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QualityHealthNetwork.org

744 Horizon Court, Ste 210 • Grand Junction, CO 81506
970.248.0033



Thank you for joining the
QHN Hot Topics session.

***Advance Care Planning (ACP)
Documents in the QHN System***
presentation will begin shortly

Please place your phone and computer microphone
on mute during the presentation – thank you!

January 18, 2017



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970.248.0033



Hot Topics Session

Advance Care Planning (ACP) Documents in the QHN System

January 18, 2017

Presented by:

Sherri Corey,
Senior Clinical Account Manager



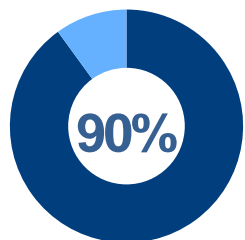
Annie Schudy, BSN, RN
Clinical Account Manager



Presentation Outline:

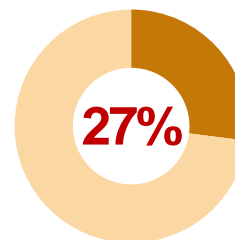
- ◆ ACP background – facts, what's changing
- ◆ A history of the Mesa County ACP initiative
- ◆ Process to upload and edit documents in QHN
- ◆ QHN changes to support quick access to ACP Documents
- ◆ A review of patient document types in QHN
- ◆ Wrap-up and questions

Consider the Facts

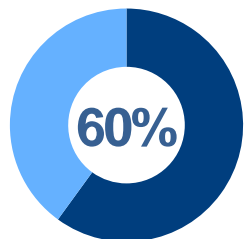


90% of people say that talking with their loved ones about planning for end-of-life care is important

But →

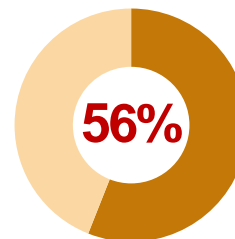


Only **27%** have actually done so, or completed advance care planning documents.

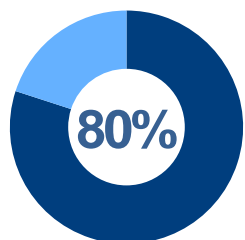


60% of people say that making sure their family is not burdened by difficult decisions is "extremely important"

But →

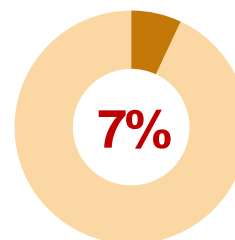


56% have not communicated their end-of-life wishes or completed advance care planning documents



80% of people say that if seriously ill, they would want to talk to their doctor about end-of-life care

But →



Only **7%** report having a conversation with their provider or completing advance care planning documents

Source: Survey by the Conversation Project 2013

But this is changing...

A shift in the population and perceptions about the importance of ACP...

- ◆ Number of Americans ages 65+ is **projected to more than double** by 2060.¹
- ◆ The 65+ population will rise from the current **15% to 24%**.¹
- ◆ **34%** of total healthcare expenditures are in the last year of life.²
- ◆ Avoiding hospital/ICU admissions, during last six months of life would save an estimated **36%** of the nation's healthcare expenditures.³
- ◆ For every **\$1** spent on ACP there is a **\$2** savings of healthcare cost.⁴
- ◆ Only **17%** of all ACP documents are signed and scanned into a EHR.⁴
- ◆ **January, 2016 CMS finalized Medicare payment rules and began reimbursing providers for two 30-minute ACP counseling visits.**⁵

- ◆ In May of 2016 the Colorado Health Foundation launched a \$2.75M ACP initiative
- ◆ The three-year initiative designed to accelerate existing ACP efforts in Colorado and support innovative ACP demonstration projects
- ◆ Initiative goal: Increase individual and family health engagement through advance care planning

Mesa County ACP Workgroup

- ◆ HopeWest established a broad based community coalition to apply for a two-year CHF grant to increase individuals' confidence and competence in engaging in the healthcare system through:
 - Advancing the practice of physicians in palliative medicine concepts, setting care goals, “having the conversation”, and **recording this information so it is widely accessible.**
 - Motivating individuals to engage in the conversations required to execute the documentation for making their wishes known through appropriate use of advance care planning documents.
 - Aligning first responders, ED providers and other provider protocols to support respecting an individuals' end of life wishes in all care settings.

Community Coalition Partners:

- HopeWest (Hospice, palliative care provider)
- Rocky Mountain Health Plans
- Quality Health Network
- The Mesa County IPA
- Mesa County EMS System
- Attorneys specializing in elder law
- The Mesa County Advanced Care Planning Task Force
- LTPAC providers
- ED providers from all hospitals
- CMOs from all hospitals
- FQHC: Marillac Clinic
- Mesa County Health Care Leadership Consortium

Infrastructure & Systems Commitments:

Initiative Partners will:

- Review and have consensus on ACP forms for specific institutions like hospitals/nursing homes. Outcome:
 - Genesis of new community-wide ACP form: Emergency Response Wishes
 - For LTPAC setting use of MOST (Medical Orders for Scope of Treatment) form
- Draft community-wide guide to ACP and draft sample physician office policies/procedures.
- **Achieve a standard that all ACP Documents will become part of the QHN HIE data base.**
- Launch a community-wide “butterfly folder” initiative that will provide a common place for critical medical and ACP documents to reside in the household of seriously ill individuals.

Mesa County ACP Workgroup: Community-wide ACP form

Emergency Response Wishes

Name: _____ Date of Birth _____

- ☐ I want all attempts of resuscitation to be considered in an emergency situation. (Initials: _____)
- ☐ I want CPR if my heart stops. (Initials: _____)
- ☐ I want intubation for breathing assistance. (Initials: _____)

I generally wish to decline any medical treatment that does not provide reasonable benefit to my current condition and wish to allow a natural death (A-N-D).

- ☐ I do not want CPR if my heart stops. (Initials: _____) DNR
- ☐ I do not want to be intubated for breathing assistance. (Initials: _____) DNI

The person I appoint to decide my health care treatment if I become unable to make my own decisions (Medical Durable Power of Attorney or MDPOA) is:

Name: _____ Phone# _____

If that person is unreachable, I appoint:

Name: _____ Phone# _____

Your Signature: _____ Date: _____

Power of Attorney if appointed: _____ Date: _____

Witness #1 (optional): _____ Date: _____

Witness #2 (optional): _____ Date: _____

(The witnesses should not be a health care provider OR health care employee or a family member or expected beneficiary)

Recommendations:

- Discuss these wishes with your close family members and those persons you will ask to make medical decisions if you are unable to do so.
- Take to your primary physician to sign and upload into Quality Health Network (QHN), the regional health information exchange. Providers note: Instructions for uploading this form are available under the Resources tab, QHN System Tip Sheets, at: www.qualityhealthnetwork.org.
- Keep this in a "butterfly folder" on your refrigerator. This folder is used to notify emergency personnel of your wishes, and may be taken with you if you are admitted to the hospital.
- Complete a Medical Durable Power of Attorney (MDPOA) wallet card with this information. Cards are available at www.hopewestco.org or at your doctor's office.

Provider Signature (optional) _____ Date: _____

NOTE: If patient is in Nursing Home, Assisted Living or Hospital the M.O.S.T. form should be completed.

This form was designed and approved by the Mesa County ACP Project Team 11/2016. Contact HopeWest at 970-257-2360 for more information.

