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| **COURSE NAME:** | | | **Cerner Millennium Outpatient HCA Lesson Plan (non-labs)** |
| **COURSE AIMS & OBJECTIVES:** | | | |  |  | | --- | --- | | Login to PowerChart | Record urinalysis results | | Configure the homepage to Ambulatory Organiser and navigate around this screen | View outpatient appointments | | Change patient status to *With Nurse* | Viewing documents and images | | Record a patient’s accessibility information | View outpatient referrals and clinical info. recorded by  the clinicians (e.g., presenting complaints) | | Navigate around Nurse View | Records a set of obs. inc. height & weight | |
| **COURSE TIMINGS:** | | | **Half day (3.h hrs.)** |
| **TRAINING ENVIRONMENT:**   * + - * Either in a face-to-face classroom environment or remotely via Teams, Dameware or Hurdle       * PDP test patients for trainer and delegates; patient data sheets; register; evaluation forms       * Equipment needed: laptop/PC/projector/headset/webcam   **SET-UP REQUIRED/INFORMATION NEEDED FROM SYSTEM SUPPORT**  User account(s) created.  User account(s) details.  Level of access/user profile.  **INTRODUCTION TO SESSION**   * PowerPoint with training session agenda/objectives and timings * 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, fully auditable system. * Training materials will be available on eLancs SharePoint website on OLI, i.e., Quick Reference Guides (QRGs) and some short videos. These will also be available via the e-Coach icon within PowerChart. * 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 Millennium from go live will be issued a Medical Records Number (MRN); exiting patients will keep their RXR number * More than one user can access a patient’s chart at same time and modify it.     **TRAINER NOTES:**  There are approx. six OP HCAs/asst. practitioners that manage day case **venesection clinics.** These users will need to use **PM** **Office** to preadmit, admit and discharge these patients as this is **NOT** being done by Elective Admissions/waiting list office. They should attend this session **and** the Elective Admissions session. | | | |
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| **Timings** | **Main Topics and Functions Covered** | **How to:** | |
| 10 | Login to PowerChart and configure account | * Login to **PowerChart**. Explain that Imprivata (single -sign-on) will auto. log the user into their PowerChart account * Give overview of the **Organiser** (toolbars at top of screen) * Show delegates how to change their Organiser view and MPages selection to their preferred one (e.g., Ambulatory Organiser) as follows: **View > My Experience > Home > Nurse > Save** * Trainer – don’t do this but explain that user would need to exit application and log back in to see any changes * Click **Home** in the Organiser. **Ambulatory Organiser** opens * Trainer: OP HCAs are unlikely to use MessageCentre | |
| 5 | Configuring Ambulatory Organiser | * **Ambulatory** **Organiser** will need to be configured so that it displays the clinics / location that the user requires * In the scenario, we need to set this to the dermatology service * From the **Day** **View** tab, click the **‘patients for: no resource selected’** drop down * Select today’s date from the calendar * Type ‘**hafejee’** in the search field and select **Hafejee, Dr A Spec Nurse 2** * Click **Apply** | |
| 10 | Clinic selection and Ambulatory Organiser overview  Screen refresh | * Give **Ambulatory** **Organiser** overview – provides a simple, comprehensive view for ambulatory physicians and their staff to efficiently access and manage their outpatient clinic schedule * **Day View** - patients will appear according to selected criteria from appts booked in RPAS, allowing a view of patients’ details and their appt. status (confirmed, checked in, cancelled, DNA) * **Calendar** – to view all empty and booked slots by day or week * Explain timeline on right of screen. This displays all booked and empty slots for the selected date or week. Remind users that clinics 8 weeks or more in future may appear empty. This may be because The Booking Centre haven’t yet booked from their PTLs (holding lists) * **Trainer – don’t mention ‘Open Items’ or ‘Upcoming’ as these not often used per Jay Pudaruth, Cerner trainer** * Explain **notes** column, where temp. comments can be viewed and added. These are **NOT** saved in the patient’s record * Patients will either use the self-check-in kiosk or book in at reception, where admin staff will manually check patient into clinic and check/update demographics | |
