Royal United Hospitals Bath NHS
NHS Foundation Trust

HCA

Inpatient HCA

User Guide

Patient Flow

PowerChart

Support available through:
IT Service Desk: Tel: 01225 82 **5444** Email: ruh-tr.ITServiceDesk@nhs.net
or
Millennium Trainers: Tel 01225 82 **4431** Email: ruh-tr.IT-Training@nhs.net

Contents

Accessing Patient Flow

Log onto the computer as usual

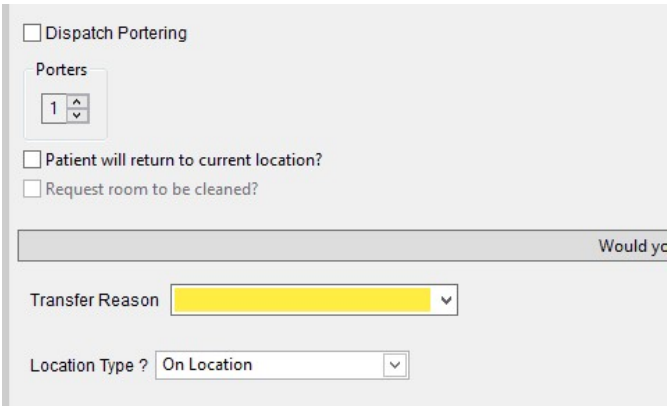
From your desktop, double click on the icon to open the Patient Flow system.

Transfers

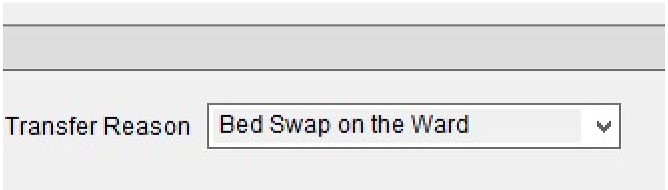
Transfers within the same ward

Step 1. On the Bed Board, Find the patient you wish to move beds and select them so there is a blue line around them.

Step 2. Now click and drag and drop the patient into an available bed. This will generate a pop up.

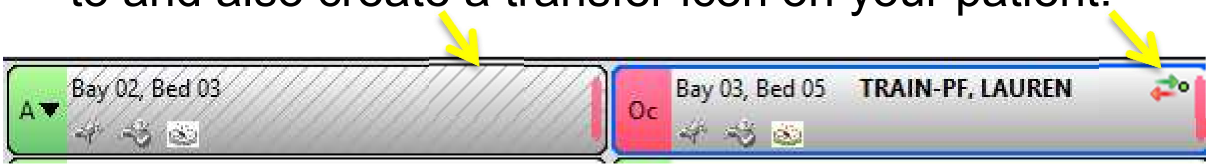


Step 3. You must fill out the **Transfer Reason** (highlighted in yellow). Do not change any other field, as you will not require porters.

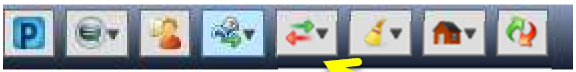


Step 4. Click **OK**.

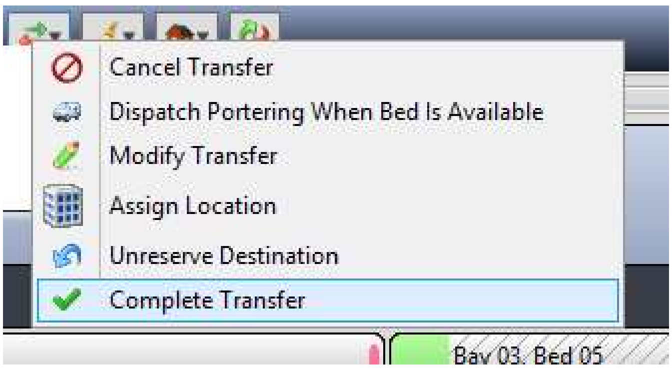
Step 5. This will grey out the bed you intend to swap the patient to and also create a transfer icon on your patient.



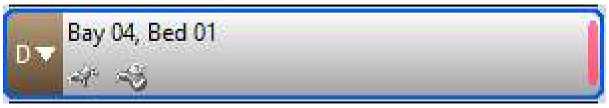
Step 6. Your patient should still be selected (Surrounded in blue). Now click on the **Transfer Icon** on the bed board.



Step 7. Simply click on the option ‘Complete Transfer’.



Step 8. This will automatically move the patient to the new bed on the bed board and put the original bed into a 'dirty' status.

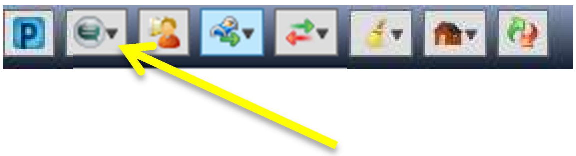


Transferring Consultants

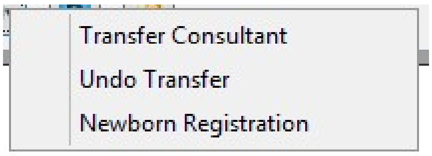
This process will detail how you change the name of the lead (attending) clinician

Step 1. Select the patient from the Bedboard that you would like to change the lead clinician. Note the current clinician is shown next to 'Attending Clinician'.

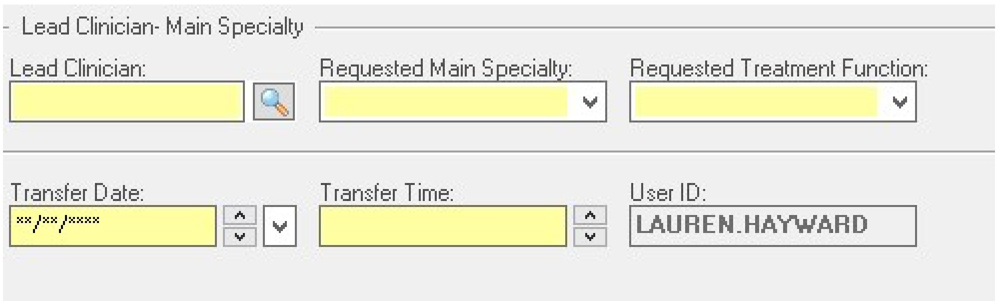
Step 2. Click on the PM Conversation Icon



Step 3. Select **Transfer Consultant**. This will open the PM Office Transfer conversation.