QHN Results Becky Jessen (bjessen)™ Sign Out

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My Results Organization Results **Patients**

Patient » Qwerty, Jacque

Patient Actions

- Back to List
- Download CCD
- Download CCDA CCD
- Download Summary PDF
- Configure Layout
- Filter Displayed Items By Date
- Patient Choice Form

Qwerty, Jacque Female 07/09/1982 (34 yrs) (Community ID:200000022202)
411 THIS PLACE, GRAND JUNCTION, CO 81502

Summary More Patient Information Patient Groups Patient Documents Lab Charts

Laboratories (16)

Date	Name	Source
02/27/2015	CHEM7	AVHOSP
02/27/2015	Basic Metab...	PMEDCN
02/27/2015	BASIC MET...	SMHRMC
02/27/2015	MAGNESIU...	COMHSP
02/27/2015	BASIC MET...	DCMHSP
02/27/2015	BMP 6	FWWEST
02/27/2015	BASIC MET...	VVHOSP
02/27/2015	BASIC MET...	MMHOSP

Imaging (2)

Date	Name	Source
02/26/2015	CHEST (2 V...	MMHOSP
02/23/2015	MRI BRAIN ...	SMHRMC

Ambulatory Encounters (10) More

Date	Admission Type	Source
12/07/2015		GJENDO
02/27/2015		SMHRMC
02/26/2015	Emergency	PMEDCN
02/26/2015	ER	MMHOSP
02/26/2015		SMHRMC
02/23/2015	Elective	FWWEST
02/20/2015	EL	COMHSP
02/19/2015	EL	COMHSP
02/03/2015	EL	COMHSP
01/30/2015		PMEDCN

Vitals (1) **Allergies (7)** More

Name	Value	Collected
WEIGHT	140 lb	10/29/2014

Documents (1) **Documentation (3)**

Date	Name	Source
12/07/2015	SURGICAL ...	GJENDO

02/20/2015	COMPREH...	COMHSP
02/19/2015	PROTEIN E...	COMHSP
02/03/2015	CBC WITH ...	COMHSP

**Navigate to patient of interest
Patient Summary.**

Uploading Documents to QHN

Organization Results Patients

Qwerty, Jacque

Qwerty, Jacque Female 07/09/1982 (34 yrs) (Community ID:200000022202)
411 THIS PLACE, GRAND JUNCTION, CO 81502

Summary More Patient Information Patient Group **Patient Documents** Lab Charts

Laboratories (16)

Date	Name	Source
<input type="checkbox"/> 02/27/2015	CHEM7	AVHOSP
<input type="checkbox"/> 02/27/2015	Basic Metab...	PMEDCN
<input type="checkbox"/> 02/27/2015	BASIC MET...	SMHRMC
<input type="checkbox"/> 02/27/2015	MAGNESIU...	COMHSP
<input type="checkbox"/> 02/27/2015	BASIC MET...	COMHSP
<input type="checkbox"/> 02/27/2015	BMP 6	FHWEST

Imaging (2)

Date	Name	Source
<input type="checkbox"/> 02/26/2015	CHEST (2 V...	MMHOSP
<input type="checkbox"/> 02/23/2015	MRI BRAIN ...	SMHRMC

Documents (1) **Documentation (3)**

Date	Name	Source
07/2015	SURGICAL ...	GJENDO

Ambulatory Encounters (10)

Date	Admission Type	Source
<input type="checkbox"/> 12/07/2015		GJENDO
<input type="checkbox"/> 02/27/2015		SMHRMC
<input type="checkbox"/> 02/26/2015	Emergency	PMEDCN
<input type="checkbox"/> 02/26/2015	ER	MMHOSP
<input type="checkbox"/> 02/26/2015		SMHRMC
<input type="checkbox"/> 02/23/2015	Elective	FHWEST
<input type="checkbox"/> 02/20/2015	EL	COMHSP
<input type="checkbox"/> 02/19/2015	EL	COMHSP
<input type="checkbox"/> 02/03/2015	EL	COMHSP
<input type="checkbox"/> 01/30/2015		PMEDCN


Vitals (1) **Allergies (7)**

Name	Value	Coll
<input type="checkbox"/> WEIGHT	140 lb	10/2

Click on *Patient Documents*.

Uploading Documents to QHN

QHN Results
Becky Jessen (bjessen) ~
Sign Out



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My Results
Organization Results
Patients

Patient » Qwerty, Jacque

Patient Actions
Back to List

Qwerty, Jacque Female 07/09/1982 (34 yrs) (Community ID: 200000022202)
411 THIS PLACE, GRAND JUNCTION, CO 81502

Summary
More Patient Information
Patient Groups
Patient Documents
Lab Charts

Documents

<input type="checkbox"/> Name	Type	Upload Date	Document
<input type="checkbox"/> CareTeamNote11242016	Care Team Notes	Thu Jan 05 10:26:13 MST 2017	DOCX
<input type="checkbox"/> PainMgmt12122016	RX Management	Thu Jan 05 10:21:34 MST 2017	DOCX

+ Upload Document

Patient Documents screen opens.

Uploading Documents to QHN

QHN Results Becky Jessen (bjessen) ~ Sign Out

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My Results Organization Results **Patients**

Patient » Qwerty, Jacque

Patient Actions
Back to List

Qwerty, Jacque Female 07/09/1982 (34 yrs) (Community ID: 200000022202)
411 THIS PLACE, GRAND JUNCTION, CO 81502

Summary More Patient Information Patient Groups **Patient Documents** Lab Charts

Documents

<input type="checkbox"/> Name	Type	Upload Date	Document
<input type="checkbox"/> CareTeamNote11242016	Care Team Notes	Thu Jan 05 10:26:13 MST 2017	DOCX
<input type="checkbox"/> PainMgmt12122016	RX Management	Thu Jan 05 10:21:34 MST 2017	DOCX
+ Upload Document			

results

Click on *Upload Document*.

Uploading Documents to QHN

QHN Results Becky Jessen (bjessen) ▾ Sign Out

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My Results Organization Results Patients

Patient » Qwerty, Jacque

Patient Actions
Back to List

Qwerty, Jacque Female 07/09/1982 (34 yrs) (Community ID:200000022202)
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Summary More Patient Information Patient Groups **Patient Documents** Lab Charts

Documents

☐ Name

☐ 00ERW

☐ CareTea

☐ Expired

☐ PainMgr

+ Upload

Upload Document

Name*

Document Type* Advance Directive ▾

Select A Document* No file chosen

	Document
07:56 MST 2017	PDF
26:13 MST 2017	DOCX
01:23 MST 2017	DOCX
21:34 MST 2017	DOCX

results

Upload document screen opens.

Uploading Documents to QHN

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Results Organization Results Patients

ent » Qwerty, Jacque

Patient Actions

Back to List

Qwerty, Jacque Female 07/09/1982 (34 yrs) (Community ID:200000022202)

411 THIS PLACE, GRAND JUNCTION, CO 81502

Summary More Patient Information Patient Groups Patient Documents Lab Charts

Documents

☐ Name

☐ CareTeam

☐ PainManagement

+ Upload

Upload Document

Name*

Document Type* ***Emergency Response Wishes ▾**

Select A Document*

Advance Directive
Care Team Notes
Care Team Summary
Case Management
DNR Order
Guardianship/Proxy
Hospice Patient
Medical Durable POA
Other
Power of Attorney
RX Management
Tests
Notes
MOST
***Emergency Response Wishes**

Save Cancel

Document
17 DOCX
17 DOCX

Select the *Document Type* from drop-down menu.

Uploading Documents to QHN


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My Results Organization Results Patients

Patient » Qwerty, Jacque

Patient Actions
Back to List

Qwerty, Jacque Female 07/09/1982 (34 yrs) (Community ID:200000022202) 
411 THIS PLACE, GRAND JUNCTION, CO 81502

Summary More Patient Information Patient Groups **Patient Documents** Lab Charts

Documents

Upload Document

Name* 00ERW12142016

Document Type* *Emergency Response Wishes ▾

Select A Document* Choose File Emergency R...Qwerty.pdf

Save Cancel

	Document
ST 2017	DOCX
ST 2017	DOCX
ST 2017	DOCX

results

Type in document **Name**.

Important Upload Process for ACP Documents

Select the correct ACP Document Type

- Advanced Directive: (a document type that is not one of the below, but is considered an ACP document, e.g.: Five Wishes, CPR Dir., Serious Illness Conversations, etc.)
- DNR Order (DNR)
- Guardianship/Proxy (GUAProxy)
- Medical Durable POA (MDPOA)
- Power of Attorney (POA)
- MOST (MOST)
- Emergency Response Wishes (ERW)

Naming Convention for ACP Documents

- Enter 00
- Followed by initials or name of document type
- Follow with mmddyyyy of form **effective date**, do not use spaces, dashes, or patient name. For example:
 - 00ERW12142016
 - 00FiveWishes01142017
 - 00DNR06252016

Why a Strict Document Type and Naming Convention for ACP Documents?

