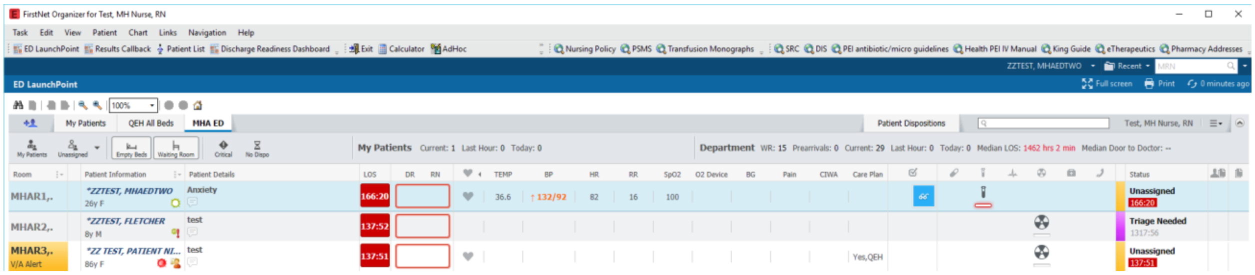
Health PEI

CLINICAL INFORMATION SYSTEMS

MHA LaunchPoint Training Manual

MHA LaunchPoint

Overview of ED LaunchPoint

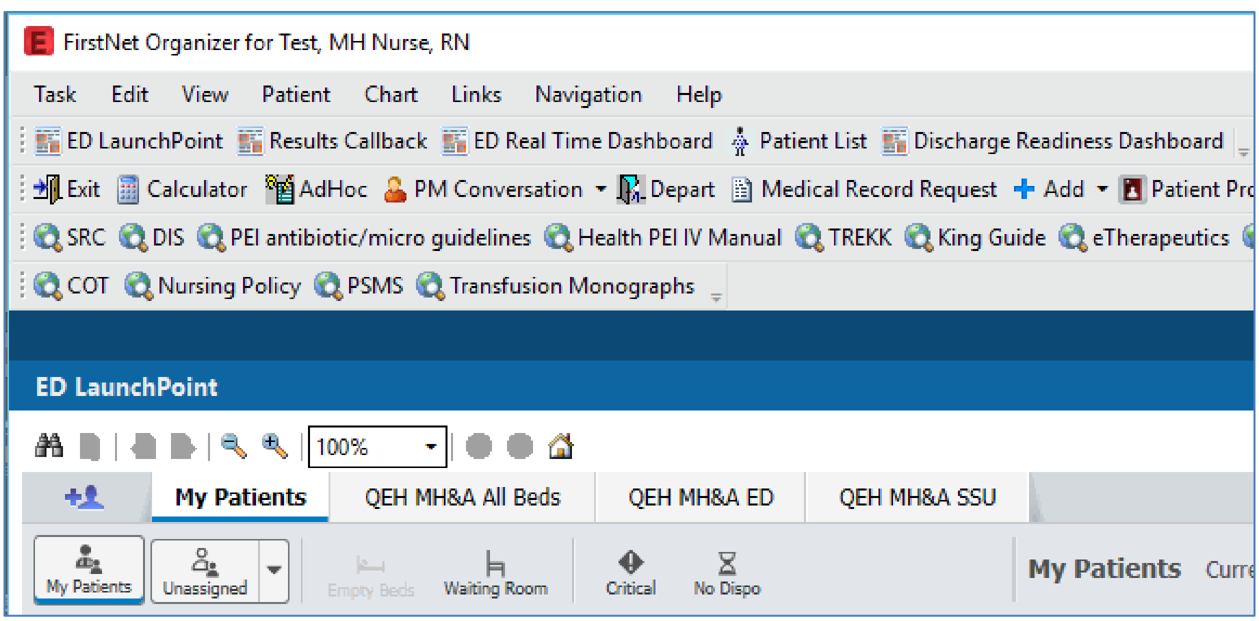


Accessing ED LaunchPoint

Complete the following steps to access *ED LaunchPoint*:

1. Double-click on the ***FirstNet icon***

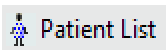
ED LaunchPoint is automatically defaulted to open



Toolbars

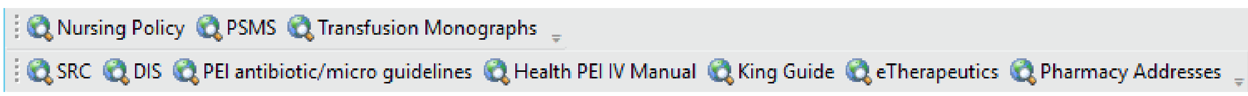
Navigation Toolbar

The Navigation toolbar includes the following buttons:

Button	Name and Action
	**ED LaunchPoint:** This button opens LaunchPoint tracking.
	**Patient List:** Opens Patient List

Links Toolbar

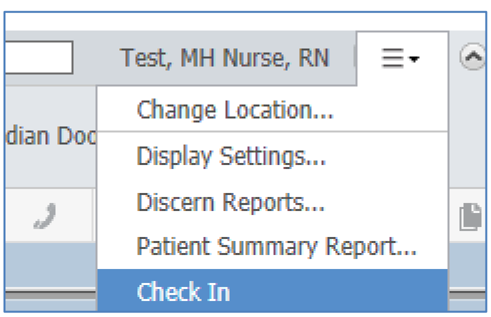
The Links Toolbar includes the following buttons: These may be updated or customize per service

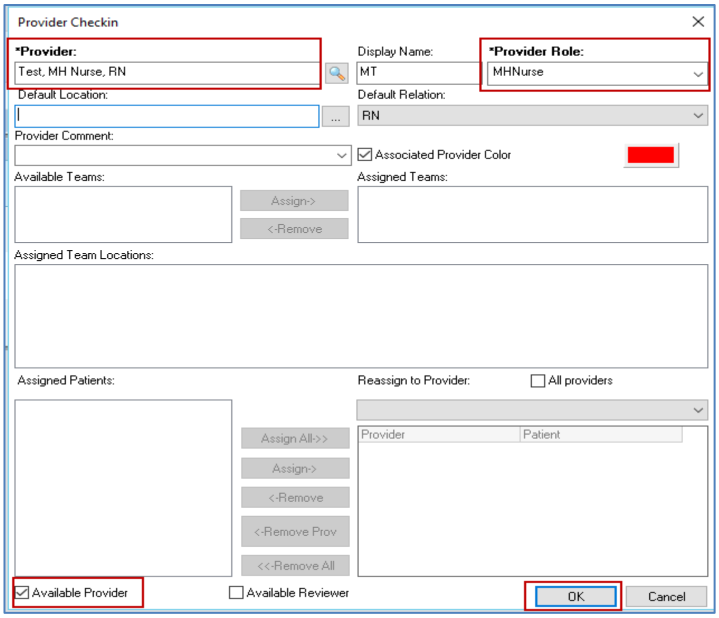


Checking In and Assigning Providers

Complete the following steps to check in:

1. Click **Customization icon** in the upper-right corner. Select **Check In** from the menu.





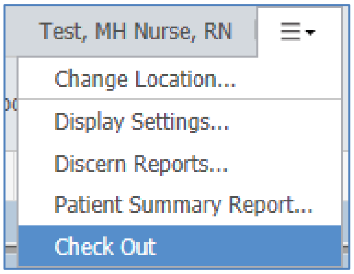
2. Enter the required details in the Provider **Check In** dialog box, and click **OK**.