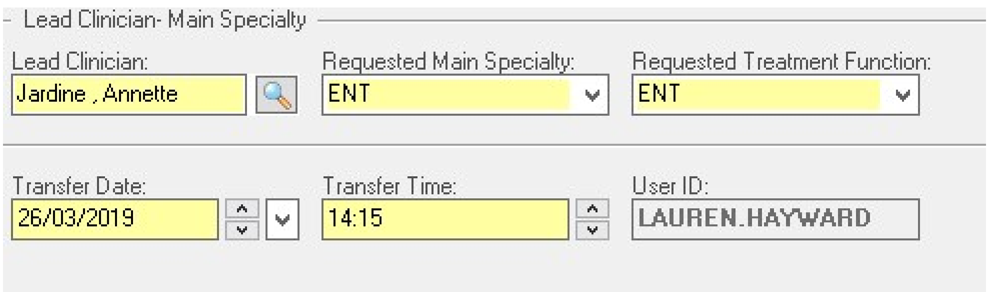


Step 4. Fill in the mandatory information (highlighted in yellow). Type in the new consultant in the **Lead Clinician** Box.



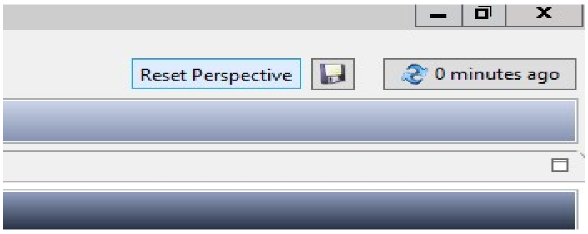
Step 5. Once filled in the Specialty will automatically complete. Dependant on the clinician, you may have to select the Treatment Function

Step 6. Type in the current date and current time.

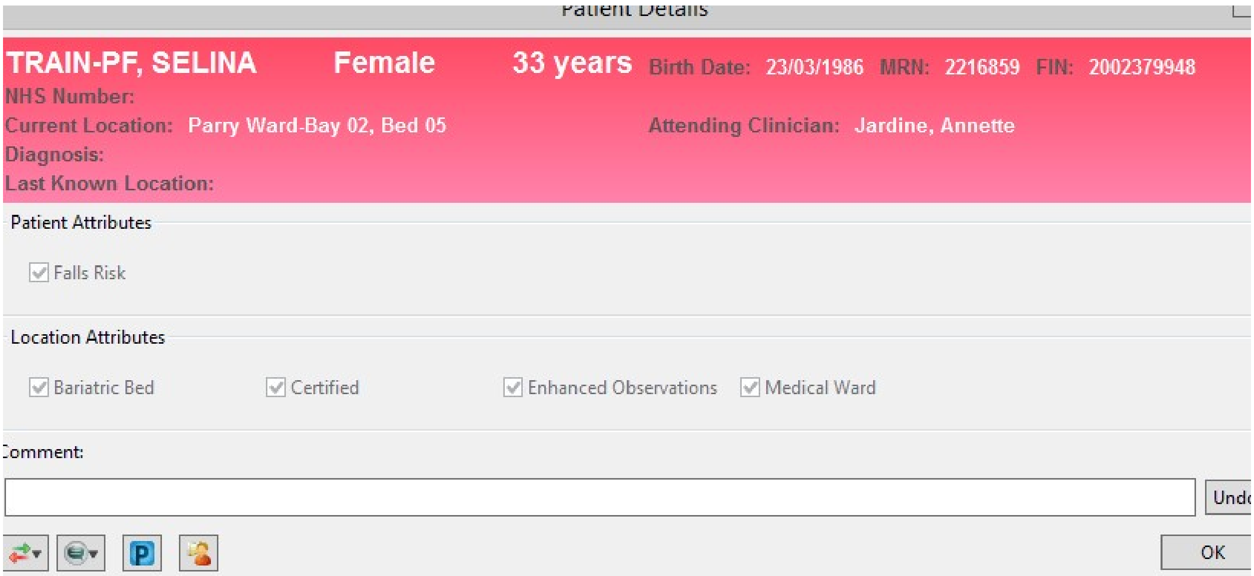


Step 7. Click **OK**. This will complete the PM Office conversation and return you to Patient Flow.

Step 8. Click the refresh button in the top right hand corner of the screen.



Step 9. Double click on your patient. The clinician details have changed.

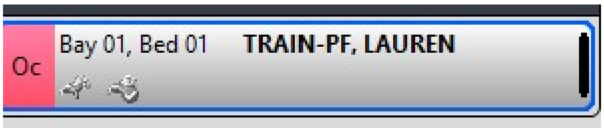


You have completed the consultant transfer.

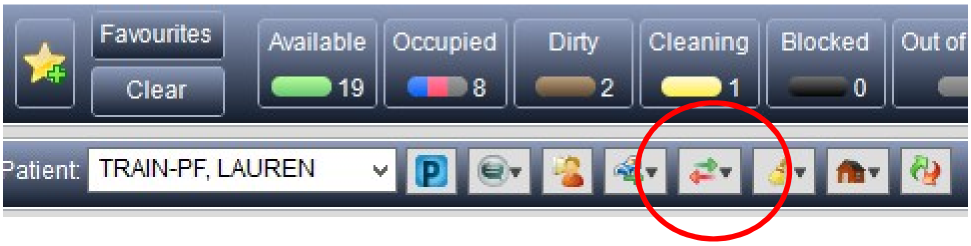
Transferring a Patient to a New Location

Step 1. Find the patient you wish to move to a new ward via Global Search or your wards bed board

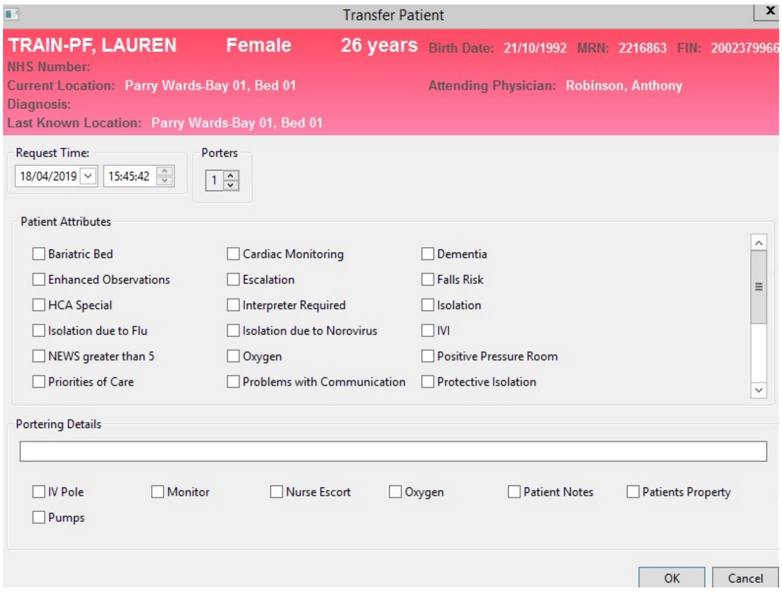
Step 2. Select your patient so they are highlighted.



Step 3. Select the transfer icon to transfer the patient.



