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HCHB: Guide to the IDG Console



PRESENTED BY: COMPASSUS

Change Control

Version	Changed By	Approved By	Date	Change Comments
1.0	Shelly Blunk		01/01/2018	New
1.0	Tracy L. Constantine		05/01/2018	Review/Update for consistency, grammar, spelling, etc.
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HCHB: Guide to the IDG Console

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Intended Audience

This guide is intended for the following users or any colleague who may document on the *Plan of Care Update (POCU)* from the *R2/Office* application:

- Clinical Director
- Team Coordinator
- Physician

The Basics

The *HCHB IDG Console* is used to record the team discussion that occurs at the *Interdisciplinary Group (IDG) Meeting* and generate a *Plan of Care Update (POCU)* for each patient. This document outlines the path to a successful *IDG Process* using *HCHB*, following the key principles in the diagram below:



Define the Details

When preparing to use *HCHB* for the *IDG* process, it's important to understand key details of how the system is designed. The section below defines the *IDG Roles* and describes the equipment needed to conduct the meeting.

IDG Roles

Core members of the *IDG Team* include the *Medical Director*, *Registered Nurse (RN)*, *Social Worker (SW)* and *Chaplain/Spiritual Counselor*. These roles are necessary for a complete *Plan of Care Review*.

- Each core team member completes an *IDG Note* in the *Plan of Care Update (POCU)*, ideally from *PointCare*, and signs the note. This is reviewed in more detail later in this manual.
- The *Medical Director* is the last core team member to complete a note and unless the notes and signatures for the *RN*, *SW* and *Chaplain/Spiritual Counselor* are completed, the *Medical Director* can't complete and sign his/her note.

Non-core members of the *IDG Team* including the *Volunteer Coordinator*, *Hospice Aide*, and *Bereavement Coordinator* can be added to a patient's team assignment and are able to document on the *Plan of Care Update (POCU)*. Ensuring a connection between all of the disciplines involved in the patient's care plan and their notes regarding the patient's status creates a comprehensive and patient-centered plan.

Non-clinical roles in the system include the *Meeting Facilitator* and the *Scribe*. Both roles are integral to successfully managing an efficient and thorough *IDG Meeting*. Neither role is required by the system but consideration should be given to implementing these roles in the program.

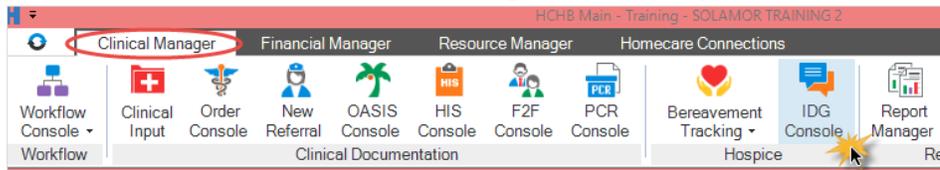
- Meeting Facilitator
 - Their primary responsibility is to keep the flow of the meeting moving forward by displaying the information for the patient being discussed
 - Ideally, this should be performed by the *DCS* who is focused on the aspects of the clinical record to be reviewed by the *Medical Director* such as medications, recertification notes, and attachments, but could be any team member
- Scribe
 - Their primary responsibility is to capture the discussion of the *IDG* as the patient's *Plan of Care* is reviewed. While each *IDG Member* enters an individual note, the *Scribe's* role is to collect the essence of the discussion about the patient by the team.
 - This could be performed by any member of the team with consideration for ability to type, navigate the system, and familiarity with medical terminology.

