographics can be updated by clicking on the **green pencil**, show mobile number arrow and free text box for different length numbers * Right click to show the following options available: cancel and reschedule, display history, action history details to see trail * Exit **Revenue Cycle** | |
|  | **User Practical Session book a fracture clinic appointment for previously registered patient using Data Sheet** | | |
|  | **Scenario 2** | Unconscious patient has arrived in ED. This process will just be a demonstration by the trainer using a patient from the PDP. | |
|  | **Quick Registration for Unknown patients**  **Workflow still not confirmed** | * Click back into Emergency Department * Select **RBH All Patients** tab * Click on the Ambulance icon – ED Quick Patient Registration form * Search for Patient – Hotel Oscar – 13237 (13235 and 13236 are also available) * Click **Add Encounter** * ED Quick reg – fill in mandatory fields – Birth Date Entry – Estimate / DOB - Adjust Accordingly / Adjust Date and Time Accordingly / Arrival mode – Ambulance / Ambulance ID – 1234 / Reason for Visit – Collapsed Adult / Incident Type – Undetermined/no information given * Click OK * Doc print – OK * Explain that once the patient has been identified the record will need to be merged with the correct one. The process of this is still being discussed and has not yet been finalised. Please liaise with your workstream lead Claire Ashcroft for further updates. | |
|  | **HIM Tracking Logging on and overview** | Trainer to Demo using Patient 1 MRN  Navigate back to LaunchPoint   * Launch **HIM Tracking** use small arrows in top right of screen if not in top toolbar and click on **Tracking**   **Viewing casenotes location**   * Search for patient using **Find** **Patient** spyglass * Double click the case notes required * This will show current and past locations   **Tracking single set of casenotes**   * Search for patient using the spyglass * Right click yellow folder / case notes number and select **Quick Update Selected Records Location** * Select location View **Wards** * Find **RBH Royal Blackburn Emergency Department** * Click **OK** * Case notes are now tracked * Show how location has now updated   **Batch Tracking**   * Select Record Location Batch Update Icon * Select facility **Royal Blackburn Teaching Hospital** * Record Locations (by view) **Health records** * Then **Health Recs RBH Health Records** * Use scanner to scan casenote barcode or enter **Tracking ID** in top right * Repeat for all remaining casenotes * From the toolbar, select ‘update location for records’ icon (save icon) * Click X to log off and return to **ED LaunchPoint** * Click **Exit** button within the task tab to exit and close the app | |