ONE McLaren

Cerner Flash

Ambulatory: Open Items for Note Not Started

December 20, 2022

Open Items for Note Not Started Overview

Current State Issue: There have been multiple reports from Ambulatory and Cross-Venue Providers that the **Open Item** for **Note Not Started** is being satisfied prior to the office visit note being documented/completed.

After some investigation, it has been determined that the Cerner system is completing this Open Item for additional types of documentation (nurse notes/procedural documentation) outside of the Provider's note. This is resulting in the Open Item for the note displaying as "Note Completed" prior to that documentation being done.

Resolution: Effective12/22/22, the system is being reconfigured to exclude documentation that is unrelated to the Provider's note. This will ensure that the system only completes the Open Item for the note when the note is truly documented and signed.

- Moving forward, the Ambulatory Open Items will not be used to track Nursing or Procedural documentation. The Open Items is intended for tracking provider office visit documentation only.

- Ops Managers may see Nursing visits with "Note Not Started", however this can be disregarded as a note is not required and isn't intended to be tracked via Open Items.
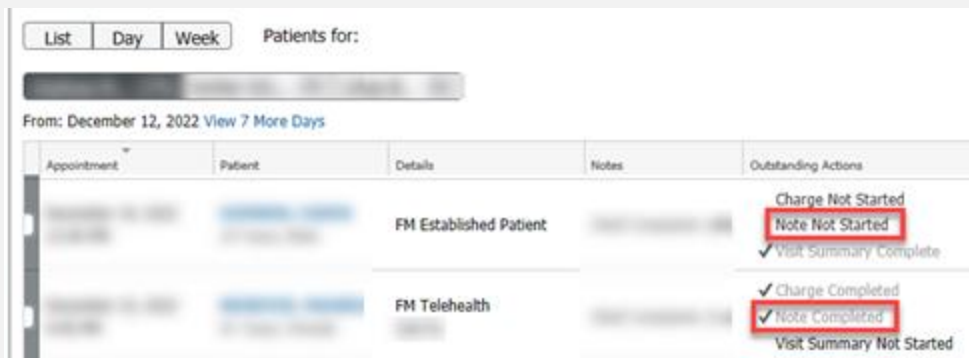
Positions Impacted: All Ambulatory and Cross-Venue Providers

Please click the link below to view the spreadsheet that lists the note types that satisfy the Open Item for the provider note.

- Open Items -Items to Resolve 'Provider Note Documented'.xlsx

Example of Open Item for Note Not Started

The example below shows the Open Item for **Note Not Started**. This Open Item was being completed by the system prior to the Provider's note being done. Going forward, this Open Item will only display as complete when the Provider's documentation has been created and signed.

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