- Using the prescribed convention allows ACP documents to display first in the Patient Documents section
- This makes the information quickly accessible in critical care situations.
- It also triggers the patient to be “flagged” with the ACP indicator.



Uploading Documents to QHN

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My Results Organization Results Patients

Patient » Qwerty, Jacque

Patient Actions
Back to List

Qwerty, Jacque Female 07/09/1982 (34 yrs) (Community ID:200000022202) 
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Summary More Patient Information Patient Groups Patient Documents Lab Charts

Documents

Upload Document

Name* 00ERW12142016

Document Type* *Emergency Response Wishes ▾

Select A Document* Choose File Emergency R...Qwerty.pdf

Save Cancel

	Document
ST 2017	DOCX
ST 2017	DOCX
ST 2017	DOCX

results

Click *Choose File*. This will open to your computer

Selecting Saved Files to Upload

- When saving files to your computer for upload into the QHN system, in the original file name, do not use any special characters, such as: / , ? @ & * _ () # \ +., etc.
 - These documents may not display correctly in all browsers
- Preferred file formats are Microsoft Word or PDF. You may use other formats however others may not have the software to read them.
- Original file names do not display in the QHN system, however it is recommendation that they contain: type of document, patient last, first name and effective date. For example:
 - DNR corey sherri 01162017
 - ERW schudy anne 12142016

Uploading Documents to QHN


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Becky Jessen | Shared

My Results Organization Results Patients

Patient » Qwerty, Jacque

Patient Actions
Back to List

Qwerty, Jacque Female 07/09/1982 (34 yrs) (Community ID:200000022202) 
411 THIS PLACE, GRAND JUNCTION, CO 81502

Summary More Patient Information Patient Groups Patient Documents Lab Charts

Documents

☐ Name ☐ CareTeam ☐ Expired ☐ PainMgmt

+ Upload

Upload Document

Name* 00ERW12142016

Document Type* *Emergency Response Wishes ▾

Select A Document* Choose File Emergency R...Qwerty.pdf

Save Cancel

	Document
ST 2017	DOCX
ST 2017	DOCX
ST 2017	DOCX

Once file is selected, file name displays to right of Choose File button. If correct, click Save.

Uploading Documents to QHN


QHN Results Becky Jessen (bjessen) * Sign Out

QHN_DEMO - Test Organization
Becky Jessen | Shared

My Results Organization Results **Patients**

Patient » Qwerty, Jacque

Patient Actions
Back to List

Qwerty, Jacque Female 07/09/1982 (34 yrs) (Community ID:200000022202) 

411 THIS PLACE, GRAND JUNCTION, CO 81502

Summary More Patient Information Patient Groups **Patient Documents** Lab Charts

Upload Document

Name*

Document Type

Select A Document* No file chosen

Date	Document
19 10:08:40 MST 2016	PDF
15:23:56 MDT 2016	PDF
5 10:26:13 MST 2017	DOCX
5 10:19:41 MST 2017	DOCX
5 10:21:34 MST 2017	DOCX

Sample of other Document Type, *Name*.

Uploading Documents to QHN


QHN Results Becky Jessen (bjessen) ~ Sign Out

QHN_DEMO - Test Organization
Becky Jessen | Shared

My Results Organization Results **Patients**

Patient » Qwerty, Jacque

Patient Actions
Back to List

Qwerty, Jacque Female 07/09/1982 (34 yrs) (Community ID:200000022202) 
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Summary More Patient Information Patient Groups **Patient Documents** Lab Charts

Documents

<input type="checkbox"/> Name	Type ▾	Upload Date	Document
<input type="checkbox"/> 00ERW12142016	*Emergency Response Wishes	Mon Jan 09 15:07:56 MST 2017	PDF
<input type="checkbox"/> CareTeamNote11242016	Care Team Notes	Thu Jan 05 10:26:13 MST 2017	DOCX
<input type="checkbox"/> PainMgmt12122016	RX Management	Thu Jan 05 10:21:34 MST 2017	DOCX

+ Upload Document

Patient Documents may be sorted by *Type*.

results

Uploading Documents to QHN

QHN Results Becky Jessen (bjessen) ~ Sign Out


QHN_DEMO - Test Organization
Becky Jessen | Shared

My Results Organization Results **Patients**

Patient » Qwerty, Jacque

Patient Actions

- Back to List
- Download CCD
- Download CCDA CCD
- Download Summary PDF
- Configure Layout
- Filter Displayed Items By Date
- Patient Choice Form

Qwerty, Jacque Female 07/09/1982 (34 yrs) (Community ID: 20000012202) 

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Summary More Patient Information Patient Groups Patient Documents Lab Charts

Laboratories (16)

Date	Name	Source
02/27/2015	CHEM7	AVHOSP
02/27/2015	Basic Metab...	PMEDCN
02/27/2015	BASIC MET...	SMHRMC
02/27/2015	MAGNESIU...	COMHSP
02/27/2015	BASIC MET...	DCMHSP
02/27/2015	BMP 6	FWWEST
02/27/2015	BASIC MET...	VHOSP
02/27/2015	BASIC MET...	MMHOSP
02/27/2015	BASIC MET...	GRVHLT
02/26/2015	COMPLETE...	MMHOSP

Imaging (2)

Date	Name	Source
02/26/2015	CHEST (2 V	MMHOSP
02/23/2015	MRI BRAIN ...	SMHRMC

Documents (1) Documentation (3)

Date	Name	Source
12/07/2015	SURGICAL ...	GJENDO

Ambulatory Encounters (10) More

Date	Admission Type	Source
12/07/2015		GJENDO
02/27/2015		SMHRMC
02/26/2015	Emergency	PMEDCN
02/26/2015	ER	MMHOSP
02/26/2015		SMHRMC
02/23/2015	Elective	FWWEST
02/20/2015	EL	COMHSP
02/19/2015	EL	COMHSP
02/03/2015	EL	COMHSP
01/30/2015		PMEDCN

Vitals (1) Allergies (7) More

Name	Value	Collected
WEIGHT	140 lb	10/29/2014

If the file uploaded was an ACP "Document Type" the ACP flag will display to the right of the patient name (this may take 2-3 minutes).

Uploading Documents to QHN


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Results Organization Results Patients

ent » Qwerty, Jacque

Patient Actions
Back to List

Qwerty, Jacque Female 07/09/1982 (34 yrs) (Community ID:200000022202) 

411 THIS PLACE, GRAND JUNCTION, CO 81502

Summary More Patient Information Patient Groups Patient Documents Lab Charts

Documents

Upload Document

Name*

Document Type* Advance Directive ▼

Select A Document* Advance Directive


Care Team Notes
DNR Order
Guardianship/Proxy
Medical Durable POA
Other
RX Management
Notes
Tests
MOST
*Emergency Response Wishes

Save Cancel

Date	Document
9 10:08:40 MST 2016	PDF
15:23:56 MDT 2016	PDF
5 10:26:13 MST 2017	DOCX
5 10:19:41 MST 2017	DOCX
5 10:21:34 MST 2017	DOCX

esults

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About 

Revised drop-down menu.

Editing Documents

- You may not delete documents uploaded into the QHN system.
- If you loaded an incorrect document, or loaded the document to the incorrect patient, contact QHN immediately.
- Go to the QHN website and complete a Customer Support Request. This may be done 24/7.
- Website address: www.qualityhealthnetwork.org.

Who We Are

QHN was created in 2004 to improve the health of people who live across western Colorado.

[READ MORE](#)

What We Do

We provide for the secure exchange of electronic health information when and where it's needed.

[READ MORE](#)

Customer Secure Login

[QHN LOGIN | QHN DIRECT](#)

[QHN DIRECT ONLY](#)

[CUSTOMER SUPPORT REQUEST](#)

QHN is a not-for-profit community partnership, established in 2004 to support the adoption of health information technology, provide health information exchange (HIE) services and promote innovative uses of electronic health information for improved healthcare outcomes. QHN's uniquely connected technology allows its network to not just exchange information, but enhance care coordination, and support the data needs of high value applications.

WHAT'S NEW



QHN Subscription Service

A quicker, focused and impactful way for providers to receive and use patient data.

