

THE INDIAN HEALTH SERVICE

EHR for Behavioral Health



Broadcast, Chat, Notes, Notifications

Superior Health Information Management
Now and for the Future

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Learning Objectives

- Identify mechanisms for internal communication to alert BH staff that an action is required and ensure patient safety.
- Compare and contrast EHR characteristics for Broadcast, Chat, Note Sharing and Notifications.
- Discuss appropriate use of Broadcast, Chat, and Note Sharing for communication.
- Categorize types of Notifications used to share information, provide care and complete documentation.

Mechanisms for Communication

- Broadcast
- Chat
- Note Sharing
- Notifications

Mechanisms for Communication

- Provider to Provider
- Staff to Provider
- Members of a Team
- Facility/System Wide

EHR Characteristics for Broadcast, Chat, Note Sharing, and Notifications

EHR Characteristic	Broadcast	Chat	Note Sharing	User Generated Notification
Patient ID	NO	NO	YES - HRN	YES - HRN
Workflow Interruption	YES Requires an immediate response	YES Requires an immediate response	NO Can review later Will come as a Notification	NO Can review later
Protects Confidentiality	NO	NO	YES	YES Important to follow proper protocol

EHR Characteristics for Broadcast, Chat, Note Sharing, and Notifications

EHR Characteristic	Broadcast	Chat	Note Sharing	User Generated Notification
Tracking	NO	NO	YES	Limited
Option to select patient	NO	NO	YES Requires clicking on Notification to go to patient and Note	YES Only if patient is associated with the Notification
Part of the Legal Medical Record	NO	NO	YES	NO

Appropriate Use of Broadcast & Chat

- Should not contain any Personal Identity Information (PII) or Protected Health Information (PHI).
- May use chart number only if needed.
- Limit use to avoid disruptions in workflow.

Using Broadcast and Chat

	Broadcast	Chat
Next patient waiting	YES	YES
Patient needs medication refills	YES	YES
Medication order needed	YES	YES
Provider needs assistance in exam room	YES	YES
Lab results are ready for viewing	YES	YES
Log off reminder message	YES	NO
System/facility wide messages	YES	NO

Shared Notes

- Allows a provider to share the content of a note with another provider.
- Requires the provider writing the note to identify an additional signer to view the note.
- Generates a notification to alert the additional signer that a note requires their attention.
- Notification cannot be prioritized.
- Business rules apply to BH note titles.

Examples for Using Notes

- Pharmacist – BH Provider:
 - Notifies psychiatrist about a patient reporting side effects from a medication
 - Notifies pharmacist about a medication order change
 - Notifies psychiatrist patient is requesting a refill of a medication
- BH Provider – Provider:
 - Notifies PCP of abnormal lab results
 - Notifies PCP that a patient needs an evaluation for sleep apnea
 - Notifies BH Provider of patient's worsening depression symptoms

Examples for Using Notes

- BH Provider – BH Provider:
 - Counselor notifies psychiatrist about a crisis situation for a particular patient.
 - Psychiatrist notifies a social worker about a phone call returned to a patient.

Types of Notifications

System Generated

- Automatic response to a trigger
- Mandatory notifications
- Configured by CAC
- Setup on various levels

User Generated

- Manually set to notify a provider that action is needed
- Notifications for personal reminder

Types of Notifications Used by Behavior Health

System Generated

- Lab
- Consult
- Flags
- Missing E&M
- Missing POV
- Missing Activity Time
- Unsigned Notes
- Un-cosigned Notes
- Unsigned Order
- Identify Additional Signer

User Generated

- Identify Additional Signer
- Scheduled Notifications
 - Follow-up is needed
 - Missing information

Notifications Tab Display

Click column headings to sort notifications by Priority, Type, or Patient

Notifications can be set by Priority – Low, Medium, High, or Info Only

Priority	Patient	Notification	Delivered	Sent/
Info Only	DEMO, LAUREN GRACE (128555)	Info Only	04-Dec-2012 13:...	THD...
Info Only	DEMO, LAUREN GRACE (128555)	Test Notification	04-Dec-2012 13:...	THD...

