

Northern Light Health. Optum From the Office of Health Informatics Provider Handoff Change Attending to Me November 18, 2024

Provider Handoff aides in the transition of patient care communication between Hospitalist Physicians at all NL Member Organizations (except NL Mayo) and ED Physicians performing the hospitalist role at NL CA Dean and NL Blue Hill Hospitals. Other physicians may perform this workflow within their specified work areas. Physicians will establish the Change Attending to Me relationship through Provider Handoff to update the Attending Physician during handoff of patient care.

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Patient Lists

Proxy Patients Lists

Patient lists assist in the efficiency of locating patients within inpatient care areas. Acute physicians can proxy a patient list to other providers, which allows the ability to take and give from one proxy list to another during physician handoff.

> For more information on creating custom patient lists and proxy access, click <u>here</u>.

ED Physicians

Provider Handoff Access

- ED Physicians providing acute care to patients at NL Blue Hill Hospital and NL CA Dean Hospital will have access to Provider Handoff through PowerChart.
- For more information on Provider Handoff, click <u>here</u>.

Provider Handoff

Provider Worklist

Within **Provider Handoff**, the **Provider Worklist** will display patient information pertinent to the list selected. Hospitalists, certain ED Physicians, and other acute physicians can change the **patient list viewed** to **establish a relationship** and **Primary Contact** with the selected patient list, as well as **customize the column arrangement**.

Task	Edit	View	Patient	Chart	Links	Notific	ations
Prov	ider H	andoff	🖃 Messa	ge Center	🛉 Pati	ent List	Crit
		Provide	r Worklist	sena ta brong na si si sreng ta bro	×	+	
S							

> For more information on navigating Provider Handoff, click <u>here</u>.

Selecting a Patient List

- <u>NOTE</u>: To establish an attending provider relationship, a physician must choose a custom patient list within the Provider Worklist. Failure to do so will result in establishing an attending relationship with **all patients** on the **hospital's primary patient list**.
 - From within **Provider Handoff**, select the dropdown from next to **List**:
 - Select Patient List.
 - Select the **custom patient list** to establish a relationship.

Prov	vider Worklist	×	+	
List:	5BLA (10) 🗸			
Pati	Care Team List	[Patient List	
FIN	My Assigned Patien	ts		

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List Maintenance

- > Patient Lists can be created and maintained using Patient lists within the Provider Worklist.
 - Select the patient list from **Available lists:** and click **Add** to move the list to **Active lists:**
 - To **remove** a list, select the patient list from **Active lists**: and click **Remove**.
 - Click **New** to add a new patient list.

P Modify Patient Lists		×
Available lists:	Active lists: My Patients SBLA MCZZ Sarah Add Remove	Move Up Move Down
	New	OK Cancel



Batch Add Patients to Custom Lists within Provider Handoff

- Patients can be added from the hospital's primary patient list to another custom list within the Provider Worklist.
 - Select the patient hospital list to be copied from.
 - Click the **Select Rows** button.
 - Select the patients to be added by clicking the box next to the names.
 - Click **Add to list** button.
 - Select the appropriate patient list from dropdown.
 - Navigate to the **updated patient list** from the **Provider Worklist**.

Primary Contact and Establishing an Attending Physician Relationship

Physicians can update the Primary Contact for one or multiple patients on the Provider Worklist.

<u>NOTE</u>: NP/PAs may be assigned as Primary Contacts but will not be assigned as Attending Physicians for acute patients.

dd Patient	Establish Relationships Filter
es.	Add Patterr Establish Relationships E Filter Add Italiert Remove Primary Contact Prim. V Add to list X My Patients
Pi List:	Tovider Worklist × +
Pat	Care Team List Patient List
FIN	My Assigned Patients

5BLA

MCZZ TZZZ

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Filter

*Train, IPPRd 50 yrs FIN: 200000046

*Train, IPPRe 50 yrs FIN: 200000047 *Train, IPPRf 50 yrs

Filter

Assigning Primary Contact

> To update the Primary Contact for one *or* multiple patients:

- Click the **Select Rows** icon.
- To select **all** the patients from the list, click the **Select all** box.
 - To select **multiple** patients, click the **boxes** next to the patient names.
- Click the **Primary Contact** Button.
- Update the information in the Update Primary Contact window and click **apply**.

Viewing Primary Contact Patient List

- Providers who are assigned as Primary Contact can populate a patient list from the Provider Worklist.
 - From Provider Worklist, click **Care Team List**.
 - Select My Assigned Patients.
 - The patient list will populate the provider assigned as Primary Contact.

Change Attending to Me Relationship

The **CHANGE ATTENDING TO ME** relationship will update the Attending Physician relationship for selected patients without the need to place the Change Attending order.

- To batch assign the CHANGE ATTENDING TO ME relationship for multiple patients:
 - Click Establish Relationships.
 - To select **all** the patients from the list, click the **Select all** box.
 - To select **multiple** patients, click the **boxes** next to the patient names.
 - From the Select a relationship dropdown, select CHANGE ATTENDING TO ME.
 - Click **Submit**.
 - The **Change Attending** order will update the selected patient charts.