[Click to Learn More](#)

[Customer Support Request](#)



[Current Newsletter](#)



IMAGE EXCHANGE

Image Exchange and Image Enabled Results Delivery (IERD) are some of QHN's newest service offerings based on the provider identified need to have immediate access to diagnostic quality medical images across the QHN HIE. Image Exchange is now live with St. Mary's Hospital and

Customer Support Request >

Current Newsletter >

Event Calendar >

Contact Us >

Contact First/Last Name*

Contact Email*

Your Practice, Facility or Organization Name*

Contact Phone*

Customer Priority

--None-- ▼

Critical | High | Medium | Normal (Mouse over text for details.)

Subject **Do Not Include PHI**


Description (Please include as much information as possible including Patient Name, Date, Type of Result and Organization Generating Result). **This field is HIPAA compliant and may include PHI.**

Submit

Complete form, in Description note name of patient, date of birth, Type and Name of document that needs to be deleted and date uploaded.

QHN Results

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QHN_DEMO - Test Organization
Becky Jessen | Shared

My Results Organization Results Patients

Patient » Qwerty, Jacque

Patient Actions

Back to List

Qwerty, Jacque Female 07/09/1982 (34 yrs) (Community ID:200000022202) 

411 THIS PLACE, GRAND JUNCTION, CO 81502

Summary More Patient Information Patient Groups Patient Documents Lab Charts

Documents

<input type="checkbox"/> Name	Type	Upload Date	Document
<input type="checkbox"/> CareTeamNote11242016	Care Team Notes	Thu Jan 05 10:26:13 MST 2017	DOCX
<input checked="" type="checkbox"/> DNR12132015	DNR Order	Mon Jan 09 15:01:23 MST 2017	DOCX
<input type="checkbox"/> PainMgmt12122016	RX Management	Thu Jan 05 10:21:34 MST 2017	DOCX

+ Upload Document
Edit Document

If a document has expired or is no longer valid, it is the providers responsibility to edit the document *Name*.



My Results Organization Results

Patients

Patient » Qwerty, Jacque

Patient Actions

[Back to List](#)

Qwerty, Jacque Female 07/09/1982 (34 yrs) (Community ID:200000022202) 
411 THIS PLACE, GRAND JUNCTION, CO 81502

Summary More Patient Information Patient Groups **Patient Documents** Lab Charts

Documents

<input type="checkbox"/> Name	Type	Upload Date	Document
<input type="checkbox"/> CareTeamNote11242016	Care Team Notes	Thu Jan 05 10:26:13 MST 2017	DOCX
<input checked="" type="checkbox"/> DNR12132015	DNR Order	Mon Jan 09 15:01:23 MST 2017	DOCX
<input type="checkbox"/> PainMgmt12122016	RX Management	Thu Jan 05 10:21:34 MST 2017	DOCX

[+ Upload Document](#)

[Edit Document](#)

Click the box to the left of document.



My Results Organization Results

Patients

Patient » Qwerty, Jacque

Patient Actions

Back to List

Qwerty, Jacque Female 07/09/1982 (34 yrs) (Community ID:200000022202) 
411 THIS PLACE, GRAND JUNCTION, CO 81502

Summary More Patient Information Patient Groups **Patient Documents** Lab Charts

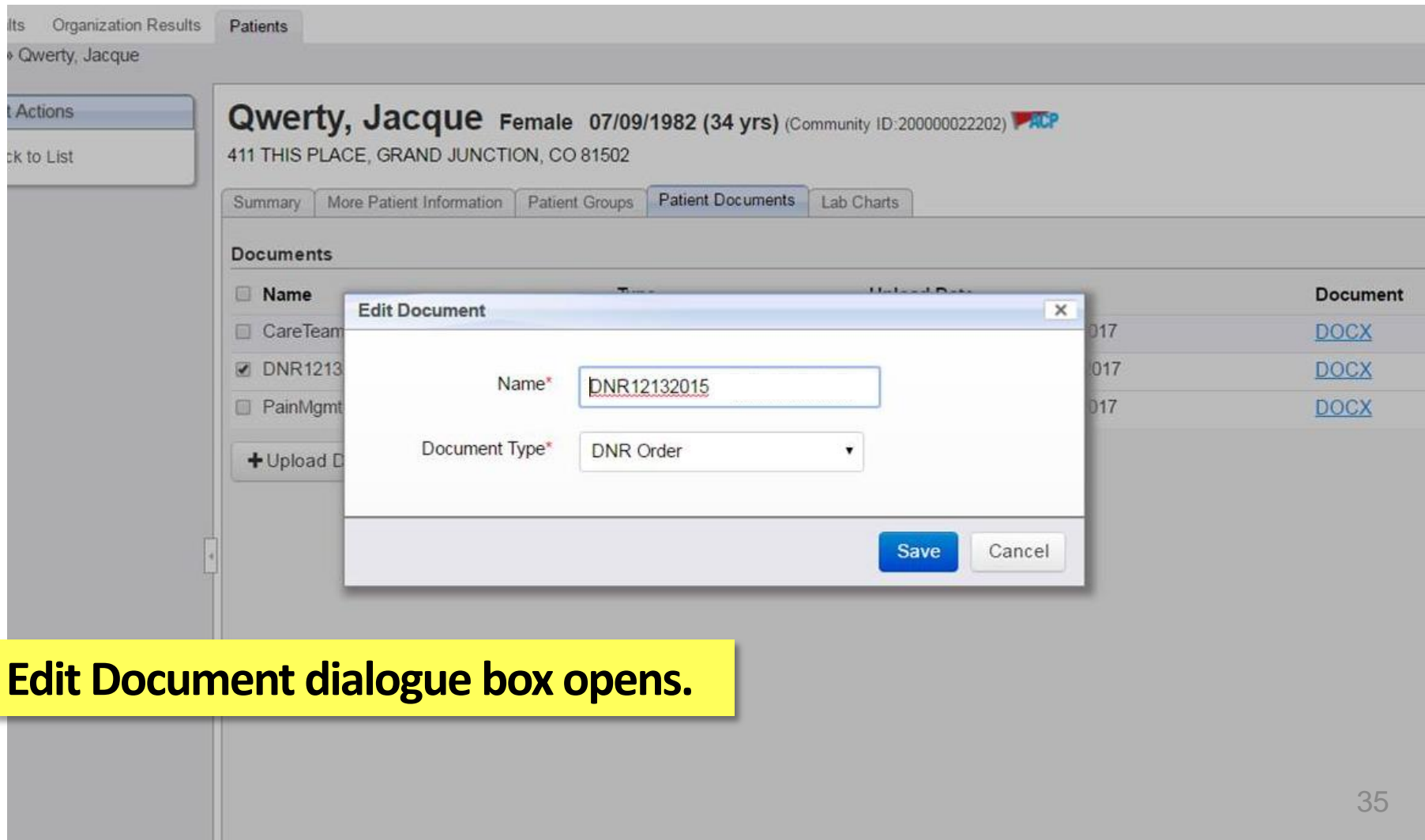
Documents

<input type="checkbox"/> Name	Type	Upload Date	Document
<input type="checkbox"/> CareTeamNote11242016	Care Team Notes	Thu Jan 05 10:26:13 MST 2017	DOCX
<input checked="" type="checkbox"/> DNR12132015	DNR Order	Mon Jan 09 15:01:23 MST 2017	DOCX
<input type="checkbox"/> PainMgmt12122016	RX Management	Thu Jan 05 10:21:34 MST 2017	DOCX

+ Upload Document **Edit Document**

Edit Document button displays. Click.

Editing Uploaded Documents



The screenshot shows a patient record for 'Qwerty, Jacque' with tabs for Summary, More Patient Information, Patient Groups, Patient Documents, and Lab Charts. The 'Patient Documents' tab is active, displaying a table of documents. An 'Edit Document' dialog box is open, allowing editing of a document named 'DNR12132015' of type 'DNR Order'. The dialog box has 'Name*' and 'Document Type*' fields, both with red asterisks indicating they are required. The 'Name' field contains 'DNR12132015' and the 'Document Type' dropdown is set to 'DNR Order'. 'Save' and 'Cancel' buttons are at the bottom right of the dialog.

