

Start Of Shift

Responsibility	Pre Go-Live (Paper based chart)	Post Go-Live (Paper lite chart)
Patient List:	Access Patient list for unit	Access care compass for unit
Chart Assembly:	Ensure all new admissions have paper chart assembled	Ensure all new admissions have paper lite chart
Prioritization of Day	<ul style="list-style-type: none"> Review Orders. Review and Prioritize Tasks. Review patient alerts, precautions, and Medical scope of Treatment on each chart Review Planned discharges. 	<ul style="list-style-type: none"> Review Orders. Review and Prioritize Tasks. Review patient alerts, precautions, and Medical scope of Treatment on banner bar Review Planned discharges.
Diagnostic Imaging	<ul style="list-style-type: none"> Determine Imaging Tests/ Procedures Inform Nurses and HCAs of Medical Imaging Appointments for the day. Ensure stretchers/ wheelchairs are available on unit for use. 	<ul style="list-style-type: none"> Determine Imaging Tests/ Procedures Inform Nurses and HCAs of Medical Imaging Appointments for the day. Ensure stretchers/ wheelchairs are available on unit for use.

During Shift

Responsibility	Pre Go-Live	Post Go-Live
Chart Forms	Add missing paper chart forms	Ensure paper lite chart complete
Patient Labels	Patient charts have additional labels (addressograph)	Ensure paper-lite chart has additional printed labels
Notifications	When notified, update chart to reflect changes (infection control, mobility, etc. in Kardex)	When notified, communicate with team (infection control status, mobility, etc.)
Order Management	Paper Chart: <ul style="list-style-type: none"> Order transcription Reviewing of flags 	From CareCompass: <ul style="list-style-type: none"> Communicate with team members as appropriate about new orders. Review "Orders" tab in Patient's chart for any discrepancies (diets, lab work, etc.) and alert Nurse if orders need to be changed. Review "Orders" tab in Patient's chart for Diagnostic Imaging, NUA Communication, Appointments for

		<p>Procedures, etc., and communicate as appropriate</p> <ul style="list-style-type: none"> • Communicate new Consult or MRP/Service Change orders to Patient Placement. • Document Consult in Provider Notifications. • Mark MRP changes as “Done”, once task is completed. • Follow up with Interdisciplinary Consults if an excessive amount of time has passed since Consult was ordered.
Interprofessional Communication		
Infection Control Signs	<ul style="list-style-type: none"> • Ensure Infection Precautions are consistent and correct in CCM and Powerchart, and check Signs outside Patient’s Room 	<ul style="list-style-type: none"> • Ensure Infection Precautions are consistent and correct in CCM and Powerchart and check Signs outside Patient’s Room.
Assisting CNL	<ul style="list-style-type: none"> • Assist CNL with unit needs, based on discussion 	<ul style="list-style-type: none"> • Assist CNL with unit needs, based on discussion
Downtime Preparedness	<ul style="list-style-type: none"> • Maintain Downtime grey bin. • Ensure Downtime computer is turned on and staff members have logged onto it recently. • Educate Unit staff on process for downtime and where to find information on the intranet. 	<ul style="list-style-type: none"> • Maintain Downtime grey bin. • Ensure Downtime computer is turned on and staff members have logged onto it recently. • Educate Unit staff on process for downtime and where to find information on the intranet.
Family Communication	<ul style="list-style-type: none"> • Answer questions and give direction as appropriate. • Refer to nurse when family is requesting update on patient’s condition or clinical information. 	<ul style="list-style-type: none"> • Answer questions and give direction as appropriate. • Refer to nurse when family is requesting update on patient’s condition or clinical information.
Patient Transfer	<ul style="list-style-type: none"> • Call main contact person and advise them once patient has moved to another unit. 	<ul style="list-style-type: none"> • Call main contact person and advise them once patient has moved to another unit.
Unit Needs	<ul style="list-style-type: none"> • Order supplies or equipment that are needed. 	<ul style="list-style-type: none"> • Order supplies or equipment that are needed.

	<ul style="list-style-type: none"> Assist nurses with calling Material Porters to order supplies and equipment. 	<ul style="list-style-type: none"> Assist nurses with calling Material Porters to order supplies and equipment.
Patient Movement	<ul style="list-style-type: none"> Liaise between Staff and Patient Access and Flow 	<ul style="list-style-type: none"> Inform Unit Staff of notifications in TeleTracking (e.g., beds assigned for transfers, etc.).

End of Shift

Responsibility	Pre Go-Live (Paper based chart)	Post Go-Live (Paper lite chart)
End Of Shift	Alert Nurse of patient being assigned to bed	Restart all computers for next day
Update Discharge Dates	<ul style="list-style-type: none"> Document in Admission/ Transfer/ Discharge Log. Update Conference room White board with patient info and consults. 	<ul style="list-style-type: none"> Enter planned discharge dates from Conference room whiteboard in EDD section of Discharge Planning Ongoing Assessment Powerform Update Pending Encounter Discharge Date
Upcoming Discharges	<ul style="list-style-type: none"> Tidy/Organize Nursing Station area. Remove/update outdated materials/notices. Make lists of supplies to be ordered. 	<ul style="list-style-type: none"> Arrange Transport if necessary. Start transfer package print out and fax prescriptions if necessary.