The Provider **Check In** dialog box allows you to define the following information:

- **Provider:** This is your name as it is defined in *Cerner Millennium*.
- **Display Name:** This determines what name is displayed in the Provider columns on the tracking lists. This display name is your initials, but it may be defined by the facility's processes. Position your pointer over the provider initials in the Assigned Provider column. The tooltip displays your full provider name followed by the display name information.
- **Provider Role:** This displays the role that represents your position. It determines the provider column your display name is displayed in. For example, if you checked in with Physician as your role, your display name is written in the MD column for the patient you assign yourself to. If you checked in with Registered Nurse as your role, your display name is written in the RN column for the patient you assign yourself to.
- **Default Relationship:** This defines your relationship to the patients. This avoids the need to define your relationship to patients each time you open a patient's chart.
- **Provider Comment:** This displays comment notes that are displayed on the Provider tab.
- **Assigned Patients:** This displays patients you are assigned to.
- **Reassign to Provider:** This allows you to select another clinician or provider who is checked in that you want to assign your patients to.
- **Assign All:** This action assigns all patients in the Assigned Patients column to the provider selected from the Reassign to Provider list.
- **Un-assign All:** This action allows you to revoke assigning patients to the clinician or provider selected from the Reassign to Provider list.

Check Out

1. Hover over the **Customization** icon.



2. A menu displays. Note how **Check Out** now displays in place of **Check In**
3. Select **Check Out** the **Provider Check In** dialog box would open and you **would follow** the Check Out process

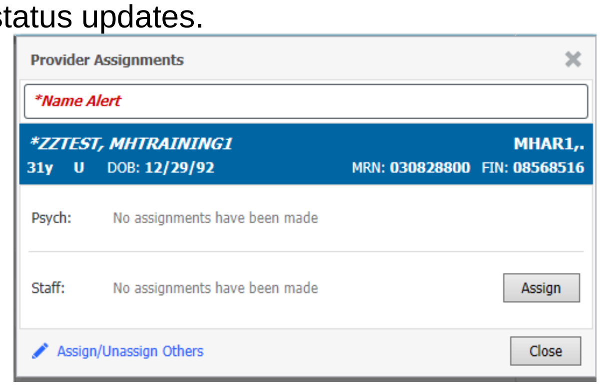
Assigning Providers in ED LaunchPoint

After you check in, you can assign yourself to patients to treat them.

Complete the following steps to assign yourself to a patient:

1. Select a patient in the tracking list.
2. In the Provider and Clinicians column, select the box designated for your role. This opens the Provider Assignments dialog box.

3. Click **Assign** for the appropriate role. The dialog box closes, your initials are displayed in the Provider and Clinicians column, and the patient's throughput status updates.



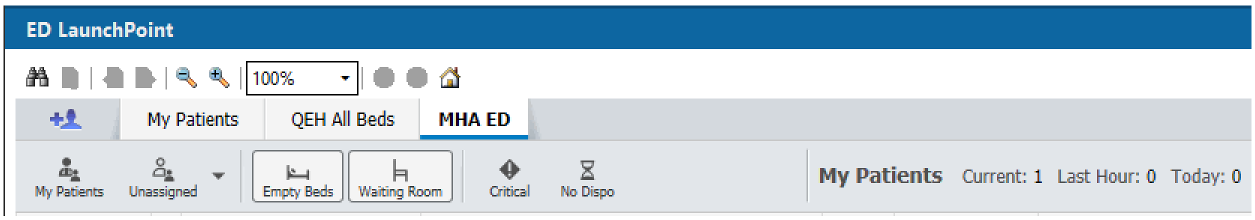
Note

You cannot assign yourself to a patient before you **Check In**.

Using Zones and Filters

Zones

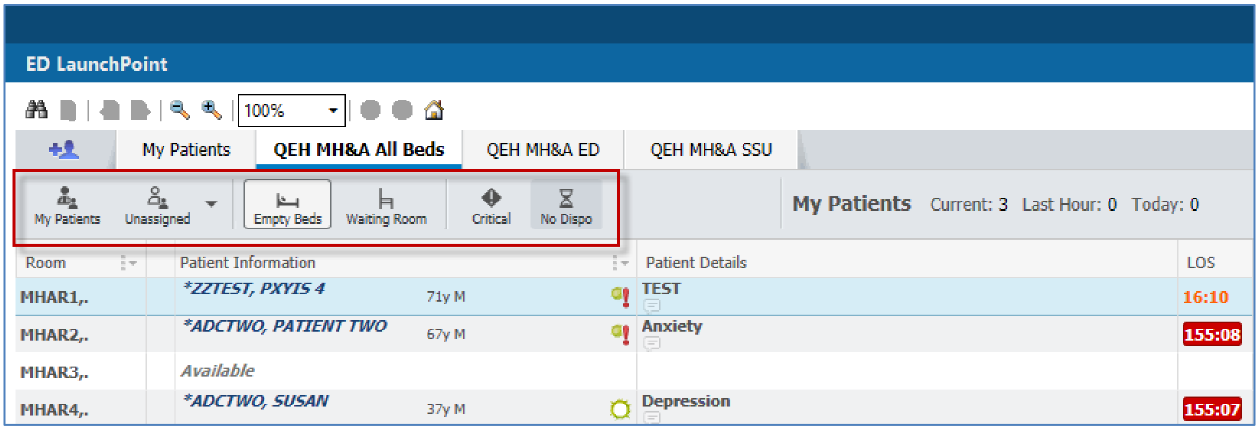
ED LaunchPoint zones are used to filter the view of the department to specific areas such as All Beds, Triage /Waiting Room or other zones of specific locations. The first zone, My Patients, displays all patients currently assigned to a provider. The second zone, All Beds, displays all patients currently in the emergency department (ED). Any zones that follow are custom zones and display patients based on your facility's configuration.



Providers can switch between zones to see different patients based on the patient’s bed location. For example, the zone named Department or All Beds displays all patients in the ED, whereas a zone for a Triage/Waiting Room only displays patients in Triage/ Waiting Room beds.

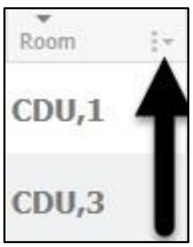
ED LaunchPoint includes the following filters to change the patients that are displayed:

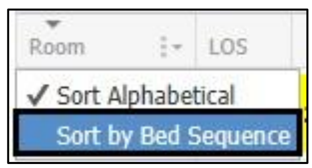
- **My Patients:** Only patients assigned to you are displayed.
- **Unassigned:** Click **Unassigned** to select one of the following options:
  - **Physician Unassigned:** The system displays patients who are unassigned to a physician.
  - **My Role Unassigned:** The system displays patients who are unassigned to any user checked in with your same role.
  - **My Role Unassigned + Physician Unassigned:** The system displays patients who are unassigned to a physician and unassigned to any user checked in with your same role.
- **Empty Beds:** Empty beds are displayed..
- **Critical:** If you select this filter, patients with critical laboratory results or critical vital signs are the only patients that are displayed.
- **No Dispo:** Only patients still waiting for a disposition are displayed.



