Slide	Caption(s)
Agenda	
3	• Patient Education • Medication Education • Follow up • Learning Outcomes • Learning Checkpoint • Depart/Discharge Process • Downtime & Recovery Documentation
Patient Education	
7	**Patient Education Basics**
8	• Patient Education takes place throughout the course of the patient's visit and is documented using the Patient Education tool available in the Actions tool bar at the top of the screen.
9	• When education has been provided, click the tool bar button to launch the tool.
10	• The Patient Education tool is divided into two sections. These can be seen as tabs in the upper left corner, underneath the demographics banner bar. These are Instructions and Follow Up.
11	• The default tab is Instructions and this is where you can select and print patient education materials.
13	**Suggested Education Filter**
14	• There are several filters that can be selected across the top of the window. If the patient has had a diagnosis entered by the medical team, then the Suggested filter will usually be selected by default. • This filter shows the available educational content recommended for patients with the selected diagnosis. Results display in the pane underneath the filter buttons. • Meaningful Use requires that at least one of the suggested topics be selected for the patient at some point during his stay.

14 • Please note, however, that if none of the available content in this view is pertinent or appropriate to the patient, then you are not expected to choose it just to meet this requirement. Please use your nursing judgment.

• In addition to Suggested, there are buttons for All (yields results from the entire database), Personal Favorites (yields results from content marked as favorite by you), and Custom (yields results from member organization developed custom content only).

15 • Use the scroll bar to view available results.

19 • Double-click to select a topic from the results list.

21 • The selected topic title will display in the Selected Instructions pane on the left and a draft of the printout will display in edit-mode on the right.

24 • If appropriate, you may customize the instructions to meet the patient's needs.

28 • IMPORTANT: Do not change the title of the document, as this creates problems when the document is saved in the patient's record.

• For instance, do not remove the word "pediatric" from the title of instructions with the intention of providing them to an adult. Instead, choose an appropriate adult topic.

• When the document is ready to be printed for the patient, click the Print button at the bottom of the window.

29 • Click the Save button to save the document to the Patient Education folder in the Notes link. (This will also appear on the Patient Summary link.)

31 **All Education Filter**

32 • There will be many times when you need to find content outside the Suggested titles. In order to search all content, you must first change the filter to All. Click the button to do this.

33 • Use the Search field on the left to find the content for which you are looking.

34 • The tool will begin searching right away.

35 • From here, you may use the same process to select the desired content. Simply double-click the appropriate topic from the list.

40	**Removing a Selected Instruction**
42	• If a topic is selected in error, you may remove it by clicking the red x icon to its left in the Selected Instructions pane.
43	• A warning window will pop-up. Select Yes to proceed.
44	• Click the Close button to close the tool, once any new documents have been Printed and Saved.
Medication Education	
47	**Medication Instructions**
48	• There are two ways to administer medication-related materials to the patient in the Patient Education tool. Let's take a look...
49	• The first way is to use the Instructions database. It's best to switch to the All education filter first. Otherwise, you'll just search the results using Suggested education.
51	• Let's search for Lopressor.
53	• Choose the match from your results.
55	• As with any topic selected in this manner, the instructions can be customized for your patient, as needed.
56	• When you are ready, click Print and then Save.
59	**Medication Leaflets**
60	• Another option is to print from the Medication Leaflet tool. This can be accessed via the Pill/Magnifying Glass button in the upper left corner of the window.
62	• Type the medication name into the Search field and then click the Ellipsis button to its right.
64	• Choose the correct option from the pop-up window.
65	• And then click OK.
68	• Medication Leaflets cannot be edited. Click the Print button to print.

69	• Click OK to close the window.
70	• The Medication Leaflet title will display in the Medication Leaflet tool, but does not get added to the Selected Instructions pane here, on the Instructions tab. Click Close to close Patient Education.
Documenting Follow Up	
73	• As appointments are made in the Millennium registration system, they will appear on the Follow Up tab of the Patient Education tool.
	• Any time an appointment is needed, but has not yet been scheduled, is made at an outlying facility, or the patient needs to know who to call in the event that certain conditions occur (e.g. fever or bleeding), it will be necessary to add this information on the Follow Up tab.
	• To start, click the Patient Education button in the tool bar.
74	• Click to select the Follow Up tab.
75	• This tool will create instructional sentences for the patient. Begin in the upper left corner, in the "Who" pane. You can see there are several search options. Choose the one most appropriate for the patient.
	• I'm going to use the Provider Search. Since Provider Search is already selected, I can type the physician's last name into the search field.
76	• The physician's contact information will appear on-screen. Notice that a sentence is starting to form at the bottom of the window.
	• Next, move to the "When" pane. There are many available options. Choose the options that match the needed patient instructions.
80	• In the "Comment" pane, there are a variety of pre-formed instructions to choose from, if appropriate.
82	• Once you've selected one of these, it will appear in the window to the right. You can then modify, as needed.
84	• Preview the sentence in the pane at the bottom of the window. Make any needed updates/corrections. When you have confirmed the instructions are correct, you are ready to proceed.
	• If the only changes you have made while in the Patient Education tool are on the Follow Up tab, please click the Save Follow Up Only button.