Organization Results Patients

Qwerty, Jacque

Actions

Back to List

Qwerty, Jacque Female 07/09/1982 (34 yrs) (Community ID:200000022202) ACP

411 THIS PLACE, GRAND JUNCTION, CO 81502

Summary More Patient Information Patient Groups Patient Documents Lab Charts

Documents

<input type="checkbox"/> Name	Type	Upload Date	Document
<input type="checkbox"/> CareTeam		017	DOCX
<input checked="" type="checkbox"/> DNR1213		017	DOCX
<input type="checkbox"/> PainMgmt		017	DOCX

+ Upload D

Edit Document

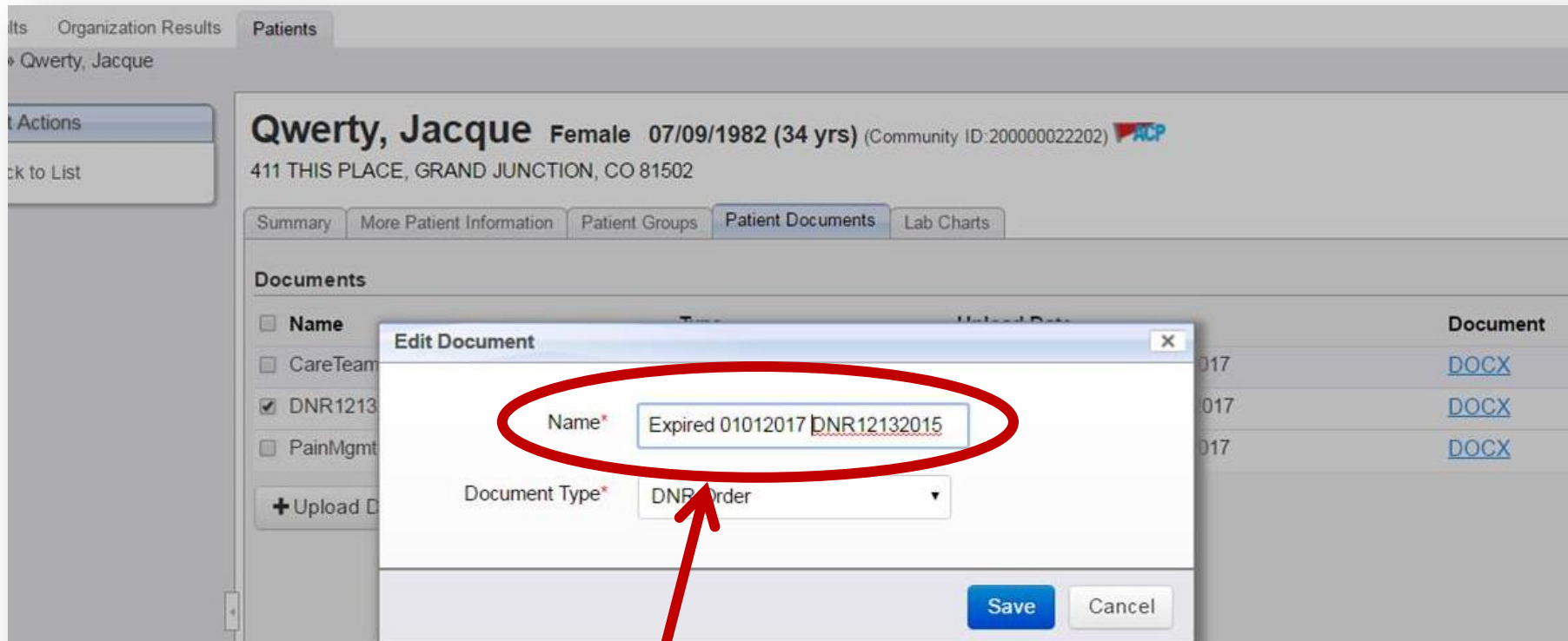
Name*

Document Type*

Save Cancel

Edit Document dialogue box opens.

Editing Uploaded Documents



Qwerty, Jacque Female 07/09/1982 (34 yrs) (Community ID:200000022202) ACP

411 THIS PLACE, GRAND JUNCTION, CO 81502

Summary More Patient Information Patient Groups Patient Documents Lab Charts

Documents

Name* Expired 01012017 DNR12132015

Document Type* DNR Order

Save Cancel

In the **Name** section, type: Expired
mmddyyyy in front of document name.

Editing Uploaded Documents

Organization Results Patients

Qwerty, Jacque

Qwerty, Jacque Female 07/09/1982 (34 yrs) (Community ID: 200000022202) ACP

411 THIS PLACE, GRAND JUNCTION, CO 81502

Summary More Patient Information Patient Groups Patient Documents Lab Charts

Documents

Name	Document
<input type="checkbox"/> CareTeam	
<input checked="" type="checkbox"/> DNR1213	017 DOCX
<input type="checkbox"/> PainMgmt	017 DOCX
	017 DOCX

+ Upload D

Edit Document

Name* Expired 01012017 DNR12132015

Document Type* DNR Order ▼

Save Cancel

Click *Save*.


Editing Uploaded Documents

Its Organization Results Patients

Qwerty, Jacqu

Actions

Back to List

Qwerty, Jacque Female 07/09/1982 (34 yrs) (Community ID:200000022202) 

411 THIS PLACE, GRAND JUNCTION, CO 81502

Summary More Patient Information Patient Groups Patient Documents Lab Charts

Documents

<input type="checkbox"/> Name	Type	Upload Date	Document
<input type="checkbox"/> 00ERW12142016	*Emergency Response Wishes	Mon Jan 09 15:07:56 MST 2017	PDF
<input type="checkbox"/> Care Team Notes 11812016	Care Team Notes	Thu Jan 05 10:26:13 MST 2017	DOCX
<input type="checkbox"/> Expired 01012017 DNR12132015	DNR Order	Tue Jan 17 11:25:01 MST 2017	DOCX
<input type="checkbox"/> Pain Management 11212016	RX Management	Thu Jan 05 10:21:34 MST 2017	DOCX

+ Upload Document

Document now displays as Expired.

- ◆ To access ACP resources and forms click on **Resources**, then **Advance Care Planning**



The screenshot shows the Quality Health Network website. The top navigation bar includes links for HOME, CONTACT, BoD Login, and a search bar. Below this is a secondary navigation bar with links for ABOUT, PATIENTS, PROVIDERS, FORMS, PARTICIPATING PROVIDERS, and RESOURCES. The RESOURCES link is highlighted. A red arrow points from the text 'Advance Care Planning' in the list to the 'ADVANCE CARE PLANNING' link in the RESOURCES dropdown menu. The website also features a large image of a doctor and a patient looking at a laptop, and several content blocks including 'Who We Are', 'What We Do', 'Customer Secure Login', 'WHAT'S NEW', and 'QHN Subscription Service'.

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Improving care through shared technology

HOME | CONTACT | BoD Login

SEARCH GO

ABOUT PATIENTS PROVIDERS FORMS PARTICIPATING PROVIDERS RESOURCES

QHN SYSTEM TIP SHEETS | TRAINING RESOURCES

NEW PAYMENT / CARE MODELS

HOT TOPICS CALLS

MEANINGFUL USE

ADVANCE CARE PLANNING

HIPAA & SECURITY

DIRECT EMAIL DIRECTORY

Who We Are
QHN was created in 2004 to improve the health of people who live across western Colorado.
READ MORE

What We Do
We provide for the secure exchange of electronic health information when and where it's needed.
READ MORE

Customer Secure Login
QHN LOGIN | QHN DIRECT
QHN DIRECT ONLY
CUSTOMER SUPPORT REQUEST