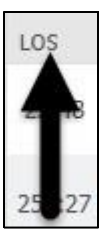
Set the My Patients tab as a to be seen zone (Same as “Doctor” or “Nurse” tab)

1. Click the **Room** column dropdown.



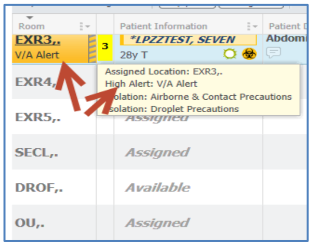


2. Select **Sort by Bed Sequence**.
3. Click the LOS column header to sort from longest to shortest stay.



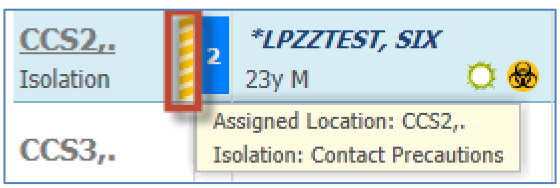
Columns

Room Column

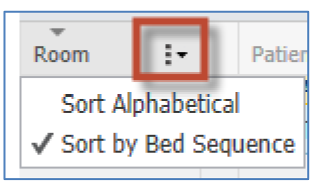


Information includes:

- Room number/location
- Precautions & Alerts – Isolation, V/A
- You will need to hover over the cell to view all the alerts if there is more than one
- The Room background color changes if an alert is present for the patient. The color changes to orange for a high alert and red for a critical alert
- If an isolation order has been placed a yellow striped band will appear.



- You can sort the column by bed sequence or alphabetically

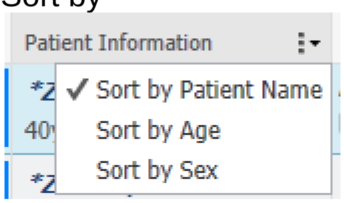


- To relocate your patient, click on the room number and the Bed Board window will open

Patient Information Column

This column replaces many columns from the tracking board

- Name
    - Click patient name to open chart
    - Click blank space under patient name to open **Patient Summary**
- Age
- Sex
- Icons
    - Hover over to view icon name
    - Certain icons, if clicked, open to more information EG Allergies
- Sort by

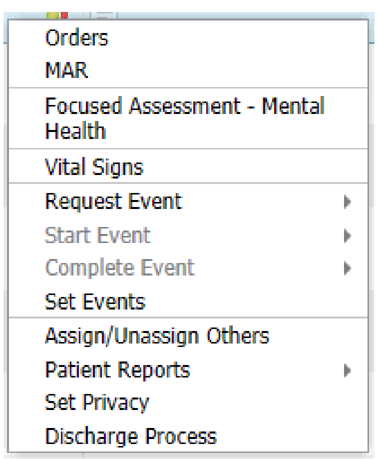


Icons

Icon	Name and Description
	**Alert Problems Present With Patient:** This icon indicates that the patient has an organizational-specified problem and providers need to be aware of this problem while providing care to the patient. Click **Alert Problems Present With Patient** to open the Consolidated Problems list.
	**Critical Note Present for the Patient:** This icon alerts providers that an organizational-specified note is present for the patient. This note can represent various details (such as frequent ED flyer, excessive CTs, and so on) and is accessible from the Patient Summary, as well as in the patient’s chart.
	**Allergy Documentation:** This icon indicates that confirmed allergy information exists on the patient’s medical record. Click **Allergy Documentation** to open the allergy profile.
	**No Known Allergies:** This icon represents no known allergies on the patient’s medical record.

	**Allergies Not Checked:** This icon represents that allergy documentation has not taken place.
	**Isolation/ARO:** This icon indicates that isolation precautions have been ordered for a patient or there's an ARO status for the patient. (eg. C. Difficile, Contact Isolation, CRE, Droplet Isolation, Droplet & Contact, MRSA, MRSA & VRE, VRE)
	**24-Hour Return:** This icon indicates that the patient has returned in the last 24 hours.
	**48-Hour Return:** This icon indicates that the patient has returned in the last 48 hours.
	**72-Hour Return:** This icon indicates that the patient has returned in the last 72 hours.
	**14-Day Return:** This icon indicates that the patient has returned in the last 14 days.
	**Inpatient**: This icon indicates that the Inpatient event selected for a patient.
	**V/A Alert (Room Alert)**: This icon indicates that there's a V/A Alert for a patient.
	**V/A ED Use (Name Alert)**: This icon indicates that there's a V/A Alert selected for a patient.

Using the Patient Context Menu



The patient context menu gives providers options to quickly complete actions on a patient and open a patient's chart.

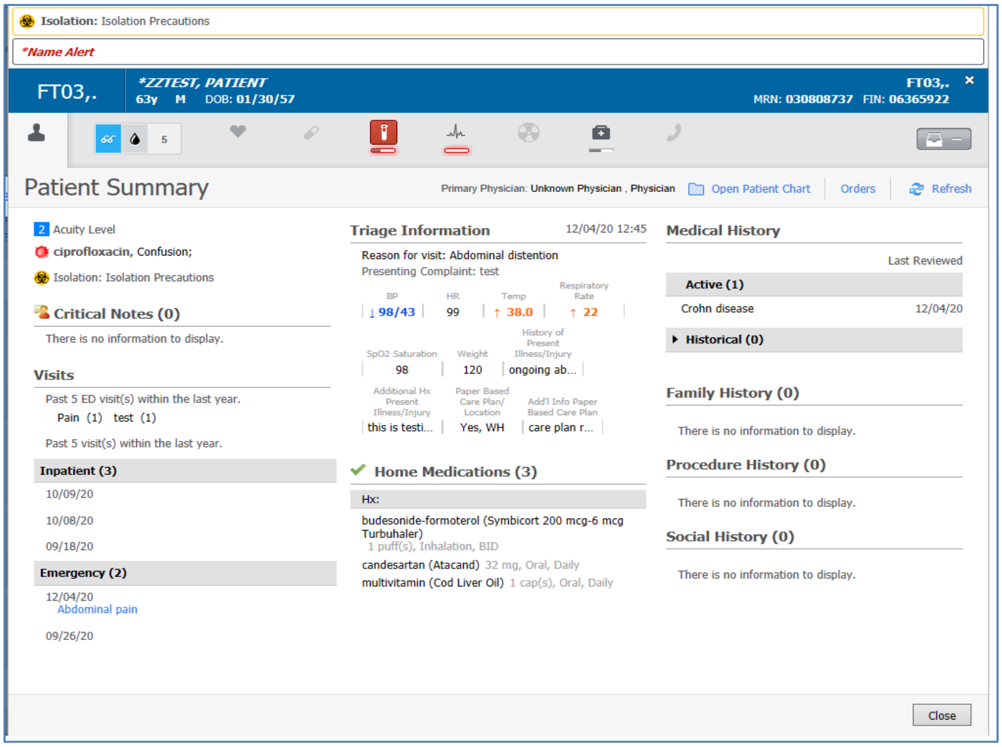
To open the menu commands for the patient, right-click anywhere on a patient's row. The patient context menu displays the following items

Patient Summary

The Patient Summary tab provides an all-encompassing view of the patient’s triage information, medical history, and any other critical information. To access the Patient Summary tab, click a patient's name.

The Patient Summary tab is divided into the following sections:

- **Demographics Bar**: Consists of the patient name, date of birth, age, medical record number (MRN), and bed location. Click the patient's name to open the chart. Alternatively, click the **Open Patient Chart** link.
- **Visit Notifications**: Includes primary physician, acuity level, alert notifications, allergies and reactions, and pre-arrival document (if applicable).
- **Triage Information**: Includes time of triage, reason for visit (RFV), chief complaint, History of Present Illness, Paper Based Care Plan Information, vital signs, POC glucose, and capillary glucose***.***
- **Visits**: Includes historical RFV and documentation from past emergency department (ED), ambulatory, and inpatient visits.
- **Critical Notes (If Applicable):** This section can be used for note types providers need to see to correctly treat patients.
- **Medical History**: Consists of active and historical problems.
- **Home Medications**: Lists any documented home medications the patient is currently taking.
- **Family History**: Lists any documented family medical problems and associates them with a corresponding relative.
- **Procedure History**: Lists any documented medical procedures and the corresponding date of procedure.
- **Social History (If Applicable):** Lists any documented social history with corresponding medical risks.