Equipment

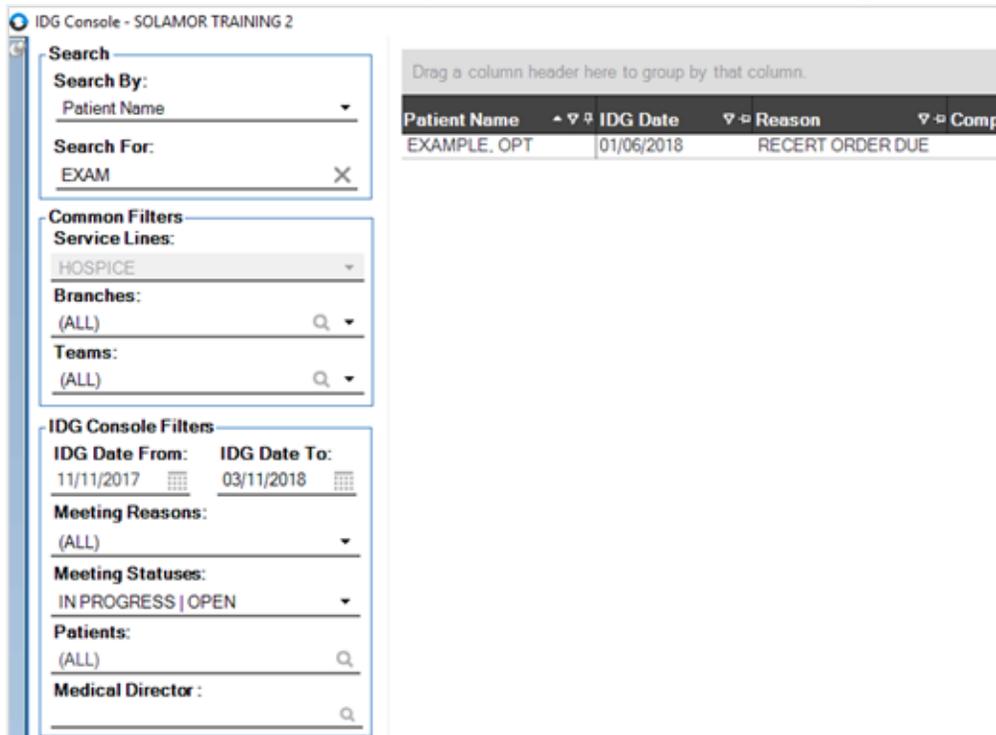
Ideally, three laptops and a projector or big screen monitor are needed to conduct the *IDG Meeting*. A laptop is provided for the *Medical Director*, the *Scribe* and a *Meeting Facilitator*. The *Facilitator* connects to the projector or screen. While each program may be set up differently, it's important to have the necessary equipment and arrangements to support an effective *IDG Meeting* to use the system as designed.

Fundamentals of the IDG Console

The *IDG Console* is located in the *Clinical Manager* of the *HCHB* application:



The filters on the left side of the screen, determine the content viewable in the grid to the right of it:



Each line in the *IDG Console* represents a patient due for *IDG Discussion* and *Plan of Care Update (POCU)*. Specifics of the meeting are also included in the screen. The **Meeting Reasons** and **Meeting Statuses** fields are key drivers in the *IDG Process*. These items are defined in the section below.

Patient Name	IDG Date	Reason	Completed Date	Voided	Status
EXAMPLE. OPT	01/06/2018	RECERT ORDER DUE		N	OPEN

Meeting Reasons

New Admission	Created by the admission process. During <i>POC Workflow Review</i> , the <i>Clinical Director</i> assigns the first <i>IDG Date</i> . This meeting shows on the date indicated at that time.
Recurring	Created on a recurring cycle, based on the first <i>IDG Meeting</i> set. This meeting is due every 14 days and is available in the console 7 days before the due date.
Rescheduled Recurring	A recurring meeting moved from its original due date.
Recert Order Due	Created 15 days before the patient is due for recertification.
PRN	Created as needed.
Death	Created when a death is processed.
Discharge	Created when a discharge is processed.

Meeting Statuses

Open	The meeting is available in the console, but no team members have signed.
In-Progress	At least one team member has signed.
Completed	All required team members (RN, SW, CH, MD) have signed.
Voided	The meeting is not needed.