| 5 | Change patient status to **With** **Nurse**; patient selection | * **Status column:** once patient has been checked-in by Reception staff (or patient uses self-check-in kiosk), HCAs and nurses will change this to **With Nurse.** Colour of row will change as patient’s status is updated * **Notes** (non-clinical) can be created here. These are temporary, i.e., will **NOT** be saved in the patient’s record * Explain **timeline** on right of screen displays all booked and empty slots for the selected date or week * Scenario: **Patient 1** has been referred by GP to dermatology service due to atopic eczema, and has a new appt. in Dr. A. Hafejee’s clinic * The binoculars icon can be used to find the patient. Type **Patient 1’s** surname in the field (forename can be used as well). The patient’s name is highlighted. Click **X** to close **Find** * **Patient 1** has been checked into clinic. Change the status of **Patient 1** to **With** **Nurse** * Status changes to **green**. Click on **Patient 1** to open their record. **This is the recommended way to open a pt. record** to ensure correct encounter selection, rather than use ‘patient search | |
| 10 | Record patient’s accessibility info alert | * If not previously recorded, the patient’s **Accessible info** alert will appear * Click **Access Info**, then select **Yes** if applicable (trainer to select ‘**yes’** in scenario) * Click **Add** (under ‘Problems’) * For the demo, add **hearing aid** * At ‘**classification’** select **accessibility** and click **OK** * At ‘**problem documented’** select **‘yes’** * Sign the form * Patient record opens in the **Nurse View** appears, displaying the patient’s chart * The previously saved accessibility form, and all other existing forms, can be viewed and edited in **left** **menu > Form Browser** | |
| 5 | Overview of Nurse View/Patient Banner/left Menu | * Give overview **Patient** **Banner**, i.e., documented allergies, demographics, CP-IS (child protection safeguarding), this encounter * Click patient’s name to display address and contact details * **Always check the Patient Banner contains the correct patient and encounter**. Explain encounter info. to the right of the Patient Banner – in this case the clinic appt. date/time/location is visible. User **MUST** ensure the correct encounter is visible. Other encounters can be viewed and selected via left click * Explain **left** **menu**. Menu positions are fixed and cannot be adjusted * To display GP name., select **left menu > Patient Information > Care Provider Summary** tab * To display the GP’s address and contact details, right click the GP (under ‘lifetime relationships’) and select **More** **Info** * Click **Close** * Some **safeguarding issues** can be identified in the **Patient** **Banner**, but all the patient’s documented safeguarding concerns are available for view in **left** **menu > Problem List** * PowerChart remembers the last nine patients (**recent** **patients** drop-down), even after the user logs off | |
| 5 | Configuring nurse view MPages and components | * **Nurse** **View** contains various workflows. These are known as **MPages** (i.e., Millennium Pages). If the **Outpatient** MPageis not present, click **+** at end of the MPage row and select it. This can be dragged to the left so that it’s the first MPage that the user lands on * MPages contain **components**. Give an overview of some **Outpatient MPage components**, e.g., vital signs and home medications * Users can drag and drop components up and down according to preference | |
| 10 | Overview of useful components that allows the nurse to prepare for patient’s appt. | * Explain the **Documents** component will contain patient docs and notes that have been created in Cerner, and paper forms that have been scanned or uploaded into the system (e.g., patient questionnaires) * Docs can be previewed by selecting the required one. It will preview on the right-hand side in a pop out window * The Clinical Portal is being discontinued so GP referrals via eRS (elec. referral system) and Winscribe digital dictation letters will be available from the **Documents** component * Give overview of the **Presenting complaints, History of presenting complaints,** and **Clinical summary** components. These are used to view clinical info. recorded by clinicians | |