The **Patient Summary** tab is an informational view that is divided into three columns:

Left-most column

- CTAS score
- Allergies
- Isolations
- Critical Notes (e.g.: Resuscitation Status Progress Note)4
- Past visits

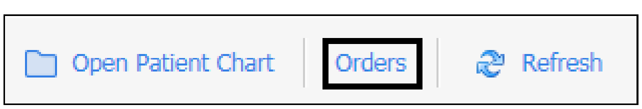
Middle column

- Triage Information
- Vitals
- Home Medications

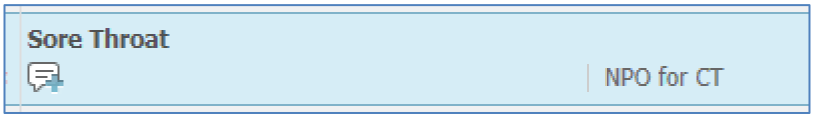
Right-most column

- Medical History
- Family History
- Procedure History
- Social History

Click the **Orders** link in the top right corner, next to **Refresh** to open the patient's chart to the **Orders** Page for your site.

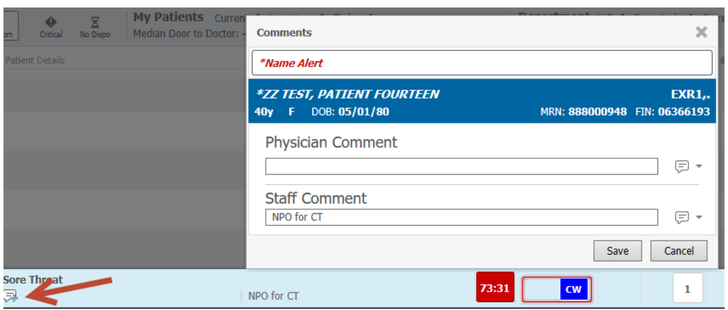


Patient Detail column



Information includes:

- Visit Reason
  - Click to open ED Summary
- Comments
  - Comments are for staff and not saved to the patient chart
  - Two comment sections available- Patient Care and Actions
  - Click on the Add Comment icon to open comment window

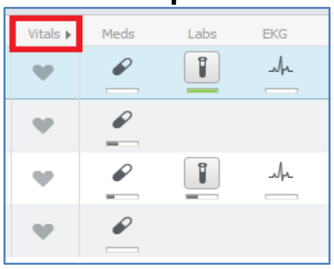


LOS Column

Length of Stay column function remains the same but will turn red after 24 hrs.

Vital Sign Column

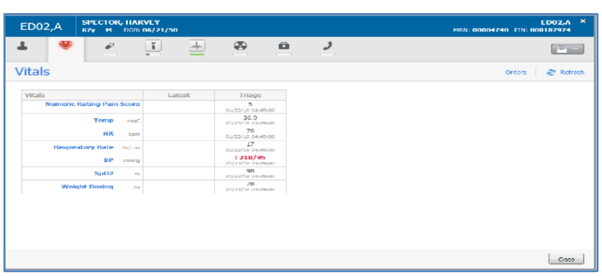
- To view the most recent vital signs,
  - Click the **expand arrow** button to expand the Vitals column title.

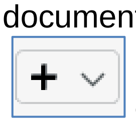


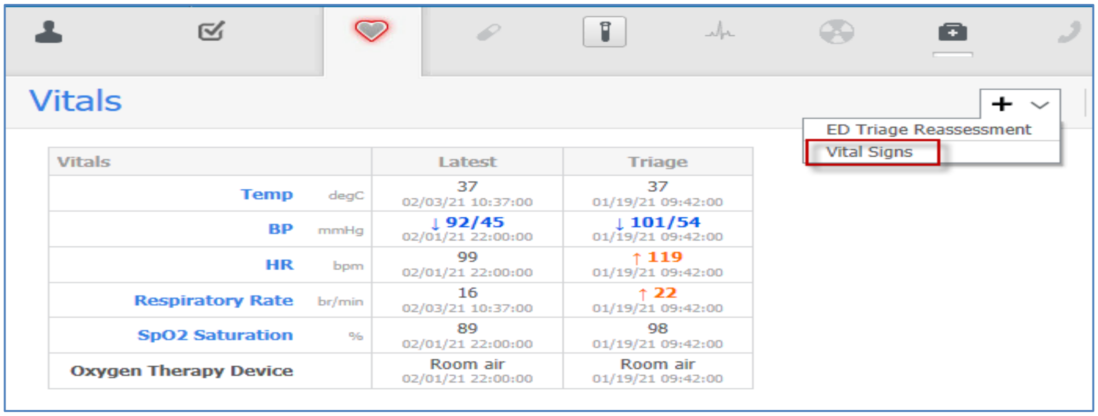
  - The tracking list expands to display columns for Temperature (Temp), Blood Pressure (BP), Heart Rate (HR), Respiratory Rate (RR), SpO2, O2 Device, POC Blood Glucose (BG), Pain Score (Pain), and CIWA.

Click the **collapse arrow** button to collapse the Vitals columns.

- To open the Vitals tab, click **Vitals**, which is a gray heart To collapse the Vital Sign column , click on the arrow
- To see each individual vital sign's trend, click the title of the appropriate vital sign. In addition to viewing vital signs results, you can open the order profile by clicking the Orders button



- To document vitals in iView, click on heart and the vitals window will open. Use the  dropdown button and choose "vital Signs" and iView opens to the Vital Signs band.

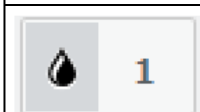
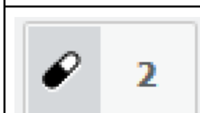


Activities Column

ED LaunchPoint displays numbered icons to indicate that activities are available to complete. A blue indicator is displayed when an order requires nurse review. If the number is displayed without a blue indicator, the pending activities for that category have been reviewed or do not require nurse review.

Click the Activity column to complete your documentation for pending activities.

See the following table for examples of activity icons:

Icon	Description
	All activities are displayed with a number indicating one or more activities are pending completion. Documentation activities or activities that do not require nurse review do not display a blue indicator.
	A blood drop icon is displayed next to the activity number for ordered labs if the specimen requires blood to be collected.
	A urine cup icon is displayed next to the activity number for ordered labs if the specimen requires other specimens defined as micro or AP.
	A pill icon is displayed next to the activity number for ordered medications.
	A blue indicator is displayed next to the icon for activities that require nurse review.
	A glasses icon is displayed for orders not linked to activities that require nurse review.

