

THE INDIAN HEALTH SERVICE

RPMS Overview



Superior Health Information Management
Now and for the Future

Learning Objectives

- Identify the purpose and use for Consults.
- Examine the procedure for setting up a new Consult.
- Learn how to manage Consults.
- Learn about Consult reports.
- Learn about Consult Notifications.

Purpose and Use (1)

“The Consult/Request Tracking package (Consults) was developed to improve the quality of patient care by providing an efficient mechanism for clinicians to order consults and requests using Computerized Patient Record System (CPRS) Order Entry, and to permit hospital services to track the progress of a consult order from the point of receipt through its final resolution.”

–VistA CPRS *Consult/Request Tracking Technical Manual*, June 2009

Purpose and Use (2)

- The primary purpose and use of Consults is to provide an order to an “in-house” individual or group to perform their duties legally or per policy.
- Consults are Orders, like Orders for labs, x-ray, nursing, and medications.
- Examples:
 - Nutrition, Diabetes Education, Anticoagulation, Public Health Nursing, Physical Therapy

Purpose and Use (3)

- Another use of Consults is to track the acceptance into and disease management of patients while in “in-house” specialty clinics.
- Examples:
 - Optometry, Cardiology, OB/GYN

Purpose and Use (4)

- Some sites also use Consults to administratively track “outside” referrals.
 - Users send a Consult to Contract Health Services to initiate the Referral process.
 - This is not the intended use of Consults.
 - Consults differ from Referrals: Consults are for “in-house” and Referrals are for “outside” and utilize the RCIS package.

Setup Procedure

- Consults can be simple to set up and manage but have many options that can make them more complex than necessary.
- Three steps to make a simple, working, and effective Consult:
 - Create a Team
 - Create a Consult Service
 - Create a Consult Note Title

Consult Life Cycle

- Consult is ordered and signed by provider (**Pending**)
- New Consult notification is sent to consult service, and consult service activates the consult by “receiving” or “scheduling” the consult (**Active**)
- Consult service tracks the consult. The service can deny the consult (provider can resubmit) or cancel the consult (provider will need to create a new consult)
- Consult service will close the consult (create a note or administrative complete)

Managing Consults

About Managing Consults

- Notification
 - New consult notification is typically turned on and set to mandatory
 - Notification uses OE/RR team list
- When notifications are not sent to the correct user, there are consult reports you can run

Consult Tracking Report Service User Management

- Edit which individuals to notify and who can process consults here
- This report only displays one consult service
- Very useful for troubleshooting why someone is getting a notification

Sample Service User Management Report

```
Select Service/Specialty: chr
SERVICE INDIVIDUAL TO NOTIFY:
Select SERVICE TEAM TO NOTIFY: PHN RECEIVE/ADMIN COMPLETE
//
Select NOTIFICATION BY PT LOCATION:

Select UPDATE USERS W/O NOTIFICATIONS:
Select UPDATE TEAMS W/O NOTIFICATIONS: SCANNERS//
Select UPDATE USER CLASS W/O NOTIFS:
Select ADMINISTRATIVE UPDATE USER:
Select ADMINISTRATIVE UPDATE TEAM: PHN RECEIVE/ADMIN COMPLETE
//
  ADMINISTRATIVE UPDATE TEAM: PHN RECEIVE/ADMIN COMPLETE
//
  NOTIFICATION RECIPIENTS:
Select ADMINISTRATIVE UPDATE TEAM:
SPECIAL UPDATES INDIVIDUAL: HAIGH,RANDALL J//
```

Determine Notification Recipients for a Service Report

- In this report, you will see a list of all the individuals who will be notified and can process the consult
- This report will not contain the team list—if any—that they are assigned to
- Very helpful in determining why someone is receiving or not receiving the consult notification

Determine Recipients of a Service Report – Sample

Consult Notif Recipients		Jun 03, 2015 09:26:35	Page: 1 of 1
Notification Recipients for: CHR			
Notification Recipient	Service		
BAH	CHR		
DAV	CHR		
FLI	CHR		
NEW	CHR		
TAF	CHR		

Enter ?? for more actions

SS Select new Service

Select Item(s): Quit// ■

Determine User's Update Authority

- In this menu you can test if a user can update a particular consult
- Useful for testing to ensure you have enter that user on the right field to allow them to process a consult