| 10 | Recording obs; measure height and weight | * Explain OP staff will **NOT** use the Patientrack eObs. link in the Organiser and instead record all their obs/vitals in PowerChart * Select the **Vital Signs** component and click the **plus (+)** icon * **Assessment/Fluid Balance** (aka **iView**) screen appears * Give brief overview of iView – assessments, etc. are stored in various bands to left of screen * **Vital Signs**should already be auto selected (this is under the **Adult Quick View** band) * **IMPORTANT: double-click the empty field directly under the date/time column to activate it**. The user **MUST** do this to ensure anything that needs to calculate will be enabled (e.g., BMI and NEWS scores) * Additional date/time columns can be inserted via right-click but **MUST** be double-clicked to become activated * Any assessment questions in **blue text** are ‘reference text’ – user can click the text to display relevant info * Any assessment questions with an **arrow in a diamond** will trigger **conditional fields** – i.e., user to make appropriate selections based on recorded info.  |  |  | | --- | --- | | **Temperature** | **37.0** | | Under the **Adult Quick View** band,  select **Measurements:** | | | **Height/Length Measured** | **184cm** | | **Weight Measured** | **85kg** |   **Record the following obs. Use the tab key to move down to the required obs.**   |  |  | | --- | --- | | **Respiratory Rate**: **17** | **17** | | **SpO2**: **98** | **98** | | **Sp02 Location**: | **Right hand** | | **SBP/DBP Cuff** (systolic blood pressure/diastolic blood pressure) | **110/60** | | **Pulse** (heart rate monitored) | **80 bpm** | | **Consciousness (ACVPU)** | **Alert** |  * The **BMI** will auto-calculate, providing the column is firstly double-clicked * Click the **green tick**  (top-left of screen) to sign the form (to quit, the user would click the blue X) * Click home icon to return to **Nurse View** * Refresh **Vital Signs** component to see this info. updated | |
| 10 | Recording urinalysis | * Process the urine sample as normal using a urinalysis device. The results from the receipt will need manually recording in PowerChart   IGNORE-NOT AVAILABLE IN TRAINING  IGNORE-NOT AVAILABLE IN TRAINING   * Select the **Vital** **Signs** component and then click the header * **Assessments/Fluid Balance** opens * Select the left-hand **Point of Care Tests** band (NB - if this band isn’t listed, user will need to add it via View > Layout > Navigator Bands > move point of care testing to ‘current document types’ > click OK > click exit > log back in) * Click **Urinalysis,** then **double-click** adjacent to ‘urinalysis’ to activate the column * Record the values in fig. right * To save the urinalysis recording, click the **green tick** icon * Show options on right-click of this recording (e.g. view result details, modify, change date and time, unrecord, add comment). Click **home** icon to return to **Nurse View** * To see the saved urinalysis, select the **Vital** **Signs** component and click the header * **Results Review / Recent Results** tab opens | |
| 5 | Viewing docs and images | * To view scanned images (e.g., clinical photos) and body maps added to the record by clinicians, select the **Clinical Images** component * Double-click the required document or image to view it | |
| 5 | Viewing meds and clinic prescriptions | * Click the **Home Meds** component to view patient’s home medications that have been documented by clinicians and pharmacy * To view **all** the patient’s meds, inc. those prescribed in clinic, select the **Medications and medical devices** component | |
| 10 | Documenting procedures performed in clinic | In the scenario the patient has had a dermabrasion of skin, which needs documenting  Select **This Visit Procedures <- Click Here** component and click the heading  In the **Procedures** section click **+Add**  In the **Procedure** section type ‘derm’, press enter, and double-click **dermabrasion of skin**  Date / time: input T (today) and N (now). Complete remaining fields and comments as required  Click **OK** (explain users can click **OK & Add New** for further procedures)   * To view recorded procedures, open **left** **menu** and select **Diagnosis and Procedures**   There are numerous options on right-click, e.g., modify; view; remove | |
| 5 | Viewing outpatient appointments | * Open **left** **menu** * Click **Appointments** * This component is divided into future and past appts. It will also display cancellations and no shows (DNAs) | |
| **Delegates to take the training session assessment via the Learning Hub. The pass mark is 80%. Any delegate that fails to pass after three attempts will need to book onto another training session.** | | | |