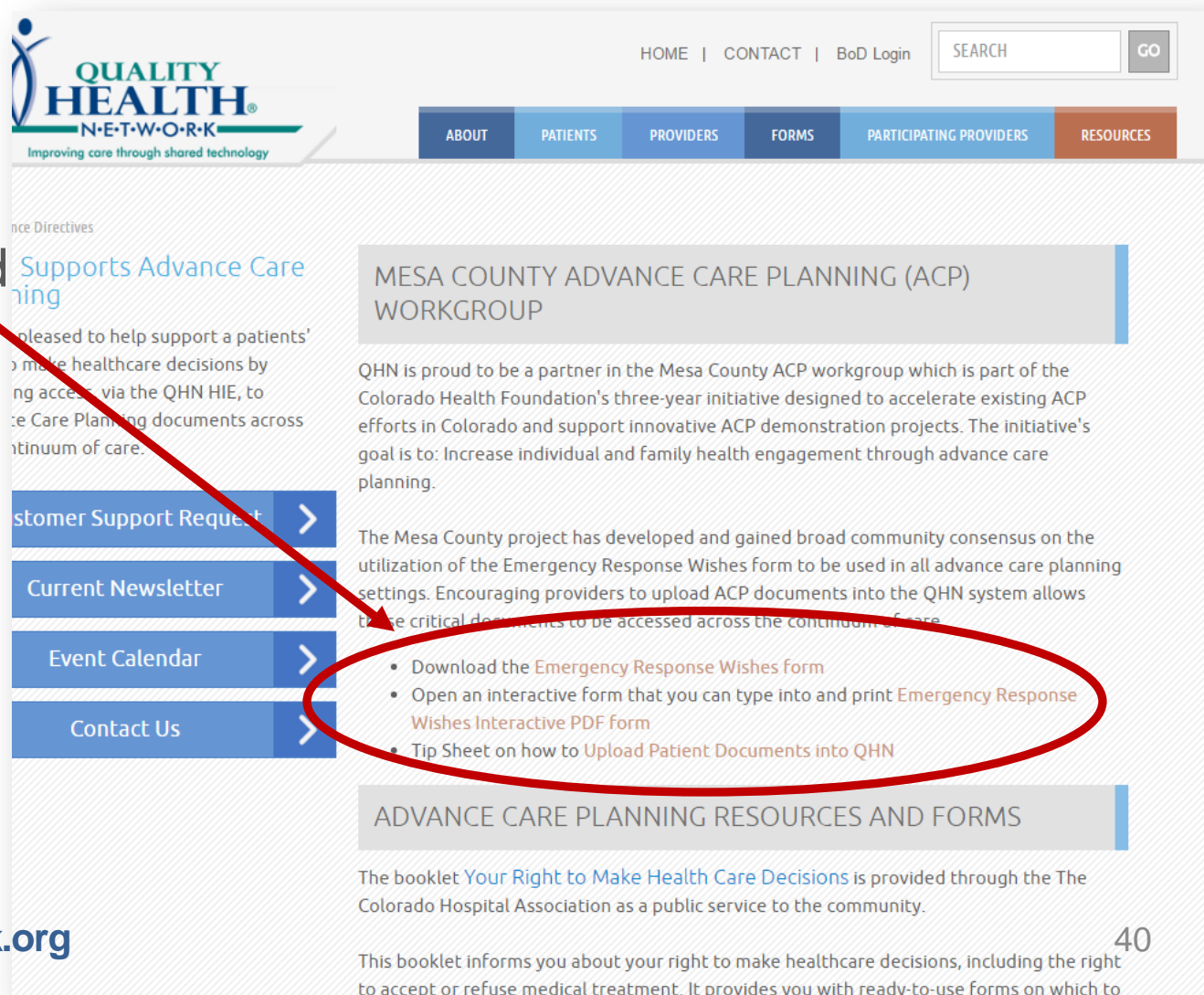
QHN is a not-for-profit community partnership, established in 2004 to support the adoption of health information technology, provide health information exchange (HIE) services and promote innovative uses of electronic health information for improved healthcare outcomes. QHN's uniquely connected technology allows its network to not just exchange information, but enhance care coordination, and support the data needs of

WHAT'S NEW

QHN Subscription Service
A quicker, focused and impactful way for providers to receive and use patient data.
Click to Learn More

IMAGE EXCHANGE

- ◆ **Emergency Response Wishes form and other Advance Care Planning resources are available here**



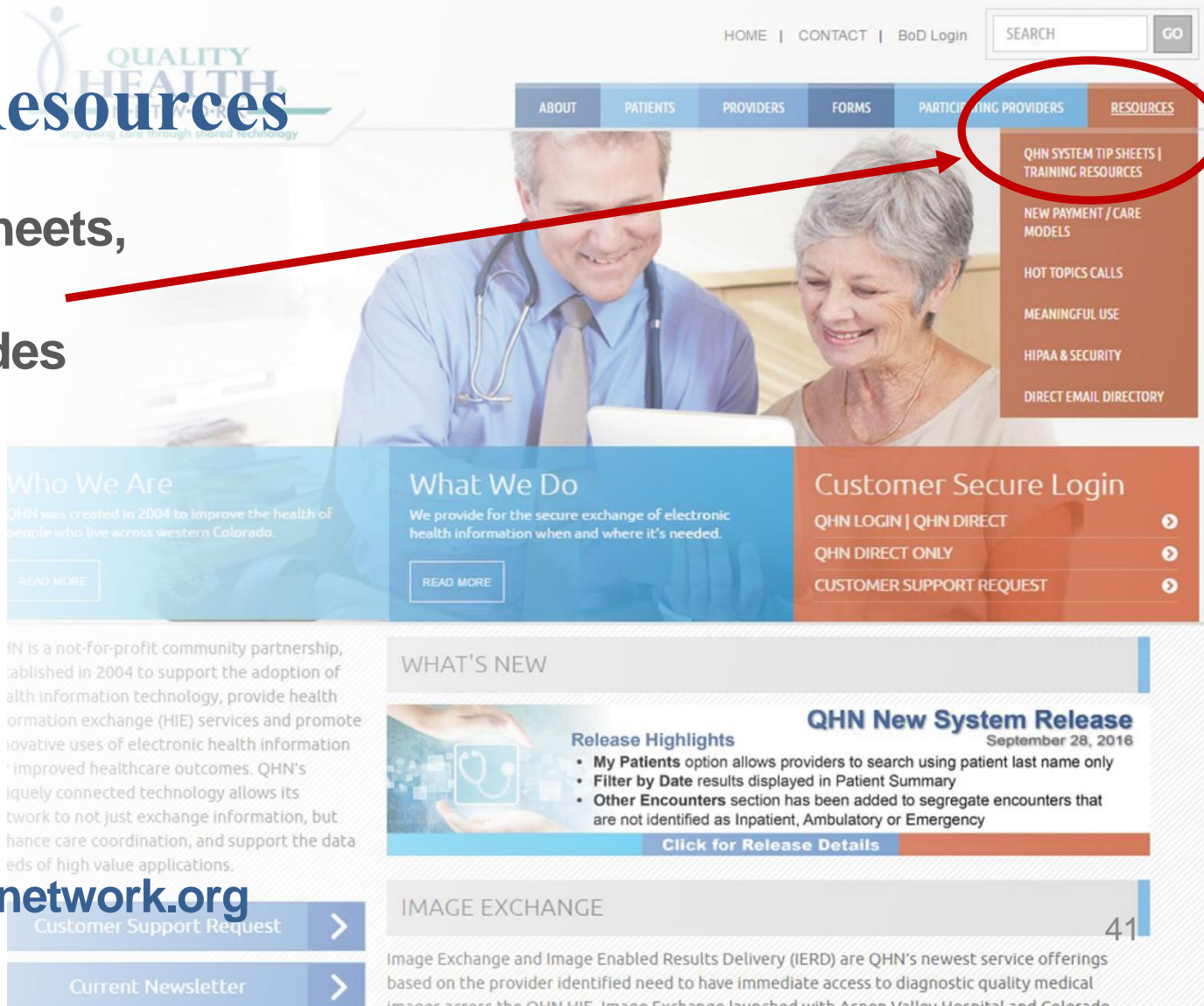
The screenshot shows the Quality Health Network website. The header includes the logo, navigation links (HOME, CONTACT, BoD Login), a search bar, and a menu with links to ABOUT, PATIENTS, PROVIDERS, FORMS, PARTICIPATING PROVIDERS, and RESOURCES. The main content area features a section titled "MESA COUNTY ADVANCE CARE PLANNING (ACP) WORKGROUP" which describes the project's goals and provides a list of resources. A red arrow points from the text "Emergency Response Wishes form and other Advance Care Planning resources are available here" to the "Emergency Response Wishes form" link in the list. The list includes:

- Download the **Emergency Response Wishes form**
- Open an interactive form that you can type into and print **Emergency Response Wishes Interactive PDF form**
- Tip Sheet on how to **Upload Patient Documents into QHN**

Below this list is a section titled "ADVANCE CARE PLANNING RESOURCES AND FORMS" which mentions the booklet "Your Right to Make Health Care Decisions".