<< end of section >>

Preparation

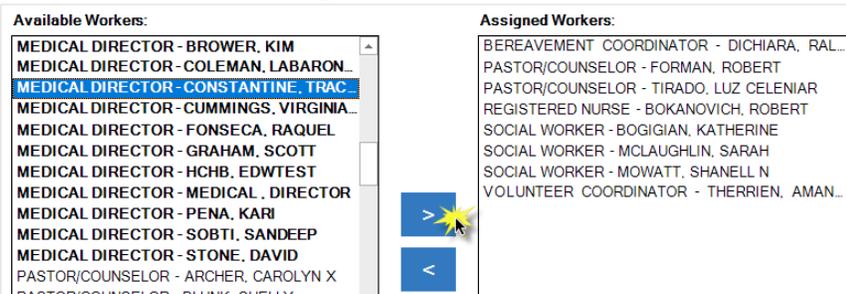
Assigning IDG Members

IDG Members are initially assigned in the *Review Hospice SOC Evaluation Documentation* stage and can be updated in two ways:

1. From the *Clinical Input* screen (to update the members):
 - a. Right-click on the **Patient's name**.
 - b. Click on **Patient Actions**.
 - c. Click on **Assign IDG Members to Patient**.



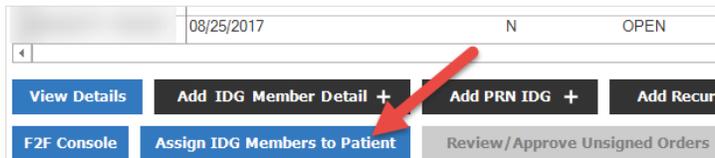
- d. **Move** members from left to right.



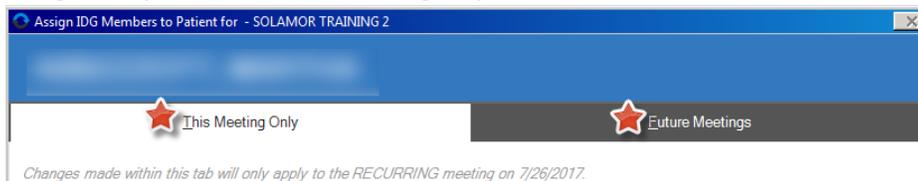
- e. Click the **Save & Close** button.

2. From the *IDG Console* (Preferred):

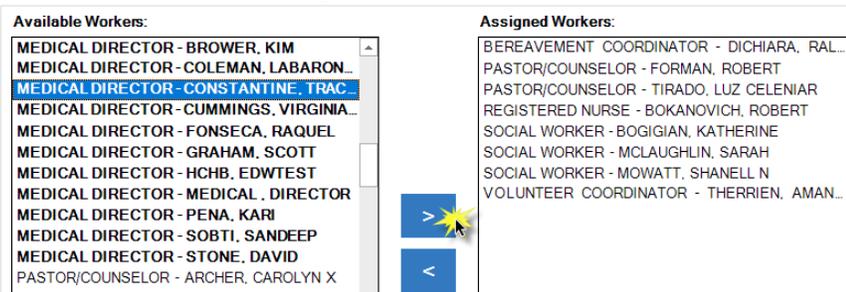
- a. **Highlight** the upcoming *IDG meeting* for the patient and click on the **Assign IDG Members** button at the bottom of the screen.



- b. In this screen there are two tabs, *Current Meetings* and *Future Meetings*. If this is a permanent change update both tabs. If this is a modification to the current meeting only, update only the first tab. For example, if a colleague is on vacation and another colleague of the same discipline covers this week's meeting notes, the change is only made in the *This Meeting Only* tab.



- c. **Move** members from left to right.



- d. Click the **Save & Close** button.

Declined Services

In the event *Social Worker* or *Chaplain/Spiritual* services are declined, this can be indicated at the patient level from the *Team Assignment* screen referenced above. This action relieves the colleague from signing the *Plan of Care Update (POCU)* at each *IDG*.

When a discipline is marked as declined, this is indicated in the *Current Meeting Summary* section of the *Plan of Care Update*. A template will be inserted in the details section as shown below.

Current Meeting Summary		
IDG Team Members	Team Member Name	Details
MEDICAL DIRECTOR		
PASTOR/COUNSELOR	SERVICES DECLINED	THIS DISCIPLINE'S SERVICES HAVE BEEN OFFERED BUT HAVE BEEN DECLINED AT THIS TIME BY THE PATIENT/CAREGIVER
REGISTERED NURSE		
SOCIAL WORKER		



Only Clinical Directors have access to decline services.

The team assignment for the discipline must be removed before services can be marked as declined.

