

From the Office of Health Informatics Capacity Management

Capacity Management Discharge Process

June 27, 2025

A patient will be automatically placed on the Discharge List gadget when the provider places the Discharge order. Nursing staff can also manually add anticipated discharges when identified during discharge progression huddles.

Anticipated Discharge

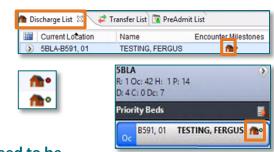
During nursing report at shift change or if the charge nurse is alerted during the discharge progression huddle, a **Discharge** icon can be manually placed in Capacity Management. This will reflect the anticipated discharge on the Operational White Board (CareView) and Command Center Dashboards.

STEP 1: Highlight the patient room on the Bed Board to activate the **Action** buttons.

STEP 2: Select the **Discharge** icon and **Discharge Patient**.

- The patient will appear on the Discharge List with a House icon.
- A green dot will appear once the provider places the order or staff manually change the status.
- A red dot will appear when the discharge is marked as completed in Capacity Management.





NOTE: This offers a visual queue only. The patient will still need to be discharged in PM Conversation upon physically leaving the building.

PM Conversation

Designated staff will access **PM Conversation** to enter the disposition of the patient, which discharges the FIN.



- **STEP 1:** Click the dropdown to the left of the patient's name on the **Discharge** List.
- **STEP 2:** Select **PM Conversation** and the appropriate conversation for the facility.
 - NL MCH will use Discharge Encounter; all other MOs will use NLH Discharge Patient.
 - By completing the Discharge patient process, the patient will be removed from Capacity Management and EVS will be notified to clean the empty room. Upon marking their task as **Completed**, the room will update to an **Available** status, which alerts the Bed Manager the room is ready for the next patient assignment.
 - If Transport staff is used to assist the patient with departure, disposition of the patient from the system must occur after the house icon with the red dot appears. If the disposition occurs prior, the task will be removed from the mobile device and the Transporter will receive the next job prematurely.

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NOTE:

Selecting a conversation option that is not associated with the facility triggers an Invalid Conversation alert. Select OK to close the conversation and select the appropriate conversation option for your location.



Cancelling an Anticipated Discharge

In the event there is a change in the discharge plan, staff can manually remove the patient from the list. Completing this step will reflect an accurate census for the unit.

STEP 1: Click the dropdown to the left of the patient's name on the Discharge List gadget.

<u>STEP 2</u>: Select **Discharge** and **Cancel Discharge**.

STEP 3: Select a Reason for the cancellation and click **OK**.