Patient Admission

Responsibility	Pre Go-Live (Paper based chart)	Post Go-Live (Paper lite chart)
Bed Assigned	Alert Nurse of patient being assigned to bed	Alert Nurse of patient being assigned to bed
Patient Arrival	<ul style="list-style-type: none"> Document in Admission/ Transfer/ Discharge Log. Update Conference room White board with patient info and consults. 	<ul style="list-style-type: none"> Document in Admission/ Transfer/ Discharge Log. Update Conference room White board with patient info and consults.
Family Orientation	<ul style="list-style-type: none"> Verify patient has correct "ID label" on armband. If family is accompanying patient, provide Unit Orientation to family members. Provide Unit Orientation Booklet to family (if applicable to Unit) 	<ul style="list-style-type: none"> Verify patient has correct "ID label" on armband. If family is accompanying patient, provide Unit Orientation to family members. Provide Unit Orientation Booklet to family (if applicable to Unit)

Patient Chart	<ul style="list-style-type: none"> • Complete patient’s transport information. • Ensure Paper chart contains correct forms and labels. 	<ul style="list-style-type: none"> • Complete patient’s transport information. • Ensure Paper-lite chart contains correct forms and labels.
Patient Demographic Reconciliation	<ul style="list-style-type: none"> • Communicate discrepancies to Patient Placement. • If family present at admission, confirm who will be Emergency Contacts 	<ul style="list-style-type: none"> • Communicate discrepancies to Patient Placement. • If family present at admission, confirm who will be Emergency Contacts, and ensure contact information is correct and updated in EHR.
Bed Tag Attached to bed	<ul style="list-style-type: none"> • - 	<ul style="list-style-type: none"> • -

Evening Shift

Responsibility	Pre Go-Live (Paper based chart)	Post Go-Live (Paper lite chart)
Planned Discharge	Update whiteboard with EDD	<ul style="list-style-type: none"> • Revise EDD in “Discharge Planning Ongoing Assessment” following Structured Team Report, or when a change has occurred. • Enter/Revise Pending Encounter Discharge date.
Patient Discharge	<ul style="list-style-type: none"> • Document in Admission/ Transfer/ Discharge Log. • Update Conference room White board with patient info and consults. 	<ul style="list-style-type: none"> • Update information in “Discharge Planning” and “Discharge Transportation” sections of the Discharge Planning Ongoing Assessment powerform • Coordinate Transportation with Patient’s family and/or transportation Provider

Patient Discharge

Responsibility	Pre Go-Live (Paper based chart)	Post Go-Live (Paper lite chart)
Planned Discharge	Update whiteboard with EDD	<ul style="list-style-type: none"> • Revise EDD in “Discharge Planning Ongoing Assessment” following Structured Team Report, or

		<p>when a change has occurred.</p> <ul style="list-style-type: none"> • Enter/Revise Pending Encounter Discharge date.
Patient Discharge	<ul style="list-style-type: none"> • Document in Admission/ Transfer/ Discharge Log. • Update Conference room White board with patient info and consults. 	<ul style="list-style-type: none"> • Update information in “Discharge Planning” and “Discharge Transportation” sections of the Discharge Planning Ongoing Assessment powerform • Coordinate Transportation with Patient’s family and/or transportation Provider
Outstanding Medical Imaging	<ul style="list-style-type: none"> • Clarify with Discharging Physician if tests outstanding are to continue and be done as outpatient, or if they are to be cancelled, and alert Medical Imaging if the test is to continue or be cancelled. 	<ul style="list-style-type: none"> • Clarify with Discharging Physician if tests outstanding are to continue and be done as outpatient, or if they are to be cancelled, and alert Medical Imaging if the test is to continue or be cancelled.
Transfer to Another Facility	<ul style="list-style-type: none"> • Copy appropriate sections of chart required for patient transfer 	<ul style="list-style-type: none"> • Print appropriate sections of Medical Record Request transfer package
Physical Discharge	<ul style="list-style-type: none"> • Coordinate with Access and Flow 	<p>PM Conversation</p> <ul style="list-style-type: none"> • Enter Pending Encounter Discharge if not already done. • Discharge patient from Powerchart after they have left.
Transfer to another VIHA Acute Care Site	<ul style="list-style-type: none"> • Copy relevant elements of chart for continuity of care 	<ul style="list-style-type: none"> • Copy Admission/ Separation, allergy sheet, current MOST order, GP notes/outside Consults, and ECGs.