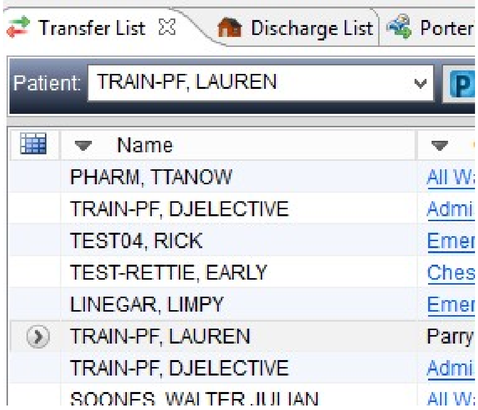
Step 4. This will generate the **Transfer Patient** box.



Step 5. Click **OK**

Step 6. The patient will now be on the transfer List.

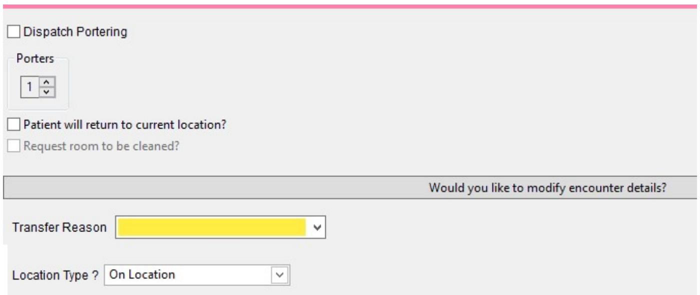
Step 7. Go to the transfer list and find the patient.



Step 8. Open the bed board of the receiving ward.

Step 9. Select you patient from the transfer list and drag and drop them onto the appropriate location on Parry ward.

Step 10. This will open a pop-up to dispatch Porters



Step 11. Ensure you have selected **Dispatch Portering** and supply a transfer reason. Click **OK.**

Step 12. This will open another

pop-up for a Transport request where you can specify additional information about the patient.

Step 13. Click **OK.**

Step 14. The porter request will be sent to the allocated porters and patient will be moved on the system when the porters start the job.

Note: Transferring Consultant must be completed as soon as the patient arrives from another ward. This ensures all results go to the correct clinician.

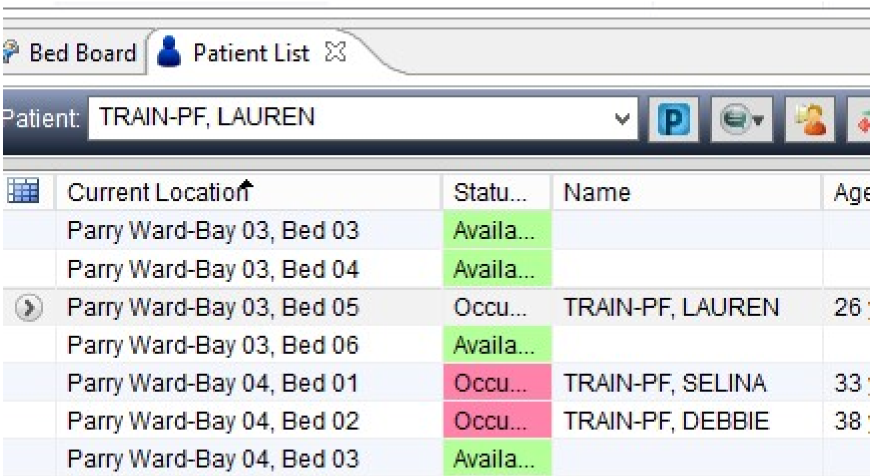
The Discharge Process

This section shows you how to discharge a patient from Patient Flow. In order to discharge a patient they must be on the Discharge List

Initiating the Discharge Process

The Discharge Process in Patient Flow is usually initiated by completing the ‘Patient Status’ Powerform in PowerChart.

Step 1. Find your patient in the **Patient List.**

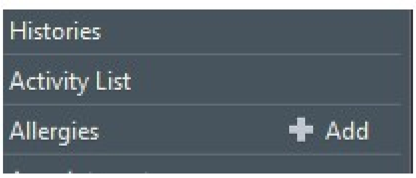


Step 2. Select your patient.

Step 3. Click on the **Power Chart** button to open Power Chart.

Step 4. This will launch Power Chart on your patient’s record

Step 5. Once in Power Chart, click on **Activity List** in the left column.



Step 6. Select the **PowerForms** tab on the right hand side.

Step 7. Select the **Patient Status** form and complete in the usual way.

Once completed and signed, close PowerChart and return to Patient Flow. Your patient will have a house symbol in their Patient Attributes field to indicate that the Discharge Process has been initiated.

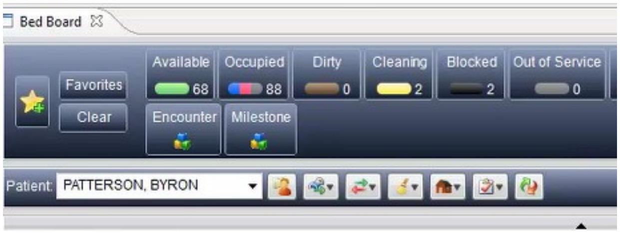
The patient will now appear in the **Discharge List**.

Note: The Patient Status part 3 should be updated regularly to ensure that the Discharge List is upto date.

Confirmed Discharge

Once the patient's discharge date has been confirmed you will need to show this in Patient Flow.

Step 1. Locate your patient via the Discharge List or Patient list and select them

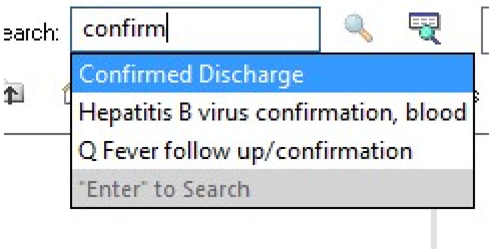


Step 2. Click on the **Power Chart**  button to open Power Chart.

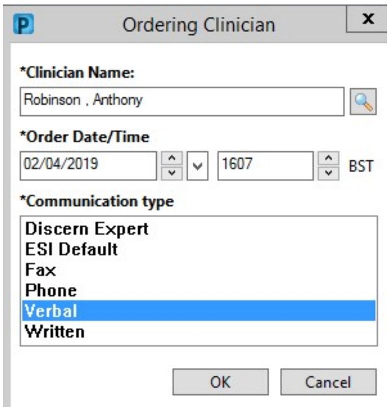
Step 3. This will open Power Chart. Select **Requests / Meds / CarePlans** 

Step 4. Select **Add** 

Step 5. When the search window opens, type **confirm** and select the option **Confirmed Discharge**



Step 6. In the **Ordering Clinician** pop-up, fill in the details and click **OK**, and then click **Done**.



Step 7. Click **Sign** to complete the order

Step 8. Click on the Refresh button  to complete the process.