Training Resources

- ◆ On-line Tip Sheets, Videos and Training Guides



HOME | CONTACT | BoD Login

SEARCH GO

ABOUT PATIENTS PROVIDERS FORMS PARTICIPATING PROVIDERS **RESOURCES**

QHN SYSTEM TIP SHEETS | TRAINING RESOURCES

NEW PAYMENT / CARE MODELS

HOT TOPICS CALLS

MEANINGFUL USE

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Who We Are
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READ MORE

What We Do
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READ MORE

Customer Secure Login
QHN LOGIN | QHN DIRECT
QHN DIRECT ONLY
CUSTOMER SUPPORT REQUEST

IN is a not-for-profit community partnership, established in 2004 to support the adoption of health information technology, provide health information exchange (HIE) services and promote innovative uses of electronic health information to improve healthcare outcomes. QHN's uniquely connected technology allows its network to not just exchange information, but enhance care coordination, and support the data needs of high value applications.

WHAT'S NEW

QHN New System Release
September 28, 2016

Release Highlights

- **My Patients** option allows providers to search using patient last name only
- **Filter by Date** results displayed in Patient Summary
- **Other Encounters** section has been added to segregate encounters that are not identified as Inpatient, Ambulatory or Emergency

[Click for Release Details](#)

IMAGE EXCHANGE

Image Exchange and Image Enabled Results Delivery (IERD) are QHN's newest service offerings based on the provider identified need to have immediate access to diagnostic quality medical images across the QHN HIE. Image Exchange launched with Aspen Valley Hospital and Colorado

Customer Support Request >

Current Newsletter >

41

www.qualityhealthnetwork.org

Current Newsletter >

Event Calendar >

Contact Us >

How To View I...



- [QHN Patient Summary Overview](#)

QHN Patient S...



- [The Share and Send to Me Functions](#)

Share and Sen...



QUICK TIPS: 30 SECOND SLIDESHOWS

- [How to View Images in Patient Results](#)
- [How to Configure Your Layout](#)
- [Using the Wildcard Search](#)
- [Using the Encounters View](#)

QHN TIP SHEETS: ONE PAGE OVERVIEWS

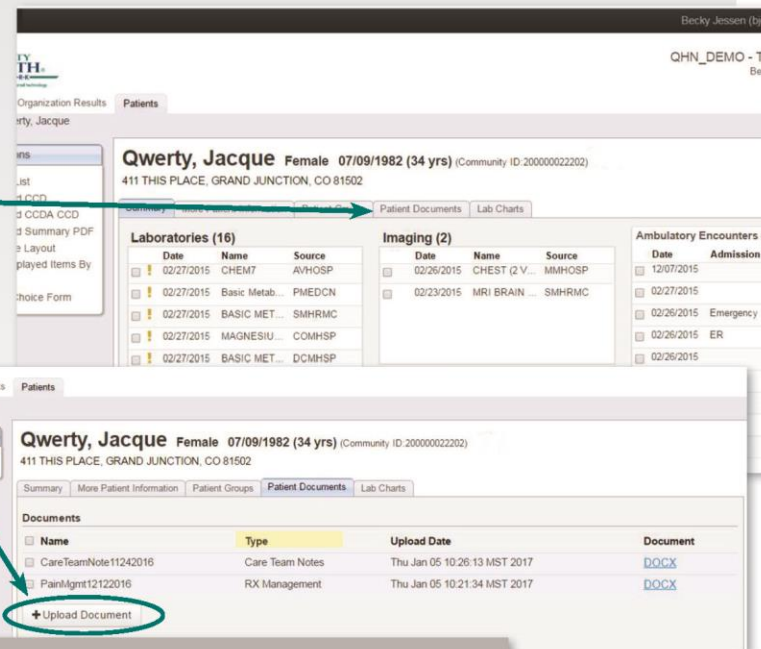
- [Browser Options and Creating Desktop Shortcuts](#)
- [Show More Patient Data Options](#)
- [Uploading and Editing Patient Documents](#)
- [How to Edit Your User Profile](#)
- [How to Configure Your Personal Layout](#)
- [Landing Page Decisions](#)
- [Keyboard Shortcuts](#)
- [Results Advanced Search and Filters](#)
- [Managing Browser Saved Passwords](#)
- [Affiliated Organization Selection](#)
- [Image Exchange: Viewing images from a patient result](#)
- [Image Viewing Tools](#)
- [New Image Viewer Release Enhancements \(10/16/16\)](#)
- [Lab Charts: How to graph patient lab results](#)
- [Designating Your Direct Delegates](#)
- [Using the Wildcard Enabled Search](#)
- [Selecting Multiple Items to Share | Download](#)
- [HIE-to-HIE Data Exchange](#)
- [Share and Sent to Me](#)

- ◆ Resources page includes training videos, Quick Tips and **Tip Sheets** (one-page overviews)

The QHN platform has many features that allow for flexibility in usage of the system. The ability for providers to upload copies of patient documents into the system such as Advance Care Planning (ACP) documents, RX Management Contracts and patient notes is one of these features.

Uploading patient documents:

- Navigate to the **Patient Summary** section for the patient of interest.
- Click on **Patient Documents** tab, a new window opens.
- Documents in this section may be sorted by **Type**.
- To upload document click on **Upload Document** button.
- Select **Document Type** from drop-down menu.



QHN DEMO - Te Beck

Organization Results
rty, Jacque

Qwerty, Jacques Female 07/09/1982 (34 yrs) (Community ID: 200000022202)
411 THIS PLACE, GRAND JUNCTION, CO 81502

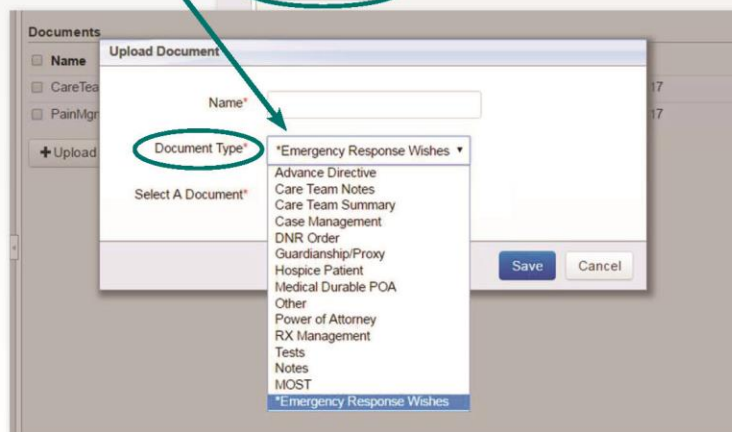
Summary Patient Documents Lab Charts

Laboratories (16)			Imaging (2)			Ambulatory Encounters (1)	
Date	Name	Source	Date	Name	Source	Date	Admission T
02/27/2015	CHEM7	AVHOSP	02/26/2015	CHEST (2 V...	MMHOSP	12/07/2015	
02/27/2015	Basic Metab...	PMEDCN	02/23/2015	MRI BRAIN	SMHRMC	02/27/2015	
02/27/2015	BASIC MET...	SMHRMC				02/26/2015	Emergency
02/27/2015	MAGNESIU...	COMHSP				02/26/2015	ER
02/27/2015	BASIC MET...	DCMHSP				02/26/2015	

Summary More Patient Information Patient Groups Patient Documents Lab Charts

Name	Type	Upload Date	Document
CareTeamNote11242016	Care Team Notes	Thu Jan 05 10:26:13 MST 2017	DOCX
PainMgmt12122016	RX Management	Thu Jan 05 10:21:34 MST 2017	DOCX