The following validation messages are presented if the actions are not performed in the correct order. The intention of the validation is to prevent a discrepancy where the discipline is both assigned in the team and marked as declined.

Assign IDG Member to Patient

PASTOR/COUNSELOR roles are currently assigned. Please remove any assigned PASTOR/COUNSELOR roles in order to mark the service as Declined.

Assign IDG Member to Patient

SOCIAL WORKER roles are currently assigned. Please remove any assigned Social Worker roles in order to mark the service as Declined.

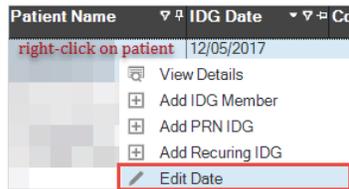
Setting the Agenda

To prepare for the meeting, it's important to set the agenda and ensure all patients are available for documentation in the *IDG Console* on the correct date. Recurring meeting types show up in the console seven (7) days before *IDG*. This preparation should be completed as soon as possible after the meetings are available. Sometimes a change in date is needed due to a holiday, errors, etc. and the sections below outline the process of changing the *IDG Date* when necessary. Ultimately, the goal is to make sure all *IDGs* are set for the same date so you can run your agenda for a single date and have everything line up. It's imperative to validate the patient list in the *IDG Console* against the current census to ensure all patients are included in the *IDG Discussion*, as appropriate.

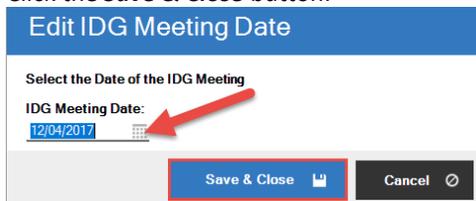
Edit the IDG Meeting Date

To edit the meeting date from the *IDG Console*:

1. Right-click on the **Patient name**.
2. Choose **Edit Date**.



3. Choose a new date using the **Calendar**.
4. Click the **Save & Close** button.



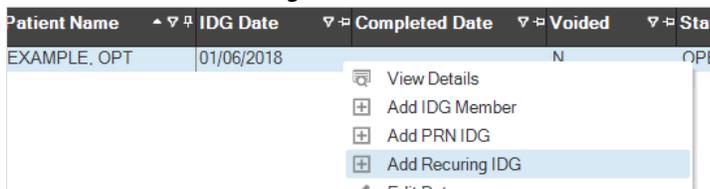
5. When a Recurring meeting type is rescheduled, the following message displays. If this is a change for only this meeting select this first option. If you need to reset the fourteen (14) day cycle, choose the second option.



Add Recurring

The option to add a *Recurring Meeting* is also available. Most commonly this function is only needed when a patient will be discussed at *IDG* on back to back weeks. At times, this is necessary to reset the cycle by using this option.

1. **Locate a past IDG** for the patient.
2. **Highlight** with single-click.
3. Then choose **Add Recurring**.



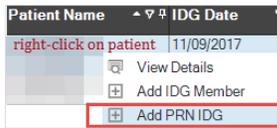
4. Fill in the **Date**.
5. **Generate & Reset Frequency**.



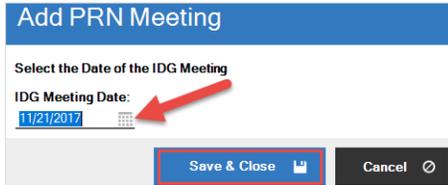
PRN Meetings

In the event a *PRN Meeting* is needed, this meeting type can also be added:

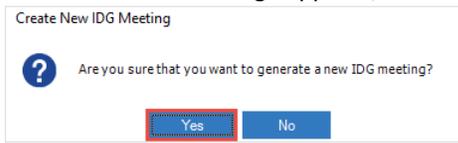
1. Right-click on the **Patient's name**.
2. Click on **Add PRN IDG**.



3. Choose a new date using the **Calendar**.



4. Click the **Save & Close** button.
5. If a confirmation message appears, choose **Yes**.



Void Meeting

As noted previously, meeting types are generated based on the event. If more than one event occurs in the *IDG Period*, it may be necessary to *Void a Meeting*. For example, if the patient is up for *Recert*, *Recurring* and *Recert Order Due Meeting* types will be present in the console. The *Recurring Meeting* can be voided. This ensures the patient is identified as a *Recert* at the upcoming meeting and that the correct template is available for the documentation.