Establish Relationships

Add Patient



 Add Patient
 Establish Relationships
 Set
 Filter

 Add to list
 Remove
 Primary Contact
 Print ~

Add Patient Establish Relationships =

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Existing Established Relationships

If a physician has an existing established relationship with a patient other than Attending (i.e., Consulting, Chart Review), the physician will be unable to establish the CHANGE ATTENDING TO ME relationship

through Provider Handoff or the Patient List. Placing the Change Attending order within the patient's chart will establish a new relationship.

Change Attending Order \geq

- Within the patient's chart, search for **Change Attendi**
- Within **New Attending** field, enter your name. ٠
- Click **Sign**. ٠
- You have now established your relationship as Attending Physician.

	Search: change attending 🔍
	😰 🙆 🚖 🕶 🐚 Folder:
ding.	Change Attending
Tetails for Change Attending	· ·
E Details III Order Comments Diagno + C III Comments Diagno	165
*New Attending:	Medical Service:

NOTE: The Attending Physician relationship will automatically inactivate when another physician establishes a Change Attending to Me relationship.

NOTE: Primary Care Physicians listed as a patient's PCP on an inpatient encounter will not receive the option "Change Attending to Me," as this relationship has been established as a lifetime PCP relationship. A Change Attending order will need to be placed to update the attending physician field.

Invalid Relationship

The CHANGE ATTENDING TO ME relationship can only be established on the following encounters:

- Inpatient •
- Swing •
- Observation •
- OP Occupying a Bed
- Outpatient in a Bed •
- \geq When the CHANGE ATTENDING TO ME relationship is selected on an encounter not listed above, an Alert will notify the physician of the Invalid Relationship. The encounter will immediately close after clicking OK.

Discem: Open Chart - TESTING, ALEX (1 of 2)			×
Cerner	Invalid Relationship		
The CHANGE ATTEN will now close.	DING TO ME relationship cannot be used on this encounter. Encour	nter	^
			~
	ок		

Provider Handoff Columns

My Relationship Column

- The My Relationship column allows providers to see their current established relationship within the patient list.
- > Providers can only see their own established relationship.

Patient	L	Illness Severity	My Relationship	Care Team
*Testing, Radi 57 F FIN: 399953314 MRN: 2512418 DOB: JUN 01, 1966	858 5BLA	Stable	Chart Review	BEAULIEU - TEST 01 , SARAH S
*TESTTING, BU 62 N FIN: 399953421 MRN: 2512428 DOB: DEC 29, 1960	858 58LA			PALMER - TEST MD , ANDREA
*TESTING, B, 31 M FIN: 399953637 MRN: 2512367 DOB: APR 15, 1992	858 58LA	😑 Watch	Attending Physican	BEAULIEU - TEST 03 , SARAH

• Click <u>here</u> for more information on how to **add columns** and **column layout configurations**.

Care Team Column

- Physicians with established relationships are listed within the Care Team Column.
 - Attending Physician will take precedence.
 - Click within the column to see a list of **assigned providers** and **nurses** to the chart.

Primary Contact Column

- Displays the primary contact associated with a patient.
- > The Attending Physician may be different than the Primary Contact at time of shift.

IPASS

Documenting within IPASS

IPASS is a structured handoff tool aiming to improve communication during patient handoff between shifts or teams.

To view and update IPASS, left click in the white space next to the patient's name.

Patient				
*Train, IPPRb FIN: 200000044	50 yrs	F	Ð	

Care Team	Primary Contact	Display Nurse
BEAULIEU - TEST 03 , SARAH	TEST MD, PROVIDER (207) 222-2222 (Business) 2079735555 (Fax Business)	TESTING, BUSTER 31 yrs: Maile: D08: APR 15, 1992. MRII: 2512367 Fill: 399953637
	*	Care Team
TEST MD, PROVIDER	TEST MD, PROVIDER	Assigned Nurses
	2079735555 (Fax Business)	-
		Physicians
TEST MD, PROVIDER	TEST MD, PROVIDER (207) 222-2222 (Business)	Attending Physician BEAULIEU - TEST 03 , SARUH
	2079735555 (Fax Business)	Consulting Physician KITCHEN - TEST MD , JOSHIJA C
		Covering Physician SMITH - TESTO4 , LANCE
		Consulting Physician VASSAR - TEST CIPOE , DIAMA

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Illness Severity

- > Illness Severity defines the patient's acuity.
 - Update the patient's illness severity by clicking the appropriate acuity.

Illness Severity: 😑 Watch	Unstable	Watch	Stable	Discharging

Patient Summary

- > Patient Summary defines the patient's history, condition, etc.
 - To ensure the patient summary prints on the detailed report, select **None** within the Care Team when documenting within the Patient Summary.

I-PASS	Clinical Data	Care Team		
			Care Team:	None ~
Illness Severity				General Surgery (EMMC)
Iliness Severity: 😑 Watch			(Unstable Watch Stable Discharging

• To view Patient Summary information for other medical services, click View All.