Upload Document



Upload Document

Name*

Document Type* *Emergency Response Wishes

Select A Document*

Advance Directive
Care Team Notes
Care Team Summary
Case Management
DNR Order
Guardianship/Proxy
Hospice Patient
Medical Durable POA
Other
Power of Attorney
RX Management
Tests
Notes
MOST
*Emergency Response Wishes

Save Cancel

Tip Sheet on Uploading and Editing Patient Documents

Tip Sheet on Uploading and Editing Patient Documents

Uploading Patient Documents

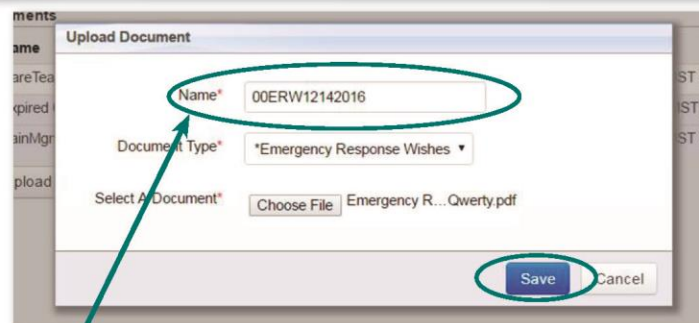
- Name document. If the document being loaded is one of the below ACP Document Types it is important to use the noted naming convention.
 - Advanced Directives: (Misc. ACP docs, e.g.: Five Wishes, CPR Dir., Serious Illness Con., etc.)
 - DNR Order (DNR)
 - Guardianship Proxy (GUAProxy)
 - Medical Durable POA (MDPOA)
 - Power of Attorney (POA)
 - MOST (MOST)
 - Emergency Response Wishes (ERW)

Naming convention: 00 followed by initials or name of document type (noted above), then mmddyyyy of form effective date, use no spaces / dashes or patient name (e.g., 00ERW12142016).

- Select document to upload. Original document file name may **NOT** include any special characters such as: `/_&@#/(,)`, or they may not display correctly.
- Click **Save**.

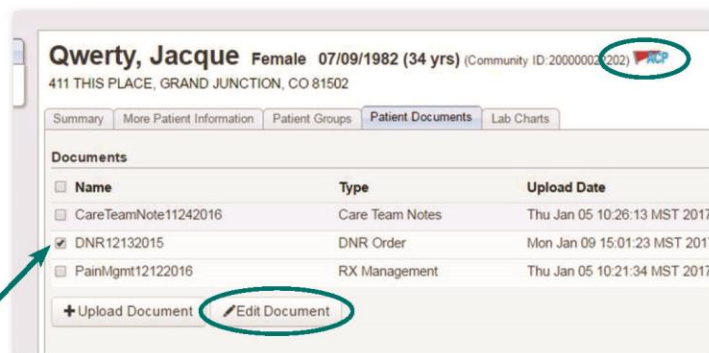
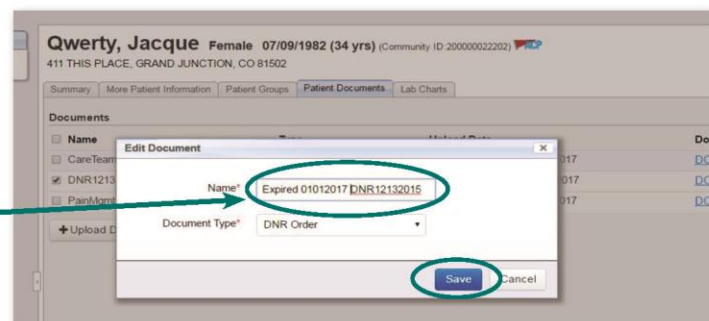
How to edit a document that has expired or is no longer valid:

- Check box to the left of the document, **Edit Document** button appears.
- Click **Edit Document** button, a new dialogue box will appear that displays the document **Name** and **Document Type**.
- In the **Name** section, type: Expired mmddyyyy in front of document name.
- Click **Save**.



*Why a strict naming convention for ACP documents?
Using the prescribed convention allows ACP documents to display first, making this information quickly accessible in critical care situations.*

This also triggers the patient to be "flagged" with the ACP indicator. → 

Customer Support

- ◆ **Support Desk:**
970-248-0033
- ◆ **Support Desk hours:**
M-F, 7:30am - 5:00pm
(on-call after hours)
- ◆ **On-line Customer Support Request (24/7)**

www.qualityhealthnetwork.org



The screenshot shows the Quality Health Network website. At the top, there is a navigation bar with links: HOME | CONTACT | BoD Login | SEARCH. Below this is a secondary navigation bar with links: ABOUT | PATIENTS | PROVIDERS | FORMS | PARTICIPATING PROVIDERS. The main content area features a large image of a doctor and a patient looking at a laptop. Below the image, there are three columns of text: 'Who We Are', 'What We Do', and 'Customer Secure Login'. The 'Customer Secure Login' column has a red circle around the 'CUSTOMER SUPPORT REQUEST' link. A red arrow points from the 'On-line Customer Support Request (24/7)' bullet point to this link. Another red arrow points from the same bullet point to a 'Customer Support Request' link in the footer, which is also circled in red. The footer also contains links for 'Current Newsletter' and 'Event Calendar'.

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HOME | CONTACT | BoD Login | SEARCH

ABOUT | PATIENTS | PROVIDERS | FORMS | PARTICIPATING PROVIDERS

Who We Are
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[READ MORE](#)

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[READ MORE](#)

Customer Secure Login
QHN LOGIN | QHN DIRECT
[QHN DIRECT ONLY](#)
[CUSTOMER SUPPORT REQUEST](#)

WHAT'S NEW

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[Click for Release Details](#)

QHN New System Release
September 28, 2015

IMAGE EXCHANGE

Image Exchange and Image Enabled Results Delivery (IERD) are QHN's newest service offerings based on the provider identified need to have immediate access to diagnostic quality medical images across the QHN HIE. Image Exchange launched with Aspen Valley Hospital and Colorado Canyons Hospital and Medical Center, Fruita, CO, in 2015. In early 2016, two additional hospitals will be launching the Image Exchange service, Grand River Health and Valley View Hospital.

[Customer Support Request](#) >

[Current Newsletter](#) >

[Event Calendar](#) >



Questions

Please join us for these upcoming Hot Topics Sessions...

February 15, 2017

Topic: 10 Quick Tips for Navigating the QHN Patient Summary

March 15, 2017

Topic: QHN Direct - Using QHN's free secure email service to improve care coordination

1. Population Reference Bureau (PRB), Population Bulletin, Vol. 70, No 2, December 2015. Available at: <http://www.prb.org/pdf16/aging-us-population-bulletin.pdf>
 2. Colby, SL, Ortman, JM. Projections of the Size and Composition of the U.S. Population: 2014 to 2060: Population Estimates and Projections. (Issue P25-1143). Washington, D.C.: U.S. Dept. of Commerce, Economics and Statistics Administration, U.S. Census Bureau. Available at: <https://www.census.gov/content/dam/Census/library/publications/2015/demo/p25-1143.pdf>. Accessed January 12, 2017.
 3. Teno JM, Gozalo PL. Quality and costs of end-of-life care: The need for transparency and accountability. JAMA 2014;312(18):1868-1869.
 - 4 Goodman D, Morden N, Chang CH, et al. Dartmouth Medical School, & Maine Medical Center. Trends in Cancer Care Near the End of Life. The Dartmouth atlas of health care brief. Hanover, N.H.: Trustees of Dartmouth College, 2013.
 5. Centers for Medicare & Medicaid Services. Proposed policy, payment, and quality provisions changes to the Medicare Physician Fee Schedule for Calendar Year 2016. Available at: <https://www.cms.gov/Newsroom/MediaReleaseDatabase/Press-releases/2015-Press-releases-items/2015-10-30.html>. Accessed January 12, 2017.
- Advance Care Planning Fact Sheet: <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/AdvanceCarePlanning.pdf>

Link to CMS Advance Care Planning coding Tip Sheet:
<https://qualityhealthnetwork.org/PDFs/AdvanceCarePlanning.pdf>