84	• If no changes were made on the Instructions tab, then clicking the Save button will cause a blank document to appear on the Notes link. This is problematic, as it clutters the record and generates unnecessary questions during legal chart reviews. • If you click the Save button in error and generate a blank document, please contact the IS HelpDesk and ask that the document be marked In Error. Unfortunately, this is the only way the document can be removed from the active record.
85	• Click the Close button when done.
Learning Outcomes Documentation	
88	• Documentation of learning outcomes is performed in the Interactive View and I&O link. Remember, you can access this via the Menu on the left...
90	• ... Or through several of the components on the Patient Summary Link. I'm going to use Flagged Events because it is right at the top of the window.
91	• For illustrative purposes, you can see the Adult, Pediatric, and Newborn Neonate Education bands on-screen. In actuality, you will see the band most appropriate for your patient. These bands are where you will document learning outcomes.
92	• The education bands contain many sections to allow you to document learning outcomes for a variety of types of education.
99	• Use the methods discussed in the Interactive View and I&O eCourse to document.
Learning Checkpoint	
101	You are caring for a patient who was admitted with community-acquired pneumonia. Find, Print, and Save instructions for the patient using the Instructions and Follow Up tabs of the Patient Education tool. Scenario Details: Patient: TRAIN, EMHSRN34 Needed education: Pneumonia (Adult) *NOTE: Patient does not tolerate Ibubrofen.* Albuterol pressurized suspension (inhalation)
102	Needed Follow Up: Call to schedule an appointment within 1 week with your PCP, Sarah Crane.
103	• Open the Patient Education tool.

104	• It's important to use a Suggested education topic whenever appropriate.
105	• Select the correct topic from the results.
106	• Click the scroll bar to scroll through the educational document.
108	• Double-click "ibuprofen" to delete it from the instructions. I'll go ahead and do that now.
111	• It's time to look for the Albuterol instructions. Where should you click next? Go ahead and do so.
112	• Click into the search field.
114	• Choose the correct title in the results list.
115	• Since you need to enter information on the Follow Up tab, you can wait to Print & Save until after you've created the follow up instruction. Click to open Follow-Up.
116	• Click into the Provider field.
118	• Click to open the "Within" dropdown in the "When" pane.
119	• Make the best selection based on the Scenario Reminder.
121	• Now, you updated both, the Instructions and Follow Up tabs, so you need to click Print next. Go ahead and do so.
122	• Click Save.
123	• And click Close to exit the tool.
124	• Fabulous! You have successfully documented using the Patient Education tool!
Depart/Discharge Process	
127	Patient Discharge is a process shared by Registered Nurses and members of the Medical Team. It is out of scope for Nursing Students. Here's a high-level overview of what is entailed... • Physician, PA, or APN performs Discharge Medication Reconciliation and then creates a Discharge document that includes the medications the patient is to go home on, as well as, any additional instructions.

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- The patient's nurse reviews the patient's medication list and contacts the physician with any discrepancies.
- Once the medication list is accurate, the nurse opens a tool called, Depart. Here, (s)he enters any additional discharge instructions, follow up information, and makes sure that any procedures that occurred during the patient's stay are entered.
- The nurse prints a Patient Visit Summary which is then reviewed with the patient and/or patient's caregivers prior to discharge.

Downtime & Recovery Documentation

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- Unplanned Millennium Downtimes are, thankfully, few and far between. There are Planned Downtimes at intervals throughout the year. These are announced well in advance.
- IS uses a three color Downtime Announcement System:
  - Millennium Status Red = Millennium is unavailable
  - Millennium Status Yellow = Millennium is partially available (if you are logged in, it is recommended not to log-out)
  - Millennium Status Green = Most Millennium functionality is fully operational
- In the event that you are working during a Millennium Status Red, each unit has a Downtime Toolbox containing all the paper forms needed for use during downtime.
- In addition, all inpatient units and EDs have at least one computer designated for downtime usage. These can be identified by the presence of a sticker that states, "724Access Downtime Viewer PLEASE DO NOT TURN OFF."
- The back-up program is called 724Access and provides only a "snapshot" of patient data at the point 2 minutes prior to the downtime. Selected information from the previous 30 days (current inpatient encounter specific) will be available for staff to view during downtime.
- At the end of the downtime, much of the clinical data must be entered into the electronic medical record. Detailed instructions are available in the Downtime Toolbox.

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Thank you! This concludes this eLearning module. Please contact the IS Help Desk with any questions, issues, or concerns.