Tip for Quality

Voiding a meeting is only generally used when the *Recert* and *Recurring Meetings* coincide

A meeting is voided by **Right-clicking** and selecting **Void IDG Meeting** from the **Menu**.

Patient Name	IDG Date	Completed Date	Voided	Status	Details Ready Director?
	02/28/2018	Right click for menu	N	OPEN	N
	01/31/2018				
	02/14/2018				
	02/25/2018				
	01/10/2018				
	01/10/2018				
. ROCKY	02/08/2018				
. ROCKY	02/22/2018				
. ROCKY	02/14/2018				

A screenshot of a table showing meeting data. A right-click menu is open over the row with date 02/22/2018. The menu options include 'View Details', 'Add IDG Member', 'Add PRN IDG', 'Add Recurring IDG', 'Edit Date', 'Patient Progress Summary Report', 'POC Update', 'Recert Summary', 'Period Summary', 'Void IDG Meeting' (highlighted with a yellow starburst), and 'Unvoid IDG Meeting'.

In the event a meeting is *Voided in Error*, the void can be reversed from the same menu by selecting the **Unvoid IDG Meeting** option.

Patient Name	IDG Date	Completed Date	Voided	Status
ABBZZZOTT, JOHNATHAN	01/03/2018	Right click for menu	Y	VOIDED
ADZZZAMS, DEVIN R.	01/12/2018			
ADZZZAMS, LORETTA J.	01/17/2018			
AGUZZZILAR, CASSIE S.	01/17/2018			
ALEXZZZANDER, ELAINE M.	01/09/2018			
ALEXZZZANDER, ELAINE M.	01/23/2018			
ARELZZZLANO, EDITH	01/11/2018			
ARMSZZZTRONG, CHARLES G.	01/09/2018			
ATKZZZINS, ALLAN I.	01/17/2018			
ATKZZZINS.	01/04/2018			

A screenshot of a table showing meeting data. A right-click menu is open over the row with date 01/17/2018. The menu options include 'View Details', 'Add IDG Member', 'Add PRN IDG', 'Add Recurring IDG', 'Edit Date', 'Patient Progress Summary Report', 'POC Update', 'Recert Summary', 'Period Summary', 'Void IDG Meeting', and 'Unvoid IDG Meeting' (highlighted with a yellow starburst).

<< end of section >>

Documentation

A Registered Nurse, Chaplain/Spiritual Counselor, and a Social Worker are required to sign the **Plan of Care Update (POCU)** in advance of the *Hospice Physician*. Other disciplines including *Volunteer Coordinator*, *Bereavement Coordinator*, and *Aide*, can be included in the patient's team assignment, but are not required to complete the process.



It's critical that notes are completed and signed before the meeting starts. The physician is unable to sign the Plan of Care Update (POCU) without the required disciplines signatures.

Enter IDG Notes on the Plan of Care Update

Ideally, field colleagues will document *IDG Notes* on the *Plan of Care Updates (POCU)* via the *PointCare* application. Instructions for this process can be found in the *PointCare* manuals.



A colleague must be assigned as an IDG Member to be able to sign via the PointCare application.

Colleagues using the *R2/Office* application can use the *IDG Console*:

1. Begin by **Filtering** the console for the *Date*, *Team* (if applicable) and meeting statuses of *In Progress* and *Open*.

Common Filters

Service Lines:
HOSPICE

Branches:
(ALL)

Teams:
(ALL)

IDG Console Filters

IDG Date From: 01/01/2018 IDG Date To: 01/01/2018

Meeting Reasons:
(ALL)

Meeting Statuses:
IN PROGRESS | OPEN

Patients:
(ALL)

Medical Director :

Load

2. Double-click the **Patient Meeting**, to open to *Team Assignment*.
3. Select your **Name** with a single click.
4. **Edit/Sign Details**.

Pastor/Counselor Services Declined for this Meeting?

Social Worker Services Declined for this Meeting?