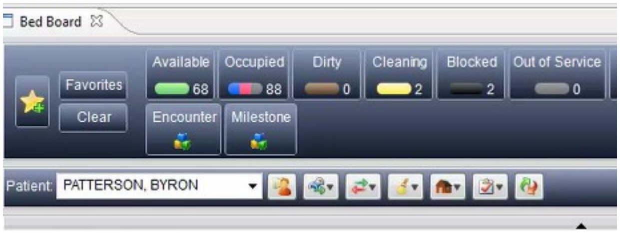
Step 9. Now close Power chart and go back to Patient Flow.

Note: You should now see a House with a green dot next to the patient to indicate that there is a confirmed discharge for the patient. 

Cancelling a Confirmed Discharge

If the patient's confirmed discharge needs to be cancelled you will need to show this in Patient Flow.

Step 1. Locate your patient via the Discharge List or Patient list and select them



Step 2. Click on the **Power Chart**  button to open Power Chart.

Step 3. This will open Power Chart. Select **Requests / Meds / CarePlans** 

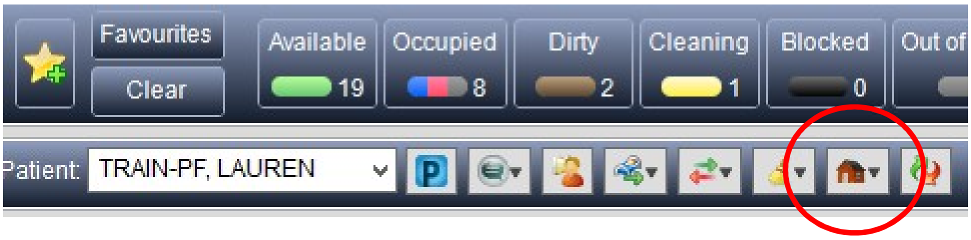
Step 4. Find the patient's Confirmed Discharge, right click on the entry and select Cancel/DC from the menu.

This will remove the Green Dot from the house. However the estimated discharge date will remain on the Patient Status form, which is why the house icon remains.

Day Case Patients

Day Case patients do not have a Patient Status Form and so need to be added to the Discharge list in a different way.

Step 1. Locate your patient via the Bed Board or Patient list and select them.

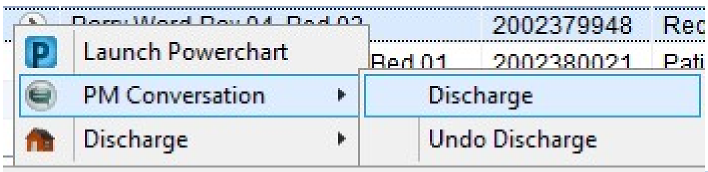


Step 2. Click on the **Discharge** button and select **Discharge Patient.**

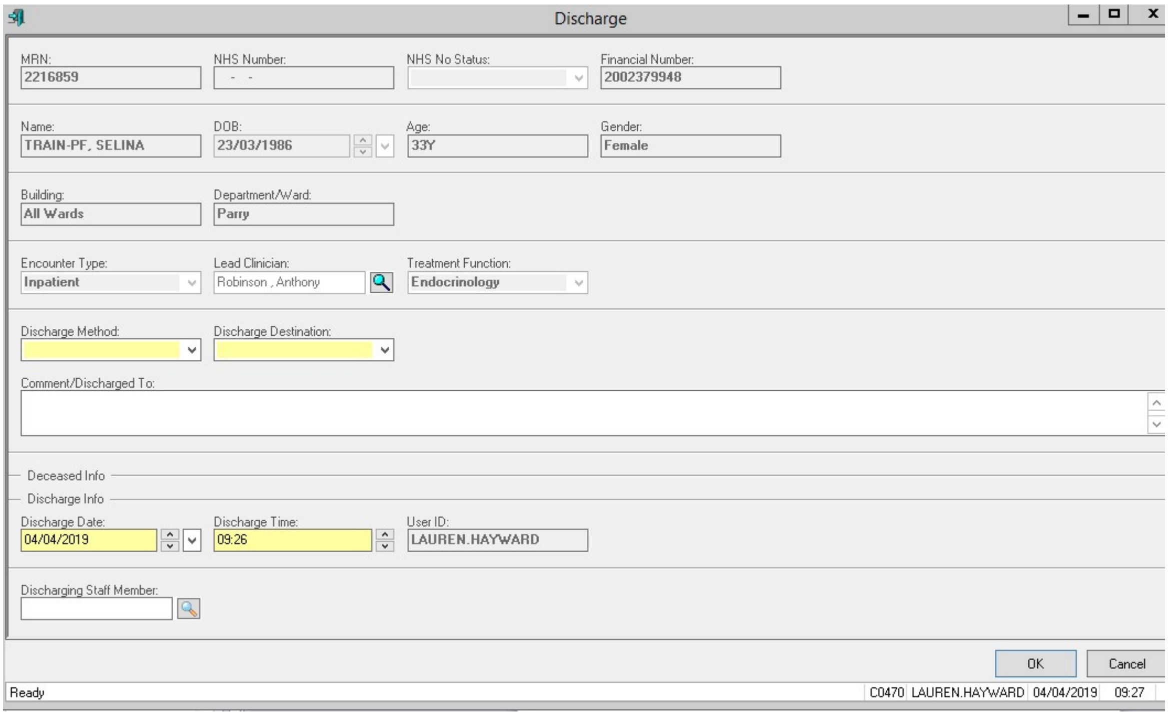
This will add your patient to the discharge list. You can now proceed to discharge them from the hospital.
There is no requirement to confirm the discharge.

Completing the Discharge Process

Step 1. Click on the Arrow on the left of the patient's details and select **PM Conversation** and then **Discharge**.



Step 2. This will open PM Office.



Step 3. Fill in all the highlighted fields.

- Discharge Method.
- Discharge Destination.
- Discharge Date.
- Discharge Time.

Step 4. Now click **OK**.

Note: The patient has now been discharged from the hospital and their entry removed from the Bed board and the Discharge List in Patient Flow.

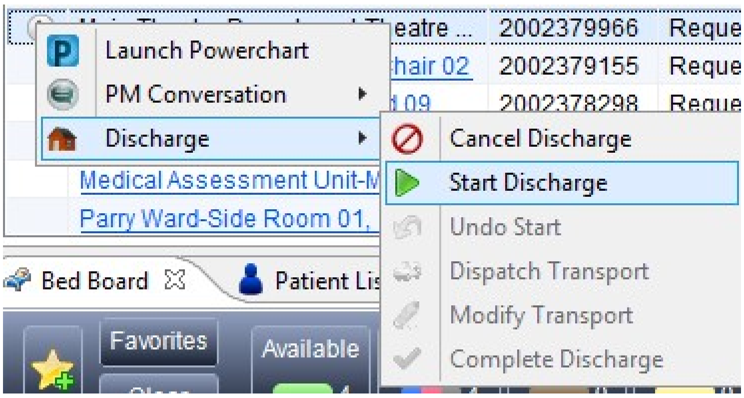
Deceased patient

In order to have a deceased patient portered, **NOT TRANSFERRED**, to the Mortuary they must first be on the Discharge List.