Reading Order Status Indicators

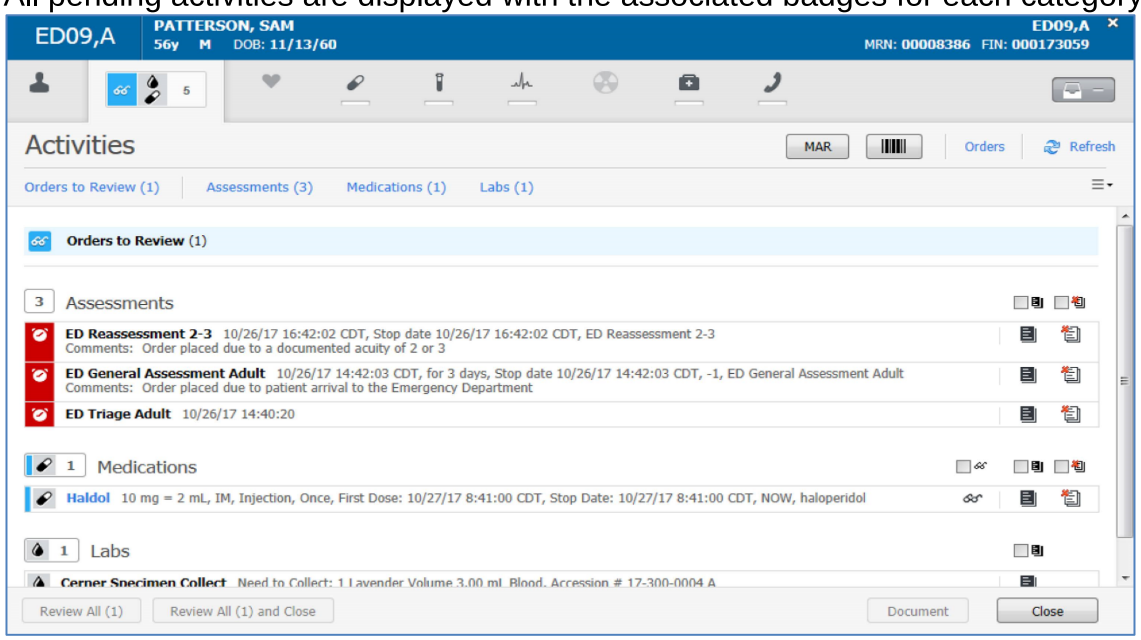
Under the order icons, the following status bars signify the current status:

Icon	Icon Name	Description
	Ordered	Order has been placed.
	Ordered and Critically Overdue	Order has been placed, but action is overdue.
	Ordered and Partially Complete	Order is in process, and is partially complete.
	Ordered and Partially Complete, Critically Overdue	Order is in process, partially complete, but next action is critically overdue.
	Complete	Order is complete.

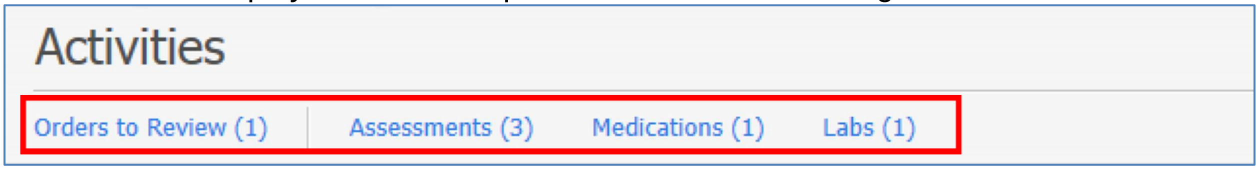
Using the Activities Tab

Complete the following steps to use the Activities tab in ED *LaunchPoint*:

1. Click the **Assessments** icon in the Activities column to open the Activities tab.
2. All pending activities are displayed with the associated badges for each category.



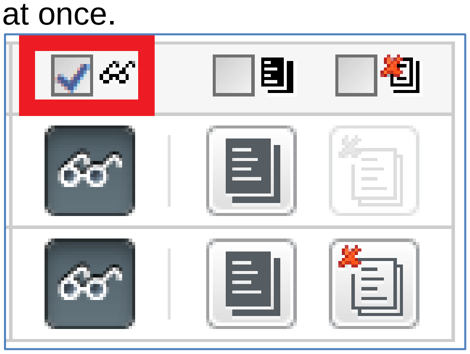
3. Click the links displayed near the top of the tab to access categories as needed.



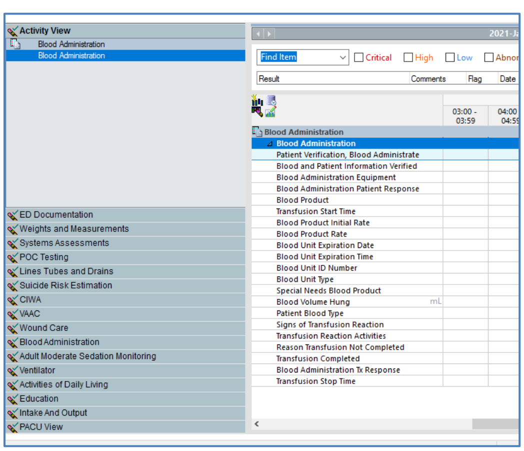
4. Complete activities by clicking one of the following icons available on the right:

Icon	Description
	**Document:** Click this icon to complete your documentation for that activity. This icon is only displayed if documentation is available for that activity. If an associated Nurse Review activity exists, it is automatically selected when you click **Document**.
	**Nurse Review:** Click this icon to complete a Nurse Review activity. This icon is only displayed if a nurse review is required for that order.
	**Chart Not Done:** Click this icon to indicate that an activity will not be documented. The system prompts you to enter a reason (for example, duplicate activities, patient refused, and so on).

5. Select the check box at the top of the row to select multiples of the same action at once.



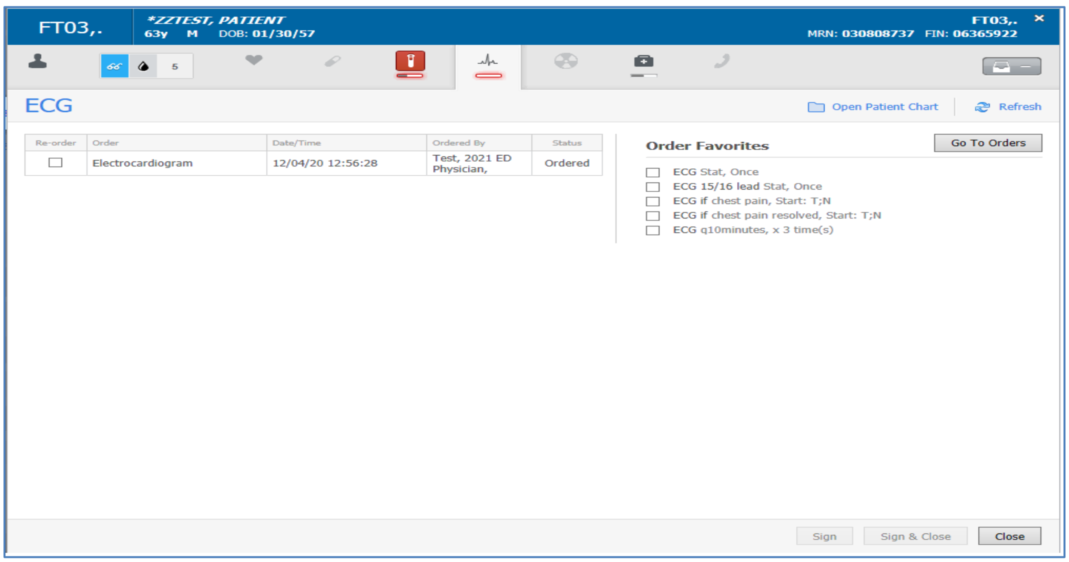
6. After you have selected the appropriate actions you want to take, click **Document.**



Using the ECG Tab

Select **ECG** in *ED LaunchPoint* to open the ECG tab. From the ECG tab, providers can perform the following actions:

- Check the status of current orders.
- Place a favorite ECG order.
- Open a patient's order profile with the Orders button.
- Place orders or review results in another category.



