Readmission Prevention Workflow for Patient Case Managers

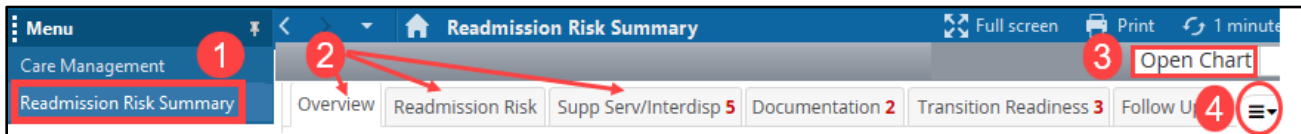Cerner PowerChart **EDUCATION**

Workflow Navigation

1. Navigate to **Readmission Risk Summary** on the dark blue menu in the patient's chart.

2. The workflow is divided into sections indicated by the tabs across the top. Red numbers on the tabs indicate the number of tasks that need to be completed in that section.

3. Select the **Open Chart** drop down feature for quick access to other chart areas.
   **Note:** Do Not Use the Sticky Notes button located here.
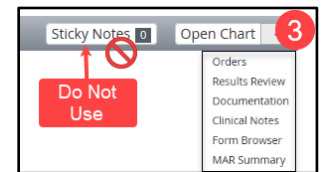
4. The pancake stack allows the user to expand and collapse information in the workflow tabs.

Workflow Tabs

Overview tab components:

1. **Current Physician(s)** display.

2. **Inpatient Encounter Information** displays encounter details.

3. **Diagnosis List** displays the diagnosis for this hospital encounter.

4. **Problem List** displays additional diagnoses if present.
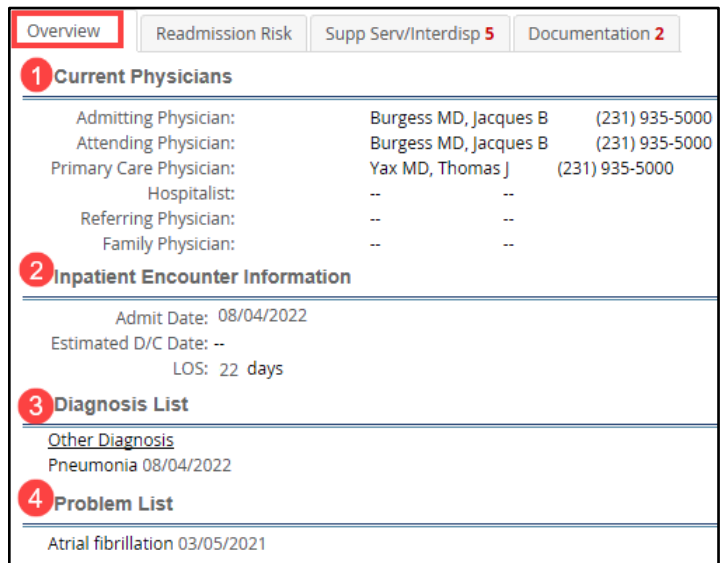
Readmission Risk tab components:

1. **Star Priority Rating** (optional feature)

   a. Select 1, 2, or 3 stars to prioritize patients on a caseload.

   b. Select **Reason for priority change**.

   c. Select **OK** or **Cancel**.

2. **All Cause Risk Level**: Displays the risk level and score for this encounter.

    a. Select the current encounter date to view contributing risk stastitics.

    b. Select **All Cause History** to view prior encounter risk levels and contributing statistics.

3. **Readmission BOOST 8Ps** display if applicable.

4. **Readmission Risk** displays the target diagnosis for this encounter.

Support Services/Interdisplinary tab components:

1. **Support Services Consults** displays ordered referrals.

2. **Support Services Consult Documentation** displays documentation status.

3. Future features – not currently using.

4. **Barriers to Discharge**: populates additional details as clinical documentation is completed.

Documentation tab components:

1. Document the **Initial Assessment** portion of the Care Management Assessment from this tab.

    • Select the blue hyperlink to open the PowerForm.