If the patient is not on the list as the Patient Status has not been completed then use the process for a Day Case patient

Step 1. From the **Discharge list** Select the patient

Step 2. Click the options button to the left of the patient's name, select discharge and start discharge.



Note: **Only** when the deceased patient is ready to leave the ward and move to the mortuary should you complete the following steps.

Step 3. Click the options button to the left of the patients name again and now click Discharge, Dispatch Transport.

Step 4. Select the destination to be MORTUARY, check if two porters are required, and add any necessary comments. Click **OK.**

Completing Deceased Patient discharge

Only complete the Following process when the patient has left the ward and is now in the mortuary.

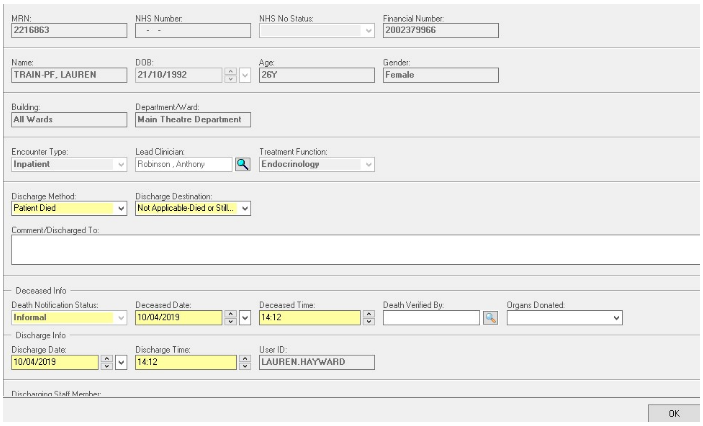
The patient has reached the mortuary when the portering icon disappears from their milestones on the discharge list

Step 1. Ensure that you are on the Discharge List and find the Patient.

Step 2. Click the options button to the left of the patients name and select PM Conversation then Discharge.

This will open up PM Office.

Step 3. Select **Discharge method** from the drop down menu and select **Patient Died**. This will automatically fill in the rest of the conversation.

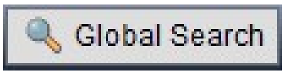


Step 4. Click **OK**.
The patient has now been discharged deceased and removed from Patient Flow.

Equipment Portering

Portering equipment around the hospital.

Step 1. At the top of the Patient Flow screen select **Equipment List**.

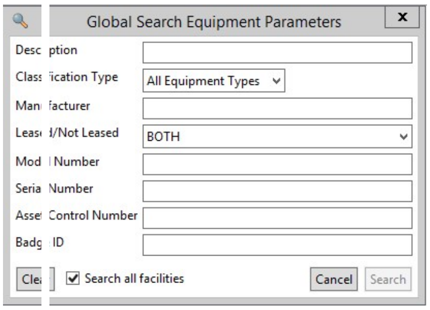
Step 2. Click on Global Search 

in the top right hand corner of your screen.

This allows you to search for equipment in different ways. The ‘Classification Type’ drop down list will give you equipment options, but other fields can also be used.

Lab or blood products portering should be ordered using this process.

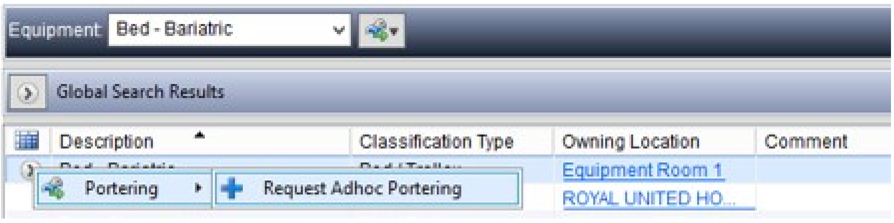
Select your equipment type from the classification list.



Step 3. Once you have selected your equipment click **Search**.

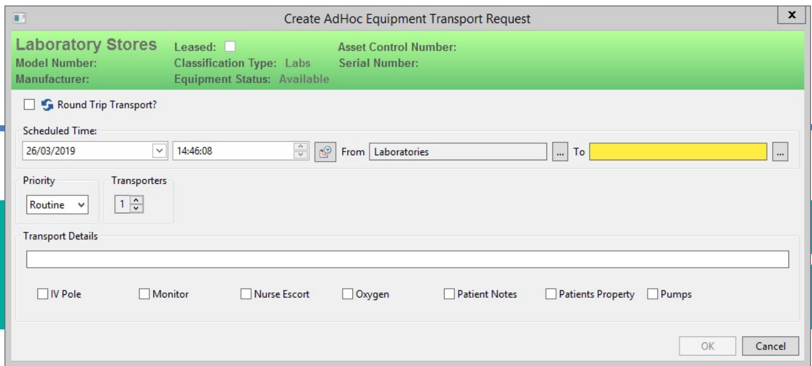
This will fill the table below with equipment options.

Step 4. Highlight the required equipment



Step 5. Click the arrow in the left hand column and select **Portering** and then **Request Adhoc Portering**.

This will activate the **Create Adhoc Equipment Portering Request**.



Step 6. Select the time and date for the Portering to occur. To select your location click the options button to access the list of locations.

Step 7. Click on the arrow to the left of your desired location to expand the list. Continue to expand the list until the desired location is found and then select it.

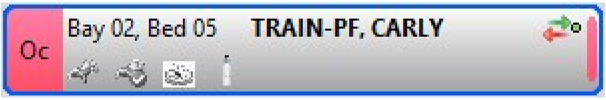
Step 8. Click **OK**.
You will return to the Portering Request.

Step 9. Click **OK**.

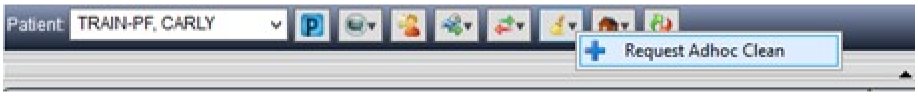
Your equipment request is complete and will now be sent to the Porters.