Drag a column header here to group by that column.

IDG Role	Worker	Status	Start Date
MEDICAL DIRECTOR	BROWER, KIM	OPEN	
PASTOR/COUNSELOR	CONSTANTINE, TRACY	OPEN	
REGISTERED NURSE	BLUNK, SHELLY	OPEN	
SOCIAL WORKER	CAVENER - MSW, RYAN	OPEN	

- Depending on your discipline and the meeting type, a template may populate the **Note Textbox**. The purpose of the template is to guide the content of the documentation.

Meeting Date: SATURDAY, 01/06/2018	IDG Member: BLUNK, SHELLY
Meeting Type: RECERT ORDER DUE	IDG Role: REGISTERED NURSE
Details:	
BRIEF SUMMARY OF CHANGES/DECLINE SINCE LAST RECERTIFICATION PERIOD THAT SUPPORTS TERMINAL TRAJECTORY: TYPE YOUR NOTE HERE.	
BRIEF SUMMARY OF PROGRESS TOWARD GOALS OF CARE: TYPE YOUR NOTE HERE	

- If the note is complete, click **Sign Details** – OR –



- To save your progress and return to the note later, **Save & Close**.



While the option to save and close is available, the note is not complete until Sign Details is performed.

- After signing, confirm signature by answering **Yes** to the message below.

IDG Meeting Details

Are you certain you are ready to sign the meeting details indicating completion?

Covering for an Assigned Team Member

If covering for an assigned team member, colleagues with the same discipline will find the option to *Assign Details to Me* when right-clicking on the original assigned name.

- Right-click on the **Original Assigned Person's Name**.
- Choose **Assign Meeting Detail to Me**.

IDG Role	Worker	Status	Start Date	Signed Date	Voided Date
BEREAVEMENT COORDINATOR	Right-click on original	OPEN	12/04/2017		
MEDICAL DIRECTOR	assigned person's name	OPEN			
PASTOR/COUNSELOR	FORMAN, ROBERT				
REGISTERED NURSE					
SOCIAL WORKER					
VOLUNTEER COORDINATOR					

- Assign Details to Me
- Edit Details
- Reassign Details

- Proceed to **Document and Sign**, using the steps listed in the previous section.

Track Readiness

Considering all required disciplines must sign prior to the *Hospice Physician*, it's important to track readiness for the meeting. *HCHB* provides a couple of tools to help with this.

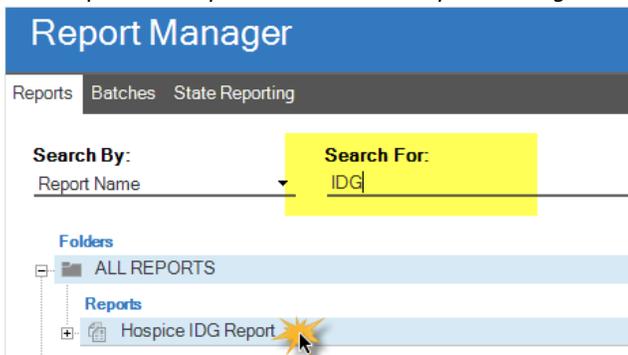
Details Ready for Medical Director Indicator

The *IDG Console* displays a column titled *Details Ready for Medical Director*. This indicates if the meeting has all required signatures.

Patient Name	IDG Date	Completed Date	Voided	Status	Details Ready for Medical Director?
Reason : DEATH AT HOME (1 item)					
	11/20/2017		N	5 OF 6 SIGNED	Y
Reason : NEW ADMISSION (4 items)					
	21/2017		N	3 OF 6 SIGNED	Y
	20/2017		N	OPEN	N
	25/2017		N	OPEN	N
	15/2017		N	OPEN	N
Reason : RECERT ORDER DUE (3393 items)					

Hospice IDG Report

The *Hospice IDG Report* is available in *Report Manager*.



This report can be filtered for *Meeting Date* and *Required, Unsigned Roles* to obtain a list of missing signatures.

