ONE McLaren

Cerner Flash

Capacity Management Workflows
Impacted Areas: Acute Hospital Settings

Some workflows in Capacity Management by the unit staff are causing some unintended downstream affects and issues for our transporters and patient placement staff. Two frequent issues we are seeing are outlined below.

Patient Discharges:
When using transport and discharging a patient, please do not discharge the encounter via PM Conversation until you see the patient actually leaving the unit!
Why is this important? This is important because if transport has not yet "started" the job on their device and the encounter is discharged, their transport job gets canceled and disappears. This causes major delays in moves and is understandably frustrating to our transport staff.

Moving Patients Within the Unit:
Please do not move patients within the unit or reassign beds without speaking to patient placement.
Why is this important? This is important because our patient placement staff may have targeted certain beds for admissions or other needs and if they are unaware of changes you are making, it is challenging to unravel what has occurred. This causes a slow down in patient bed assignments and throughput as they attempt to investigate the unexpected changes.

Common Workflows Overview:
If a transport was requested in error and needs to be canceled, please call the transport dispatcher (day shift) or patient placement/nursing supervisor (night shift) to correct.

If a job needs to be made STAT, please contact the transport dispatcher (day shift) or patient placement/nursing supervisor (night shift).

McLaren
HEALTH CARE

Doing what's best