	Patient Summary	
All Teams	Patient displaying stroke symptoms after admission for chest pain.	
Patient Summaries Actions Situational Awareness	66/5000 Save Cancel	
General Surgery		
Patient displaying stroke symptoms after admission for chest pain. BEAULIEU - TEST 01 , SARAH S OCT 24, 2023 14:01	BEAULIEU - TEST 01 , SARAH S OCT 24, 2023 14:00 Displaying information for the selected medical service only. View All	
Patient Lists		
History of COPD, admitted for chest pain 2 days ago. BEAUALEU - TEST 01 , SARAH 5 OCT 18, 2023 11:00		
	Close	

Actions

- Displays reminders and follow-ups for patient handoff.
- To document, enter text within the free text section, then click Save.
 - Click **Available to All** to ensure Actions print on the Detailed Report.

	Actions	
nt on	Repeat chest xray in a.m	
		Available to all Save Cancel
Run new lab: BEAULIEU - TE	s for CBC and CMB tonight. ST 01 , SARAH S OCT 18, 2023 10:45	

To satisfy, select the box next to a documented Action.

 \Box

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≈ Filter

Situational Awareness & Planning

- Document a plan for what might happen within Situational Awareness & Planning.
- Enter a new comment in the free text field and click **Save**.

inter new comment here		
Notify physician of any status changes. Family does not want intubation. Watch for hypotension.		
BEAULIEU - TEST 01 , SARAH S I OCT 24, 2023 17:47		
BEAULIEU - TEST 01 , SARAH S OCT 24, 2023 17:47	Edit	

- To modify, click the dropdown, and select Edit or Delete.
- For more information on IPASS, Clinical data and Care Team, click <u>here</u>.

Provider Handoff Report

Simplified Print Report

Complete the following steps to print the **Physician Handoff** report from the Physician Handoff Worklist.

- > From Provider Handoff, click the Select Rows icon.
- > To select all the patients from the list, click the Select all box.
 - To select various patients, click the boxes next to the patient names.
- Select the Print and select Simplified from the Print dropdown.
- The Simplified report contains the following information for each patient: Patient Name, Location, Age, gender, Patient Identifier, Illness Severity, Primary Contact, Primary Diagnosis, Code Status and Admit Date.

Select all (26) | 26 of 26 records Patient *Train, IPPRb 50 yrs FIN: 200000044 $\mathbf{\nabla}$ *Train, IPPRd 50 yrs FIN: 200000046 Add to list Remove Primary Contact Print ~ *Train, IPPRe 50 yrs F Diagnoses Simplified EIN: 200000047 Detailed (3/3) *Train, IPPRf 50 yrs F Printed: 10/26/23 16:39 Location Patient MRN Code Status Admit Date TE STING, BUSTER 31 yrs Male 5BLA B580 02 2512367 5BLA 8579 01 TE STING, CARDIO1 62 yrs Ma 10/11/23 06:00 2512454 Attempt Resuscitation/Full

Add Patient

Establish Relationships

Detailed Print Report

A detailed print report will contain patient information based on information documented within IPASS. This information will contain the **Patient Summary**, **Situational Awareness and Planning**, **Actions**, and **Patient Information**.

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Follow the steps above to print, apart from selecting Detailed from the Print dropdown.

Printed: 11/15/23 13:44		Physician Ha	ndoff		List: 5B
Patient Information					
Patient:Testing, Radio AM; 57 yrs: Female	DOB: 06/01/1966	Location: 5BLA B	582 01	MRN: 2512418	Illness Severity: Stable
Primary Contact: BEAULIEU - TEST 01 , SARAH S	Diagnosis: Anemia,	Code Status: Atte Resuscitation/Full Treatment	mpt	Admit Date: 10/10/23 08:00	
Patient Summary			Situatio	onal Awareness and Pla	nning
Patient admitted for SBO tw [BEAULIEU - TEST 01 , SA	o days ago. Surgery in a.m. ARAH S 11/09/23 11:43]		[Gener adding check b	al Surgery] in more info in the Situation ox checked	on Awareness & Planning with
			Actions	3	
	*****	.	Run add	new labs for CBC and C ing information in the acti aright in and ot each	MB tonight. ions tab ions tab vailable tabil base
Patient Information					
Patient:TESTING, CARDIO1: 62 vrs: Male	DOB: 12/28/1960	Location: 5BLA B	579 01	MRN: 2512454	Illness Severity:
Primary Contact: BEAULIEU - TEST 01 , SARAH S	Diagnosis: Cough with fever,	Code Status: Atte Resuscitation/Full Treatment	mpt	Admit Date: 10/11/23 06:00	
Patient Summary			Situatio	onal Awareness and Pla	nning
patient admitted for chronic copd. [BEAULIEU - TEST 01 , SARAH S 11/15/23 13:44]			wuhn outw whbtw		
			Actions	3	
				ssess o2 sat R tomorrow a.m.	

Primary Contact	Print 🗸
Simplified	
Detailed (3/3)	

For questions regarding process and/or policies, please contact your unit's Clinical Educator or Health Informaticist. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.