Requesting an AdHoc Clean (Inpatient Area)

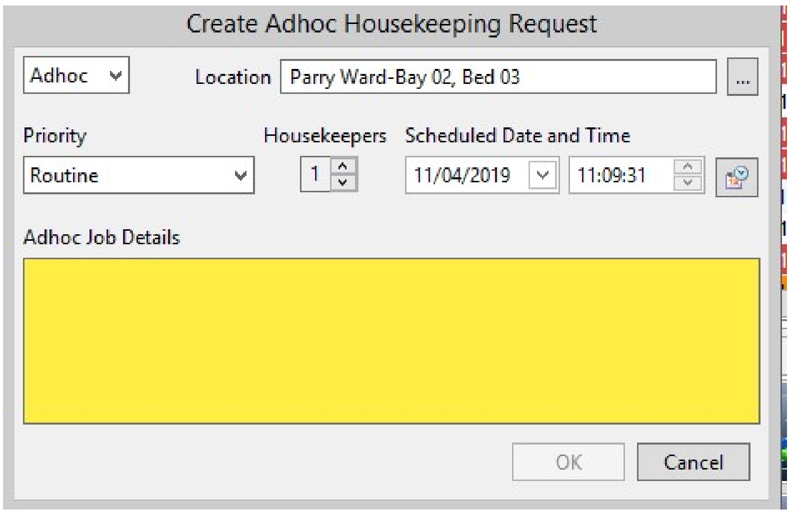
Step 1. From the bed board find the bed you intend to request to clean. This will highlight the bed space with a blue border and is ready for your next action.



Step 2. Click the clean icon  above the bed board and select **Request Adhoc Clean**.



Step 3. The **Create AdHoc Housekeeping Request** box will appear for you to complete the cleaning details.



Step 4. Please indicate:

- Priority status.

- The number of domestics needed
- Provide as much information as possible in the **Adhoc Job Details** box to give the domestics additional information if necessary.
- Please schedule the date and time of the clean.

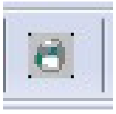
Step 5. Click OK. Your cleaning request is complete and will now be sent to the Housekeeping Team.

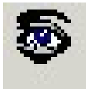
Printing Wristbands & Labels

Ad-Hoc Printing

Step 1. Open PMOffice from **Recap**

Step 2. In Pm Office select **Run Documents** from the top toolbar



Step 3. Select the **Find Patient**  button

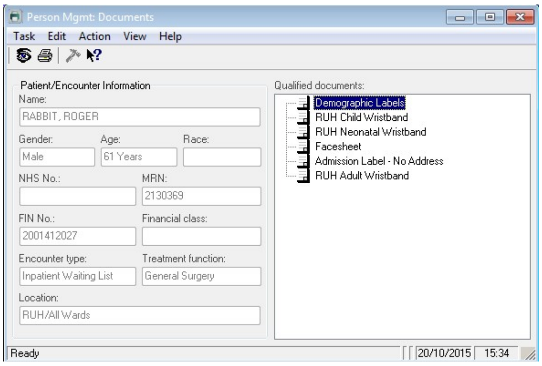
Step 4. Enter the **Patient's Details**

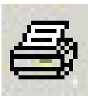
IMPORTANT: It is absolutely essential that you select the correct encounter from the list at the bottom of the search window.

You MUST select the Inpatient encounter that has no Discharge Date.

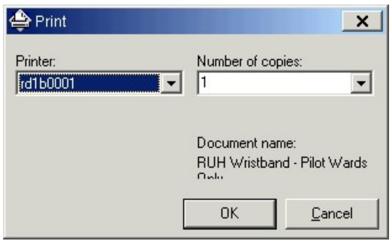
Step 5. Click **OK**

Step 6. Select the **wristband, labels** or **facesheet**



Step 7. Click the **Printer**  button

Step 8. Select the relevant printer.



Step 9. Click **OK**.

Viewing Alerts

Step 10. In the patient's record in Powerchart click **Problems & Diagnosis** from the left menu.

Note: The problems pane is used for recording alerts (as well as clinical problems). What makes a problem an alert is selecting a flag in the classification field (e.g. patient preference flag).

Note: The Diagnosis is in the top part of the screen. The Problems / Alerts are in the lower part of the screen.

Patient Lists

Overview

There are a number of "lists" used in PowerChart.

Patient List

This is the "master list" for creating and managing lists. Useful for Ward Managers as it show Length of stays – LOS.

Marlborough Ward

Marlborough Ward - Inpatient - Not discharged

Alerts	Name	Nurse Unit	Room	Bed	Sex	Age	MRN	Length of Stay	Consultant	Medical Service	GP	Note	FIN	
	ZZZTEST, MAZ	Marlborough	Main	Bed 08	Female	49 years	2131824	6.1 Days	Hubbard , William N	Cardiology	Lakin , Nigel Peter		2001618081	
	ZZZTESTNEA, DJTWO	Marlborough	Main	Bed 01 (SR)	Female	22 years	2076197	1.9 Days	Marden , Bernard John	Paediatrics	Morley , Caroline Elizabeth		2001622272	
	ZZZTEST, LIZFOUR	Marlborough	Main	Bed 12	Female	32 years	2103880	121.1 Days	Mallet , Mark Louis	General Medicine	Swan , Catherine Elizabeth		2001488097	
	ZZZTESTMOVDIS, VERONICA	Marlborough	Main	Bed 15 (SR)	Female	76 years	2037391	292.0 Days	Lyell , Veronica Rachel	Geriatric Medicine	Not Known , GP - UK Resident		2001293336	
	ZZZTEST, CLAIRE	Marlborough	Chairs	Chair 02	Female	39 years	2075367	21.0 Days	Dyer , Christopher Ashley Elmer	Geriatric Medicine	Bevan , Christopher Martin		2001599136	
	ZZZTESTMR, CHRIS	Marlborough	Main	Bed 03 (SR)	Male	31 years	2091609	16.0 Days	Garg , Anupam	General Medicine	Hillen , Robert Samuel		2001604674	
	ZZZTESTP, MAT	Marlborough	Chairs	Chair 01	Female	31 years	2083582	95.2 Days	Watson , David Patrick	Accident and Emergency	Hillen , Robert Samuel		2001518709	
	ZZZTESTMOVDIS, SARA	Marlborough	Main	Bed 17 (SR)	Male	76 years	2037390	292.0 Days	Evans , Sara Elizabeth Wynne	Geriatric Medicine	Not Known , GP - UK Resident		2001293340	
	ZZZTESTMAY, ASHLEY	Marlborough	Main	Bed 04 (SR)	Male	27 years	2072375	403.1 Days		General Surgery	Roy , Barbara Fulton		2001176077	

Patient Access List (PAL)

Patient Access List This is the main list used by the nurses to view the Bedboard including outstanding assessments, D/C Status, plus lots more.