Hospice IDG Report - SOLAMOR TRAINING 2

Apply Criteria Values: (DEFAULT)

Branch Groups:	(ALL)	
Branches:	(ALL)	Q
Teams:	(ALL)	
Meeting Date From:	01/01/2018	To : 01/01/2018
IDG Meeting Statuses:	(ALL)	
IDG Meeting Reasons:	(ALL)	
IDG Roles:	PASTOR/COUNSELOR REGISTERE	
Worker Names:	(ALL)	Q
Client Names:	(ALL)	Q
Exclude Medical Director:	NO	
Exclude Signed Roles:	YES	
Group By:	WORKER NAME	
Sort By:	IDG DATE	
Display Report Criteria:	FULL	

View/Print
Print Only
Save As PDF
Export
Criteria
Cancel

<< end of section >>

The Meeting

Compassus requires the Medical Director, RN, SW, Chaplain/Spiritual Counselor, Bereavement Coordinator, and Volunteer Coordinator to attend and participate in the IDG Meeting. The goal of the meeting is produce a *Plan of Care Update (POCU)* for each patient discussed. If the program uses a *Meeting Facilitator* and *Scribe*, then it's important for everyone to be working consistently when filtering the IDG Console.



Tip for Quality

In addition to your system steps, Compassus has a established IDG Agenda and Sign In available from Staples: Form# 24364792

Applying the Date, Team, and Meeting Statuses.

- 1) For the IDG Date, select the date from previous IDT to current IDT. This will ensure completion of any pending notes. Note completion is recommended during IDT unless a patient evaluation or family meeting is necessary prior to signing.
- 2) "Meeting Status" should be "IN PROGRESS|OPEN" status. There is a "COMPLETED" option available if note needs to be edited.
- 3) Select the search button for Medical Director. A pop up window will allow selection of your name.
- 4) The Load button will upload the current patients on your team that require discussion and documentation during IDT.
- 5) Clicking on the Reason tab at the top of the screen will arrange the patient is order of Deaths, Discharges, Admissions, Recert, Upcoming Recert and Recurring. This will allow discussion of patients with a set agenda.

It's also recommended to group the screen by *Meeting Reason*. This is accomplished with drag and drop of the **Reason** column header into the gray area at the top of the grid.

Drag Reason to the gray area

Drag a column header here to group by that column.

Patient Name	Unsigned Medical Director Orders?	Reason	Benefit Period
	N	RECURRING	1
	N	RECURRING	1
	N	RECERT ORDER DUE	1