Determine User's Update Authority Report – Sample

Determine User's Update Authority

This option will allow you to check a user's update authority for any given service in the consults hierarchy. If the PROCESS PARENTS FOR UPDATES field is set to YES, all ancestors of the selected service will be checked. The type of update authority and the service to which they are assigned will be displayed.

```
Select Consult Service:      CHR
Choose user to check for update status: mosely
  1  M  ,ANN MD      AM      MEDICAL DOCTOR
  2  M  ,ELVIRA     EM      SITE MANAGER
  3  M  ,SEAN      SM
CHOOSE 1-3: 2  M  ,ELVIRA     EM      SITE MANAGER
```

This user has no update authority

Determine If User Is a Notification Recipient

- This menu tests if the user will receive notifications for a particular consult
- Useful to test your user to see whether they will receive a notification for this consult

Determine If User Is a Notification Recipient – Sample Report

Determine If User Is a Notification Recipient

This option will list how a given user became a notification recipient for a selected consult service. If the PROCESS PARENTS FOR NOTIFS field is set to YES, all the parents of the service will also be processed to determine if the user is a recipient via that service.

```
Select Consult Service:   CHR
Choose notification recipient: mosely
  1  M , ANN MD      AM      MEDICAL DOCTOR
  2  M , ELVIRA     EM      SITE MANAGER
  3  M , SEAN      SM
CHOOSE 1-3: 2  M , ELVIRA     EM      SITE MANAGER
```

This user is not a notification recipient.

Group Update of Consult/Procedure Requests

- User assigned as special update users for that particular consult can batch close old consults
- It only allows you to batch close consults that are 30 days or older
- You can only assign one person per consult as a special update user
- Policies and procedures should be in place

Sample Group Update of Consult/Procedure Requests

```
Select Consult Management Option: gu  Group update of consult/procedure requests
Select Service/Specialty: ALL SERVICES//          GROUPER ONLY
You are not defined as the SPECIAL UPDATES INDIVIDUAL for the
ALL SERVICES service or its parent service.
Press <RETURN> to continue: ^
Select Service/Specialty: ALL SERVICES// anderson DIABETES MANAGEMENT
The first order in Consults has an entry date of JUN 25,2004
Update Status Start Date: JUN 25,2004// 1/1/07  (JAN 01, 2007)
Update Status Stop Date: 2/30/07 ??
This response must be a date.
Update Status Stop Date: t-90  (APR 19, 2007)
    1 = Pending
    2 = Active
    3 = Scheduled
    4 = All
    Enter any combination of numbers separated
    by a comma or hyphen:  (1-4): 1
If orders in the date range still have the selected status, this option
will change their status in consults, and update the order.
You may change the status to COMPLETE or DISCONTINUED.
Change their status to: discontinued  Discontinued
Enter the Comment to be applied to all selected Consults
==[ WRAP ]==[ INSERT ]===== < >===== [ <PF1>H=Help ]====
Patient was seen by consult services. Consult services failed to complete
a note under the consult tab.
<=====T=====T=====T=====T=====T=====T=====T=====T=====T=====
```

Group Update (2)

Records will be updated for:

Service: ANDERSON DIABETES MANAGEMENT
Beginning: Jan 01, 2007
Ending: Apr 19, 2007
Update: Pending Consults
To: DISCONTINUED

Update Comment:

Patient was seen by consult services. Consult services failed to complete a note under the consult tab.

Is this correct? NO// y YES

Searching database for entries matching search criteria

.....

Select one of the following:

- 1 Print report only
- 2 Print report & update records
- 3 Quit

Choose the method to handle the report: 2 Print report & update records

The device selected will print a list of entries from file 123 that will be updated to DISCONTINUED.

If you choose to update records, the update of the consult entries will take place upon completion of the report.

It is highly advised that a printer be selected!

Select device for report: home VT Right Margin: 80//

You have not chosen a printer! If you do not choose a printer there will be no record of the entries that were updated.

Are you sure you want to use this device? NO//

Select device for report: slave LOCAL Right Margin: 80//

Select one of the following:

- Y To Update
- N To Quit without Updating

Enter update status : y To Update

Consult Tracking Pending

- Consult service can effectively track consult
- Chief of the consult service can pull statistical report from the time a consult was activated to when the consult was closed
- Can run report on just pending consults