Using the Labs Tab

Click **Labs** in *ED LaunchPoint* to open the Labs tab. From the Labs tab, providers can view either results, or the laboratory order status, and complete the following actions:

- Check the status of current orders.
- Place *ED LaunchPoint* laboratory orders.
- Open a patient's order profile using the Orders button.
- Open a patient's chart with the Labs link.
- Review laboratory results.
- Place orders or review results in another category.

Results to Review

A border is displayed around the Labs status if new results are ready for review. The following Labs statuses represent results that are ready to be reviewed:

- Ready for review with normal results 
- Ready for review with abnormal or critical results 

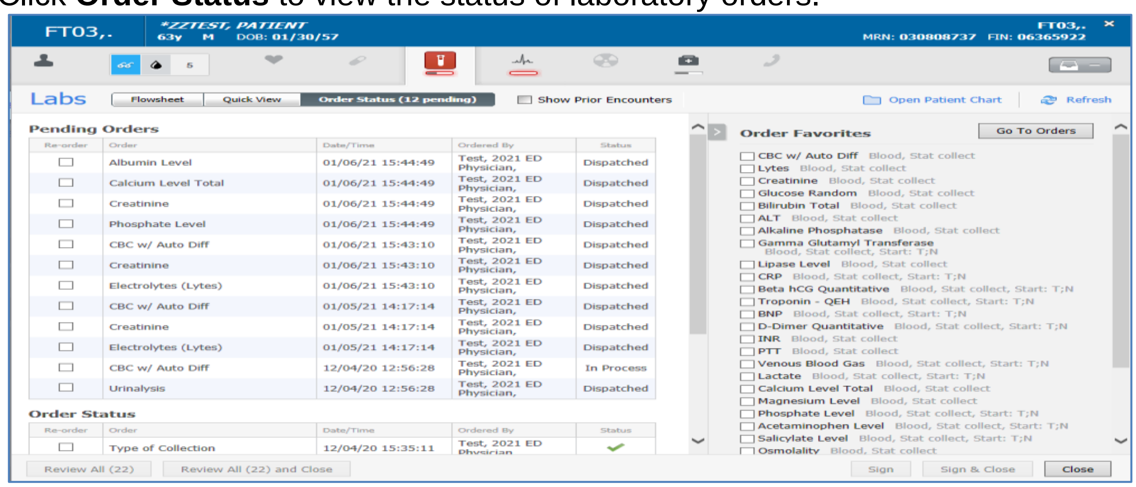
Critical Results

The Labs status changes color to indicate when critical results are present. The following Labs statuses represent results which are critical:

- Ready for review with abnormal or critical results 
- Reviewed with abnormal or critical results 

View Labs Order Status

Click **Order Status** to view the status of laboratory orders.



View Labs Results

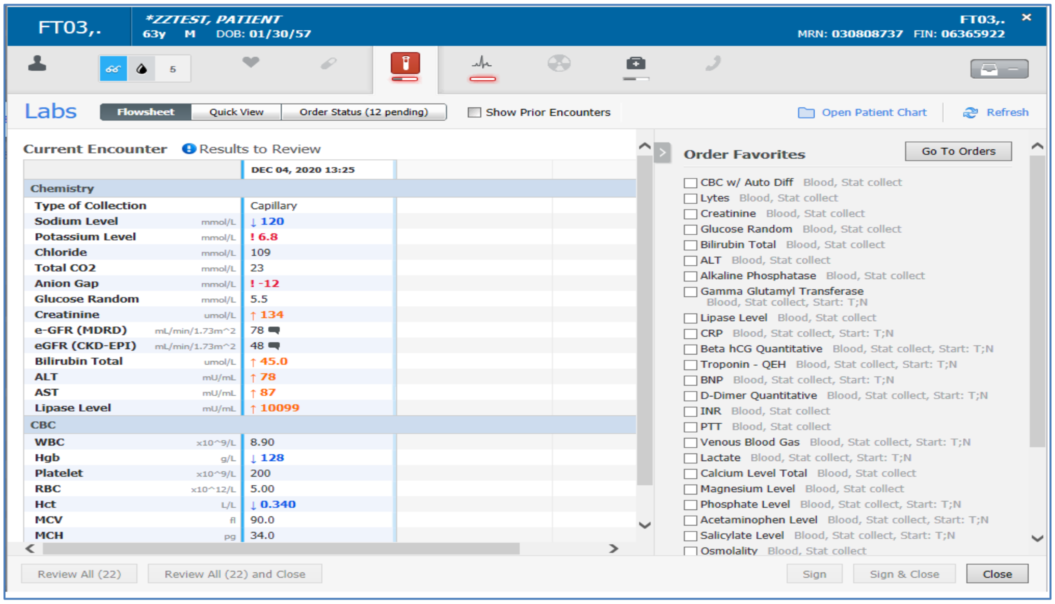
Laboratory results from orders placed on the current encounter are displayed in the labs dialog. There are two views available, the Flowsheet and the Quick View. Select the tab from which you want to view results.

Your view defaults to that tab the next time you open the Labs tab for any patient.

If you want to review results, the Review All and Review All and Close buttons are available in the lower-left corner.

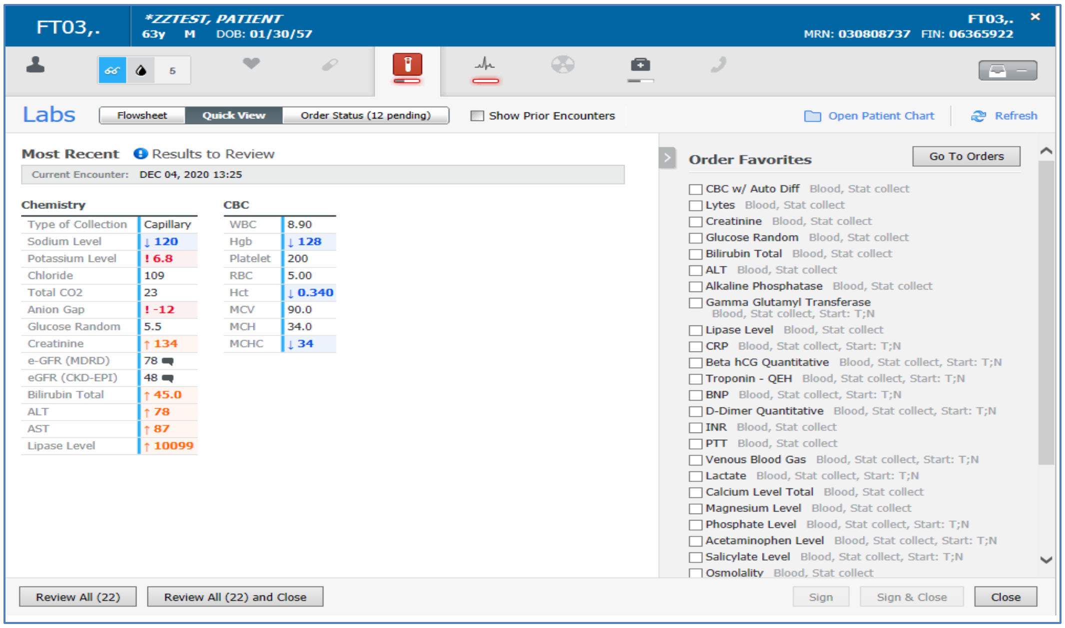
Flowsheet View

The Flowsheet View displays lab results by time, so all results that come back at the same time are displayed in the same column. The most recent result or results are displayed on the left.