2. Education added by nursing displays here.
    • Select the blue hyperlink to view the education.
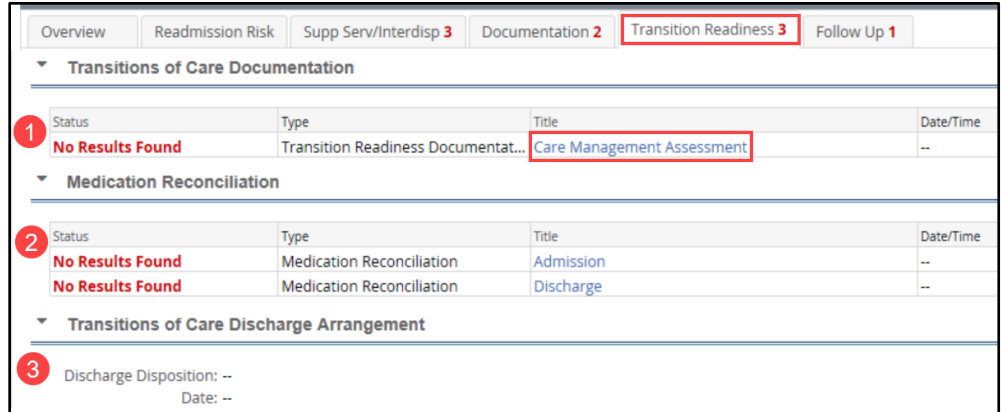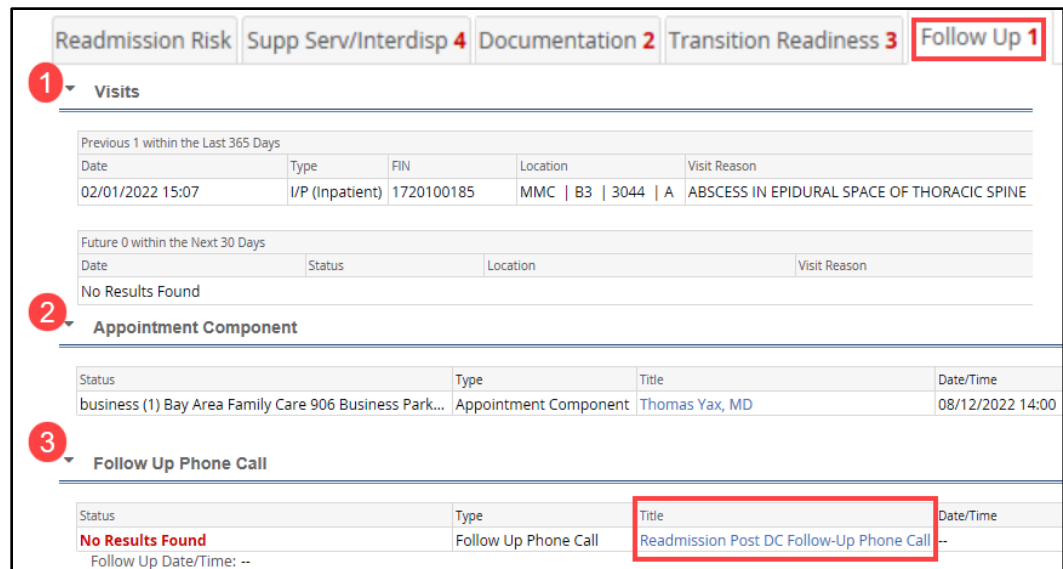
Transition Readiness tab components:

1. Document **ongoing assessments** on the Care Management Assessment PowerForm from this tab.

2. View the status of Medication Reconciliation at Admission and Discharge.

3. Discharge Disposition and discharge date displays when entered in the patient's chart.

Follow Up tab components:

1. Current and scheduled future encounters display.

2. Scheduled post-acute care appointments display.

3. Select the blue hyperlink to open and document the Readmission Post DC Follow Up Phone Call.