Sample Pending Consults

patch 13 train.STE - TNVPlus
 Session Edit View Commands Script Help

Service Consults by Status Jun 03, 2015 09:49:34 Page: 1 of 15

To Service: CHR
 From: ALL To: JUN 3,2015

Status	Last Action	Request Date	Patient Name	Pt Location
Consult/Request By Status FROM: ALL TO: JUN 3,2015				
SERVICE: CHR				
Pending	PRINTED TO	01/10/14		WALDO
Pending	PRINTED TO	06/26/13		CHART REVIEW
Pending	PRINTED TO	06/26/13		CHART REVIEW
Pending	PRINTED TO	05/14/13		CHART REVIEW
Pending	PRINTED TO	05/03/13		NUTRITION OUTP
Pending	PRINTED TO	03/08/13		NUTRITION OUTP
Pending	PRINTED TO	03/08/13		cbq nutrition
Pending	SIG FINDING UPDATE	01/18/13		NUTRITION OUTP
Pending	PRINTED TO	09/25/12		CHART REVIEW
Pending	PRINTED TO	05/21/12		NUTRITION OUTP
Pending	PRINTED TO	10/20/11		PHN ENCOUNTER
Pending	PRINTED TO	08/26/11		NUTRITION OUTP

+ Enter ?? for more actions >>>

Service	Status	Number on/off	Print List
---------	--------	---------------	------------

Select Item(s): Next Screen//

Consult Tracking Completed

- Chief of the consult service can pull a consult completed within a time frame

```
patch 13 train.STE - TNVPlus
Session Edit View Commands Script Help
Service Consults by Status Jun 03, 2015 09:55:28 Page: 3 of 472
To Service: CHR
From: ALL To: JUN 3, 2015
+Status Last Action Request Date Patient Name Pt Location
Completed COMPLETE/UPDATE 02/19/14 NUTRITION OUTP
Completed INCOMPLETE RPT 02/19/14 NUTRITION OUTP
Completed COMPLETE/UPDATE 02/19/14 NUTRITION OUTP
Completed INCOMPLETE RPT 02/19/14 NUTRITION ADUL
Completed INCOMPLETE RPT 02/19/14 NUTRITION OUTP
Completed COMPLETE/UPDATE 02/18/14 CHART REVIEW
Completed COMPLETE/UPDATE 02/18/14 JENTOFT
Completed COMPLETE/UPDATE 02/18/14 CHART REVIEW
Completed COMPLETE/UPDATE 02/17/14 EMERGENCY
Completed COMPLETE/UPDATE 02/14/14 GYN
Completed COMPLETE/UPDATE 02/14/14 CHART REVIEW
Completed INCOMPLETE RPT 02/14/14 TELEPHONE CALL
Completed INCOMPLETE RPT 02/13/14 NUTRITION OUTP
Completed INCOMPLETE RPT 02/13/14 NUTRITION OUTP
Completed INCOMPLETE RPT 02/13/14 NUTRITION OUTP
Completed INCOMPLETE RPT 02/13/14 NUTRITION OUTP
+ Enter ?? for more actions >>>
Service Status Number on/off Print List
Select Item(s): Next Screen// █
```

Consult Tracking Pending and Completed

patch 13 train.STE - TNVPlus

Session Edit View Commands Script Help

Service Consults by Status Jun 03, 2015 09:57:16 Page: 1 of 472

To Service: CHR
From: ALL To: JUN 3,2015

Status	Last Action	Request Date	Patient Name	Pt Location
Consult/Request By Status FROM: ALL TO: JUN 3,2015				
SERVICE: CHR				
Completed	COMPLETE/UPDATE	02/25/14		PT ANDREA
Completed	COMPLETE/UPDATE	02/25/14		LYNCH
Completed	COMPLETE/UPDATE	02/24/14		EMERGENCY
Completed	DISASSOCIATE RESULT	02/24/14		CHART REVIEW
Completed	INCOMPLETE RPT	02/23/14		CHART REVIEW
Completed	INCOMPLETE RPT	02/23/14		DAY SURGERY
Completed	COMPLETE/UPDATE	02/21/14		CHART REVIEW
Completed	INCOMPLETE RPT	02/21/14		CHART REVIEW
Completed	INCOMPLETE RPT	02/21/14		SURGERY FOLLOW
Completed	INCOMPLETE RPT	02/20/14		CHART REVIEW
Completed	INCOMPLETE RPT	02/20/14		FIRST PRENATAL
Completed	INCOMPLETE RPT	02/20/14		CBQ CHART REVI

+ Enter ?? for more actions >>>

Service	Status	Number on/off	Print List
Select Item(s): Next Screen//			

NUM

Processing Consult EHR

- Physician orders the consult
- Notification is sent to the consult service
- Consult service will process the consult
- Patient is seen by the physician or consult service
- Provider must complete the consult with a note
- Consult service can use administrative complete to close that consult



Questions