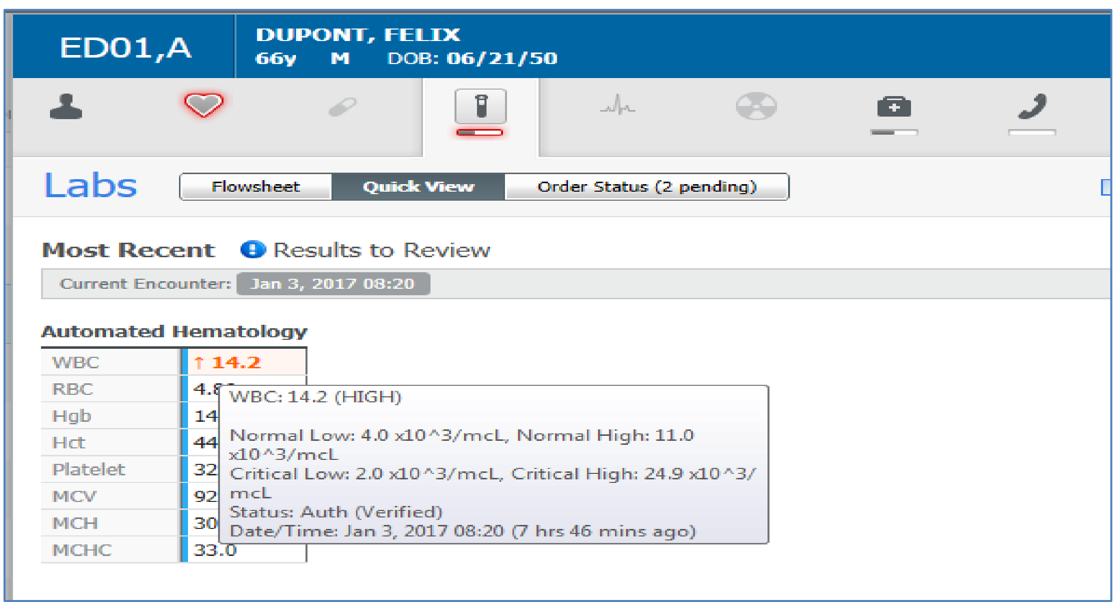
Quick View

The Quick View displays the last three results for a given test for the current encounter. The most recent result is displayed to the left, regardless of the time the result posted. Thus, results may be displayed in the same column that posted at different times during the current visit.

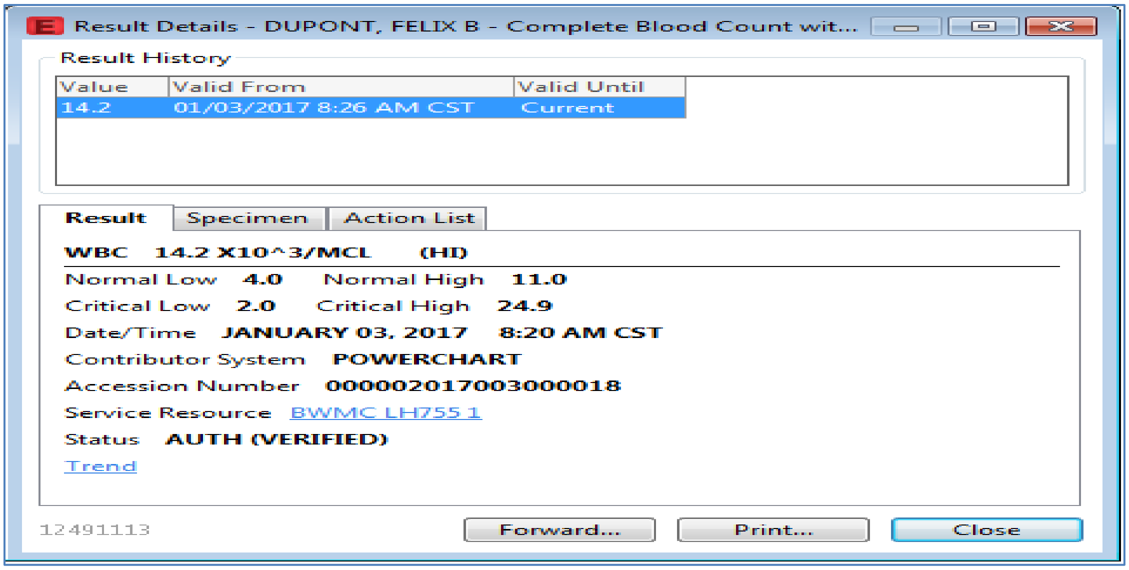


View Result Details

From either view, position the pointer over the result to see time and reference range information.

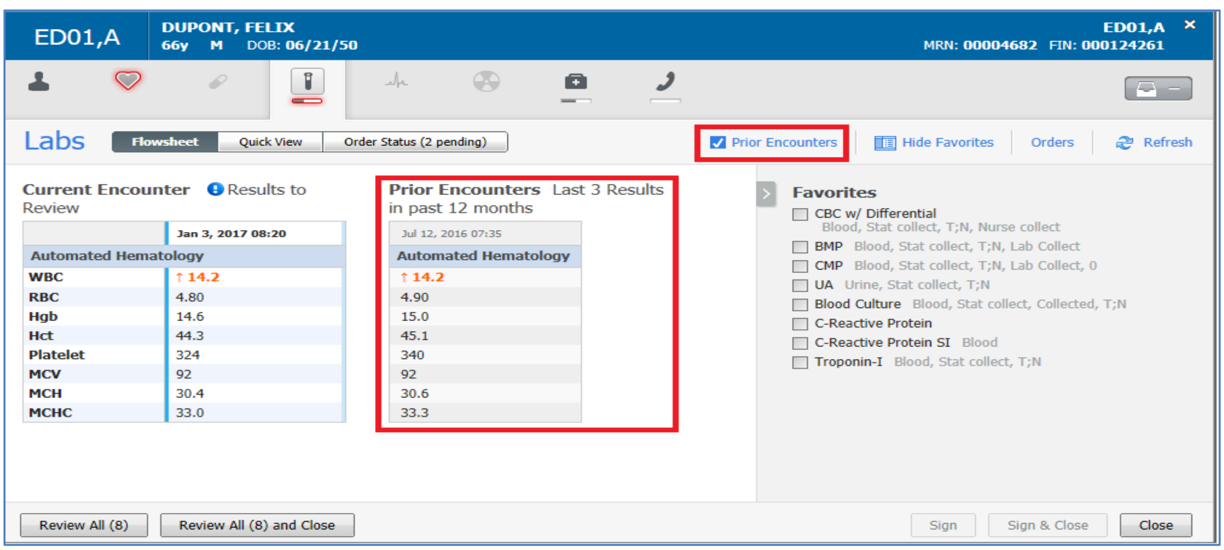


From either view, select the result to view the Result Details dialog box. From here you can view information on who else has reviewed the result and any comments entered by the lab.



View Results From Previous Encounters

You can select to view results from previous encounters directly from *ED LaunchPoint* as well. Select the box next to Prior Encounters. Results from previous encounters are displayed in a separate table to the right. The last three results for each test are displayed. The lookback time is a year.