Use the Process Buttons to Process All, Process Selected, Process Info, or Forward

Select Show All to view notifications for all patients

Show Hint Tooltip

The screenshot displays the RPMS EHR interface. At the top, there are tabs for 'PATIENT CHART', 'RESOURCES', 'WORKED CASES', and 'NOTES'. Below these, there are status bars: 'Patient not selected', 'Visit not selected', and 'Priority Care Team Unassigned'. A toolbar contains various icons and buttons, including 'C32'. The main area is titled 'NOTIFICATIONS' and shows a table of notifications for all patients. A tooltip is visible over the first notification, displaying patient details and a test result.

Patient	Notification	Delivered	Sent
DEMO LAUREN SPACE (128990)	Info Only	04 Dec 2012 13:10	THQ
DEMO LAUREN SPACE (128990)	Test Notification	04 Dec 2012 13:10	THQ

Legend:

- Priority
- Low
- Medium
- High
- Info Only

Filter:

- All
- Unread
- Info Only
- Forward
- Cancel
- Show All

THOMPSON, ROBIN OKCORT01-GRPM5A.01-NA.HS.GOV CLINTON TEST DATABASE

Show Hint Tooltip

Show Hint tooltip can be set to On or Off:

- In Notification Configuration menu At System Level

```
MAST > NOT > PAR > HNT
```

```
Select Notification Parameters Option: HNT
```

```
Setting Show notification hint dialog for System:  
CNTTESTD1-SRPMSA.D1.NA.IHS.GOV
```

```
Value: YES//
```

- In General Parameter Tools at System Level:

```
CPRS > IR > XX > EP
```

```
Select PARAMETER DEFINITION NAME: BEHOXQ SHOW HINT
```

```
Show notification hint dialog
```

```
Value: YES//
```

- At User Level

Right Click Notifications screen to select or deselect *Show Hint*.

GUI Personal Preferences

Select **Options** from the Tools menu to:

- Enable or disable Notifications except those that are labeled Mandatory
- Request a Mailman Bulletin be sent for Flagged Orders
- Assign or remove a Surrogate

Assign or Remove a Surrogate

Allows Notifications to be forwarded to another provider for a specified date range.

- Using Surrogate Settings (Options Dialog Box):
 - Can be setup by the EHR user
 - Set a date range
- Using Alert Tracking Menu:
 - Setup in RPMS by CAC

Processing Notifications

- Process All - Use Next and Stop buttons in lower right corner of EHR to move to next notification.
- Process Selected – Use Selected to open and take action.
- Process Information Only Notifications.
- Click **Forward** to send the Notification to another user.

Deletion of Notifications

- Cannot delete if the Notification is an actionable item.
- Auto-deletion by clicking a Notification:
 - Actionable items must be signed off before auto-deletion occurs.
- Manual Deletion:
 - Required for Information Only Notifications.
 - Can be used for other non-actionable notifications as applicable.

Notifications Policies and Procedures

Develop Locally to include:

- Guidelines for processing Notifications
- Policies for patient confidentiality
- Policies for delinquent notification processing
- Guidelines for standards of care
- Timeframe for processing notifications
- HIM and supervisory involvement

Troubleshooting

Options available

- Determine recipients
- Display Notifications a user can receive
- Erase Notifications
- Display Patient Alert recipients
- View Users Alerts
 - Current pending Notifications for a provider
- Alert Tracking Reports
 - Allows review of all notifications and actions taken

Take Home Message

Electronic communication is not a substitute when the situation calls for face to face communication.

Hands-On Exercise

- Chat – Notify a provider that patient is waiting for a medication refill that needs clarification (Do not provide any PII or PHI).
- Broadcast – Send a Broadcast to log off the system in 15 minutes.
- Scheduled Notifications – Send a scheduled Notification to yourself for a follow-up on a referral sent to the psychiatrist.
- Note Sharing – Create a Note and identify an additional signer.



Questions and Discussion