Marlborough Ward — Shift: 17 February 2016 00:00 GMT - 17 Fe

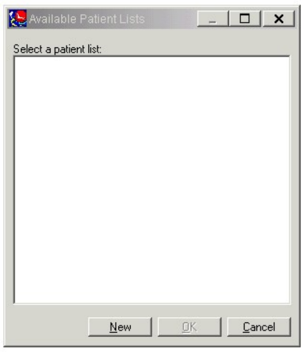
Name	Room	Bed	Alerts	Allergy	Consultant	New Orders	Overdue	PRN/Contir	Current	EDD	D/C Status	PDD	Ward Cmnts
ZZZTEST, CLAIRE	Chairs	Chair 02	Patient at Risk + Vu		Dyer , Christopher Ashley					15/Feb/16	Red		
ZZZTEST, LIZFOUR	Main	Bed 12	Patient at Risk		Mallet , Mark Louis					28/Jan/16	Green		
ZZZTEST, MAZ	Main	Bed 08			Hubbard , William N					13/Feb/16	Green		Updated 12/
ZZZTESTMAY, ASHLEY	Main	Bed 04 (	Vulnerable Patient							18/Jan/16	Green		bbvcxbcx
ZZZTESTMOVDIS, SARA	Main	Bed 17 (	Patient at Risk		Evans , Sara Elizabeth Wy					01/Feb/16	Green		
ZZZTESTMOVDIS, VERONICA	Main	Bed 15 (	Patient at Risk		Lyell , Veronica Rachel					01/Feb/16	Green	Yes	
ZZZTESTMR, CHRIS	Main	Bed 03 (	Patient at Risk		Garg , Anupam					06/Feb/16	Red		
ZZZTESTNEA, DJTWO	Main	Bed 01 (			Marden , Bernard John								
ZZZTESTP, MAT	Chairs	Chair 01	Patient at Risk		Watson , David Patrick					19/Jan/16	Green		

Create a Patient List – Ward List

The first time you open Powerchart on your smartcard you will need to create a Patient List for your ward. You can set up lists for several wards if necessary. These will be saved on your smartcard provided that you use Task/Exit when closing Powerchart.

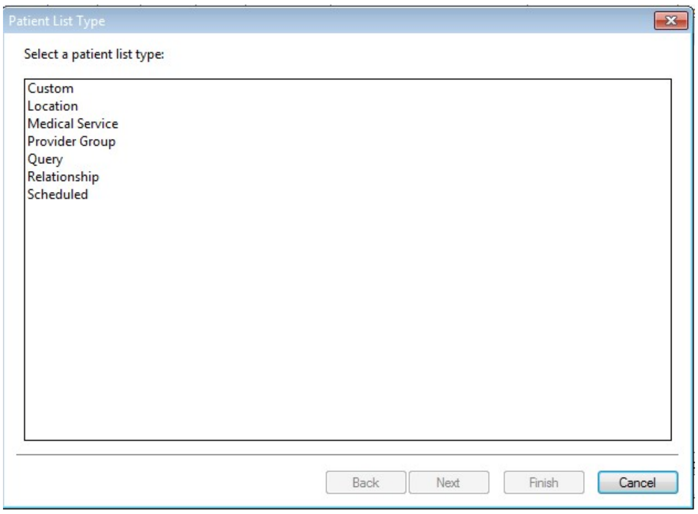
Step 1. Single click to open **PowerChart**

Step 2. When you first open PowerChart on your smartcard **Available Patient Lists** will be empty and you will need to create a patient list for your ward.



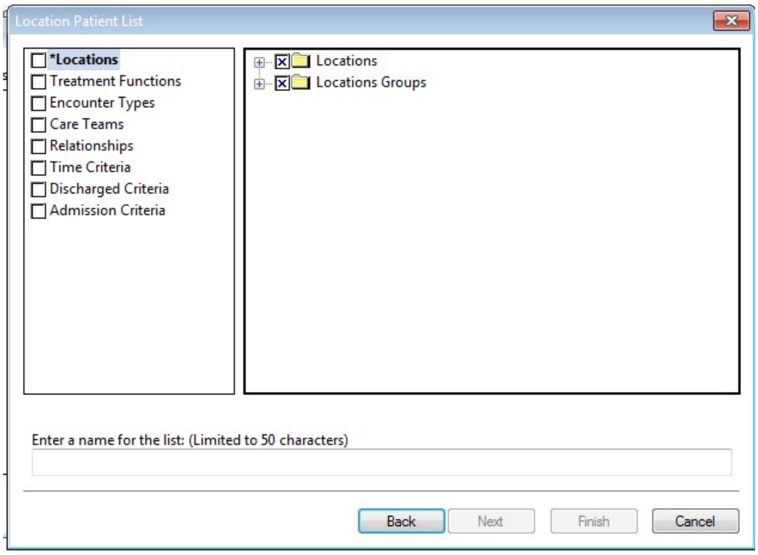
Step 3. Click **New**

Step 4. For the Patient List Type select **Location**



Step 5. Click **Next**

The **Location Patient List** dialog has two panes like this:



Step 6. Click the Plus **Locations** to expand the list

Step 7. Click the Plus **Royal United Hospital** to expand the list

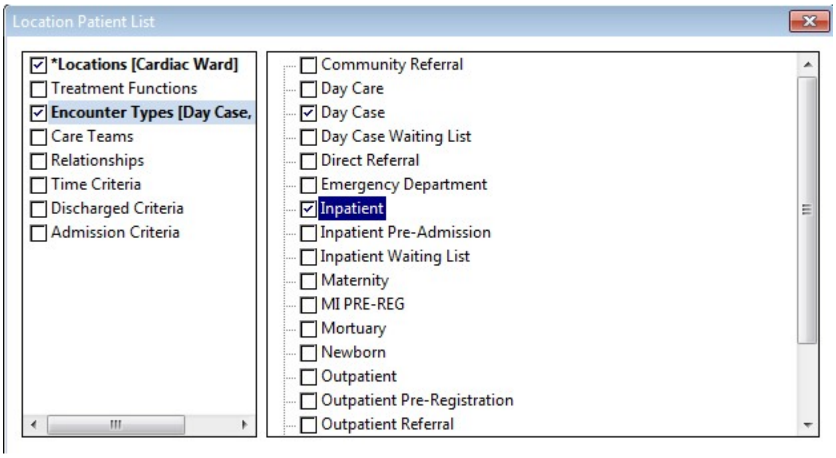
Step 8. Click the Plus **All Wards** to expand the list

Caution: Be careful not to tick the box next to All Wards. This would result in a list of all patients in all wards!

Step 9. Tick the box next to the ward e.g. Cardiac Ward

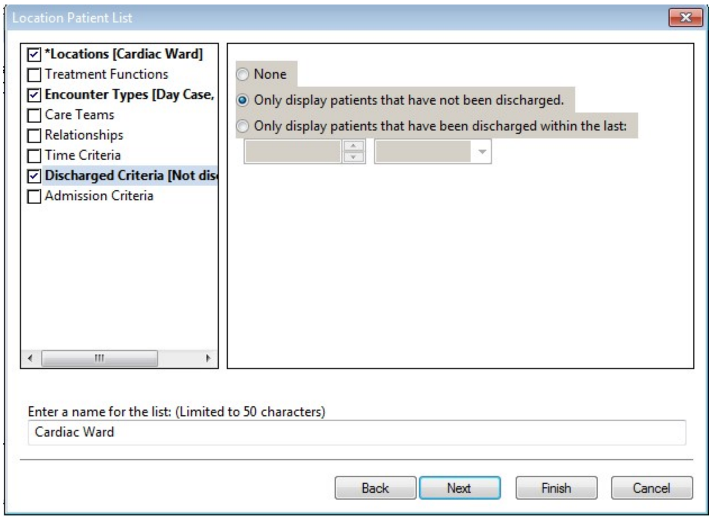
Step 10. On the left select **Encounter Types** Encounter Types

Step 11. Tick the box next to **Inpatient** Inpatient and **Daycase** Day Case



Step 12. On the left select **Discharged Criteria** Discharged Criteria

Step 13. Select '**Only display patients that have not been discharged'**



Step 14. Click **Finish**

Step 15. The **Established Relationship** dialog window will be displayed showing a list of patients from your ward (all ticked)

Step 16. Select an appropriate relationship (Nurse Access Role) from the drop down box. Click OK.