Depending on the number of results that are displayed, a scroll bar is available at the bottom of the dialog box allowing you to scroll to see all the qualifying results.

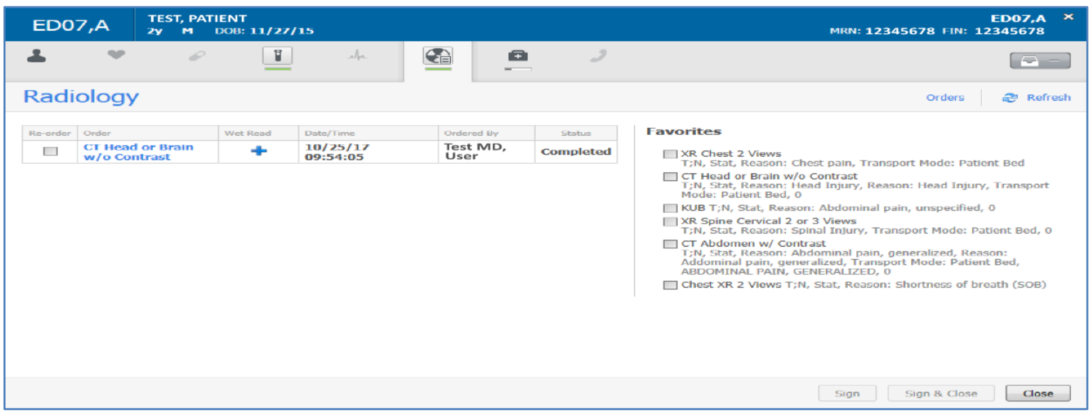
You can create additional space in the dialog box as well by collapsing the Favorites panel.

To do this, click **Hide Favorites** or the **arrow** tab  next to the Favorites header.

Using the Radiology Tab

Select **Radiology** in *ED LaunchPoint* to open the Radiology tab. From the Radiology tab, providers can perform the following actions:

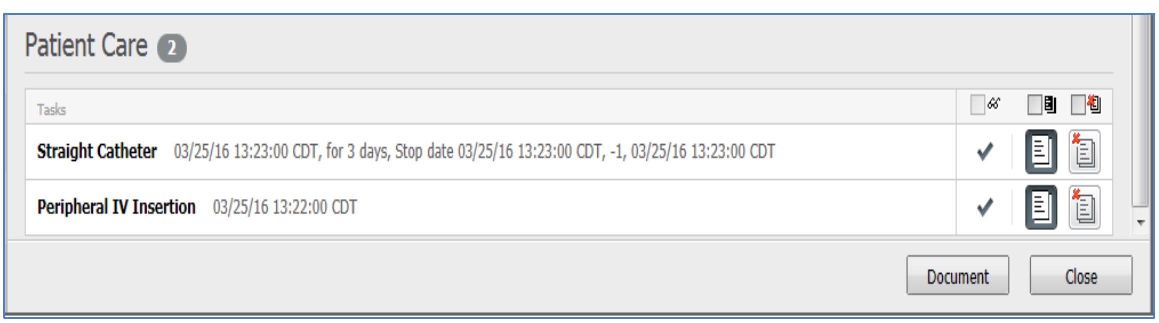
- Check the status of current orders.
- Place favorite imaging orders.
- Open a patient's order profile with the Orders button.
- Open a patient's chart with the Radiology link.



Documenting Patient Care Activities

Complete the following steps to document patient care activities in *ED LaunchPoint*:

1. When a number is displayed with the Patient Care icon to indicate that a patient care activity needs to be completed, click the **Patient Care** icon to open the Activities tab.
2. Click the **Document** icon next to the patient care activity that you want to complete, and click **Document**.



3. Complete the associated documentation components that remain open and click **Sign**.

Throughput Status column

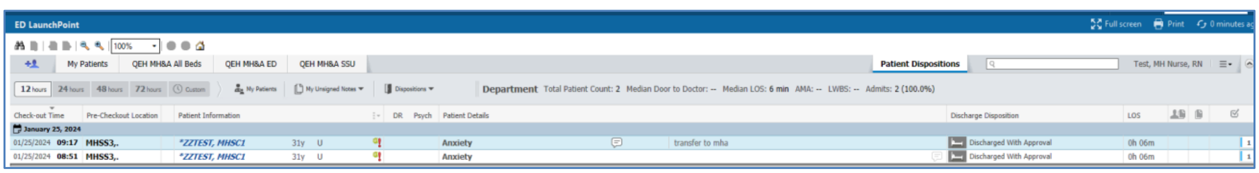
Using the Patient Status Dialog Box

The Status column gives you a quick way to determine patient statuses. Their total length of stay (LOS), whether orders are completed, and disposition status are all displayed here. Once a disposition order is placed, the status updates to display the disposition order and the top LOS time displays the time since the disposition order was placed.

Patient Status	Description
Unassigned 00:19	Unassigned
Assigned 12:18	Assigned/Eval in Progress
00:07	Admit Orders Entered

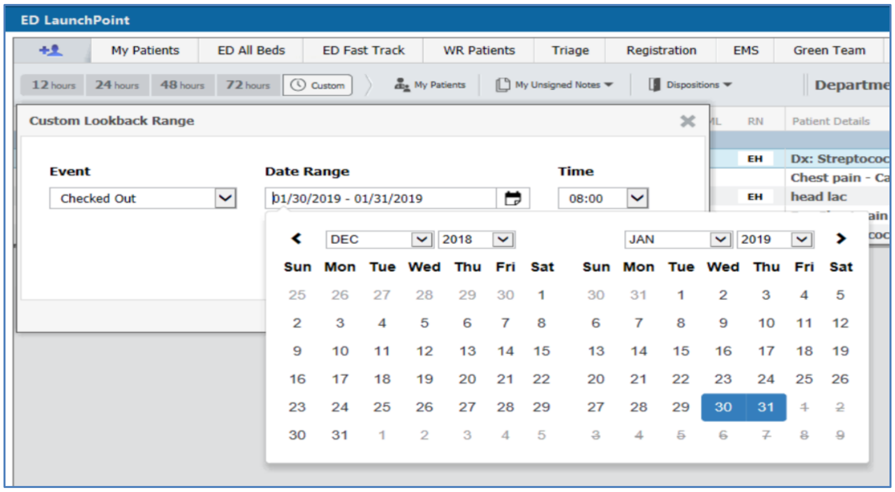
Using the Patient Disposition Tab

Use the *ED LaunchPoint* check-out list to view patients who have been checked out of the emergency department (ED).



Selecting the Look-Back Time

You can select a specific look-back time from the available options (such as **12 Hours**, **24 Hours**, and so on), or you can select a custom look-back range to adjust how far back you look. Click **Custom** to open the Custom Look back Range dialog box, and then click in the Date Range box to select a range from the calendar.



Filtering Patients

The following filters are available:

- **My Patients:** Select this filter to view patients you are assigned to.
- **Unsigned Notes:** Select this filter to view patients whose documentation is unfinished. You can filter by the following documentation statuses:
  - Needs Cosign
  - In Progress
  - Workflow Only
  - No Documentation Started
- **Dispositions:** Select this filter to view patients with a particular depart tracking event or discharge disposition.
  - Examples of depart tracking events include Discharge, Admit, and Transfer.
  - Examples of discharge dispositions include Home or Self-Care, Left without Being Seen, and Left Against Medical Advice.