Result: The Patient Access List will be displayed.

Activity List

The activity list is the nurses primary point of reference for Powerforms.

Task retrieval completed

		Task Status	Task Description	Scheduled Date and Time	Completed Date and Time	Charted By
		Complete	Patient Status	01/Feb/2016 10:49 WET	01/Feb/2016 11:36 GMT	Flower , Jessica
		Complete	Patient Status	01/Feb/2016 11:04 GMT	01/Feb/2016 11:09 GMT	Ruddick , Chris (ex)
		InProcess	Chris Test	10/Mar/2015 09:58 GMT		Ruddick , Christopher
		InProcess	Ash Test 2	07/Jul/2015 15:08 BST		Woodland , Mark James
		InProcess	Bronchiectasis Proforma New	04/Jan/2016 16:17 GMT		Woodland , Mark James
		InProcess	Ash Test	19/Jan/2016 10:24 GMT		Woodland , Mark James
		Overdue	VTE Compliance	01/Feb/2016 10:49 WET		

List displays Task Status, Description, Scheduled Date & Time, Completed Date & Time and identifies who it was Charted By (identified from the smartcard).

Symbols

Pending 

Pending tasks are generated automatically upon admission for IRA1, IRA2 MUST forms and Patient status. They remain “pending” dependent upon the PowerForm’s assigned completion time i.e. IRA1 = within 6 hours. Other Powerforms appear inconsequence of other Millennium events.

InProcess 

This indicates that a PowerForm has been started and saved, but not Signed.

Overdue 

A task or PowerForm that has gone past its scheduled completion date/time i.e. IRA2 over 24 hours.

Previous Encounters 

Powerforms from previous encounters may be displayed, identified by the symbol  and by the date.

Assessments

Electronic Nursing Assessments are all displayed under the Activity List. The initial assessments required for a patient are ordered automatically by the system on admission.

All assessments work in the same way, with mandatory fields indicated in yellow. Answering a question may lead to follow-up questions.

Once all the tabs on the left have been completed – the red star turns to a green tick the document can be saved or signed.

Malnutrition Universal Screening Tool (MUST)

HCAs may be asked to complete the MUST form which is generated on admission.

Step 1. In the **Patient Access List** double click the patient's name to open their record

Step 2. Select **Activity List** from the left menu Activity List

Step 3. Click the **Powerform** tab PowerForms

Step 4. Double click the MUST form

Malnutrition Universal Screening Tool

The MUST form is now open.

Step 5. Select either Height and Admission Weight or MUAC

○ Height and Admission Weight ○ Mid Upper Arm Circumference (MUAC)

Tip: To access reference information (e.g. Height, Weight or MUAC) right click on the field and select "Reference Text"

Note: If using MUAC remember to complete the BMI range as indicated (this is automatic if using Height and weight).

Note: Blue writing provides guidance regarding the BMI and MUST score

Step 6. Refer to dietitian if MUST score is 3 or more or clinically indicated >3

If MUST Score 3 or more or clinicaly indicated > 3, refer to dietitians

Refer to Dietitian? ◉ Yes ○ No

Step 7. Complete all mandatory fields and read all blue advisory text.

Tip: The white tick indicates that all the mandatory fields are complete Malnutrition Univ

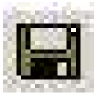
Step 8. Click the sign icon (top left of screen) to sign the form.

In the Activity List the Powerforms display the status of complete, the date and time and the person who completed the form.

The signed document can be viewed in the Documentation menu tab.

To Save an Assessment

This may be used by Band 4 staff and below to await authorisation or if interrupted during completion.

Click the save  icon. In the activity list the status will be 'in process'.

Note:	If you save the form it will be shown on the Activity List as 'In Process'.
Note:	A saved powerform will remain in the Activity List. A signed powerform is saved in Documentation as part of the patient's record.

Documentation

All signed documents can be viewed in the Documentation tab on the left menu including:

Discharge summaries, patient status, op notes, theatre assessments, risk assessments, correspondence.

Step 9. Within the patient record click **Documentation** tab 

on the left menu

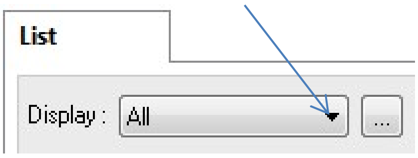
Step 10. Single click on the document to view it in the preview window

Step 11. Click the **Print** button if this is required.

Note:	Double click to open it ready to modify. If opened in error click the Cancel button to close without modifying.

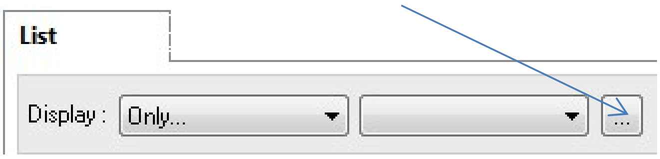
Filter the Documentation List

Step 12. Click the drop down arrow next to the Display All



Step 13. From the options select **Only**

Step 14. Click the drop down arrow

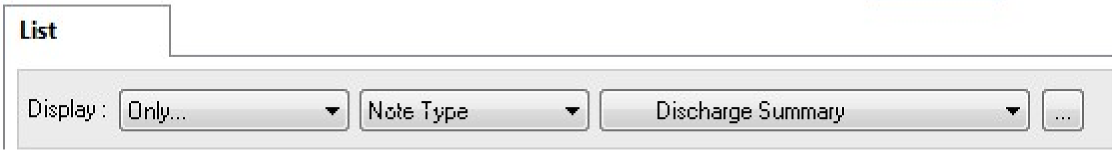


Step 15.

Step 16. From the options select **Note Type**

Step 17. Click the drop down arrow

Step 18. From the options select the document you want to filter to



Printing the Discharge Summary

The Discharge Summary will automatically be sent to the GP once the discharge summary has been finalised by a doctor and the patient is discharged from the bed board.

Step 19. Single click on the discharge summary to select it.

Step 20. The system will display the document in the right hand pane.

Step 21. Use the **Print** icon Print to print the document.