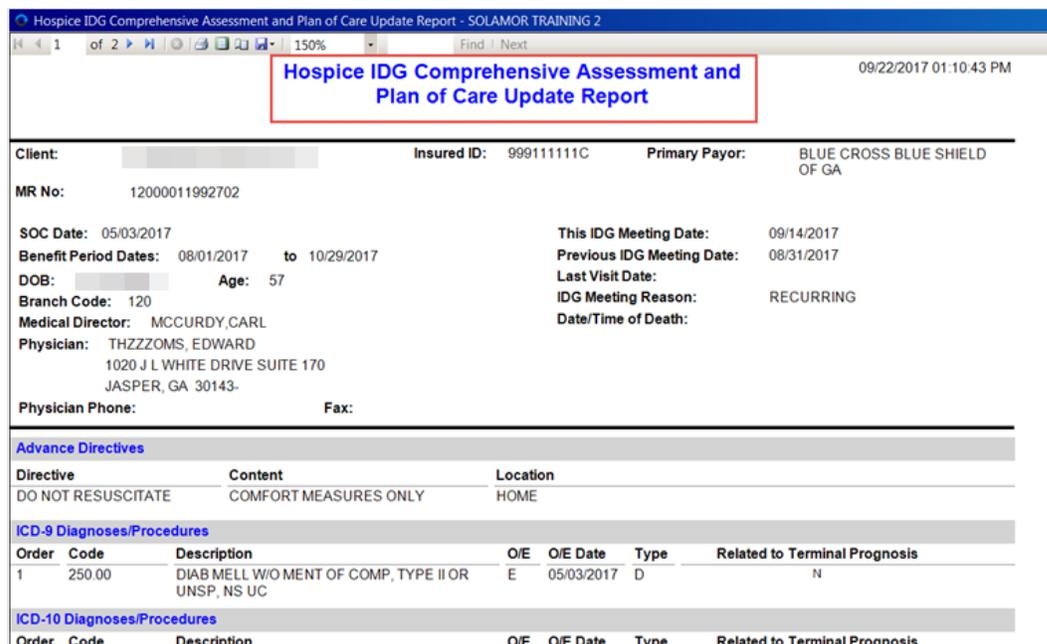
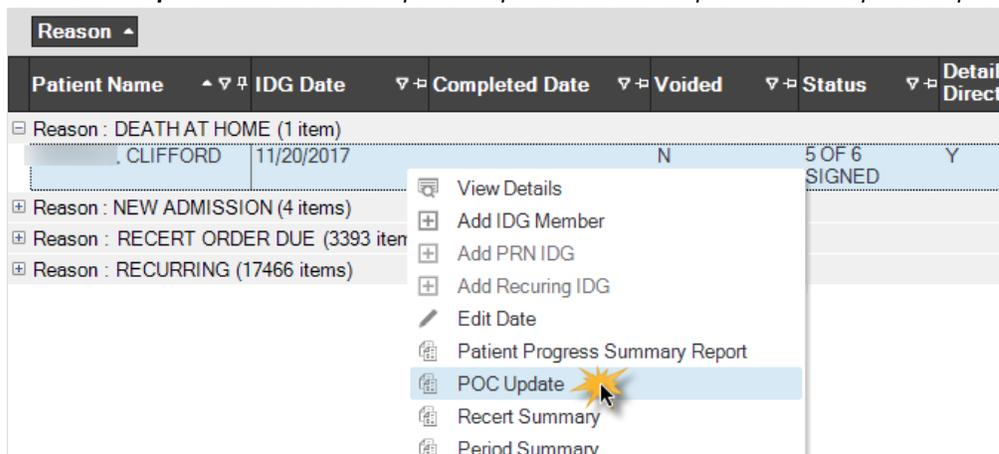
Reason

Patient Name	IDG Date	Completed Date	Voided	Status
Reason : DEATH AT HOME (1 item)				
Reason : NEW ADMISSION (4 items)				
Reason : RECERT ORDER DUE (3393 items)				
Reason : RECURRING (17466 items)				

Meeting Facilitator

The *Meeting Facilitator* uses a projector or big screen monitor to display patient information to aid in team discussion. The *POC Update* containing the team *IDG Notes* should be projected.

1. Choose **POC Update** which is the *Hospice Comprehensive IDG Report and POC Update Report*.



2. If additional documentation needs to be viewed by the team or physician, the *Medical Records Menu* is available by right clicking on the **Meeting**. This menu provides access to *Visit Notes*, *Face-to-Face Documentation*, etc.

Scribe

The responsibility of the *Scribe* is to record the discussion of the *IDG Team*. This is done using the process in the **Enter IDG Notes on the Plan of Care Update** section of this document starting on page 9.

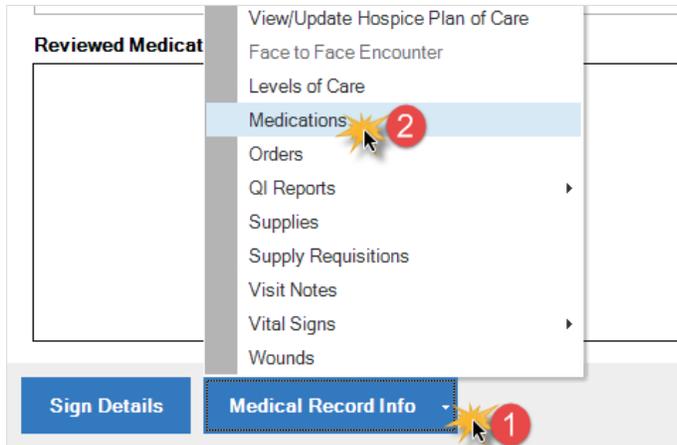
Medical Director

The responsibility of the *Medical Director/Hospice Physician* is to record any additional updates to the patient's *Plan of Care (POC)*. This is done using the process in the **Enter IDG Notes on the Plan of Care Update** section of this document starting on page 9.

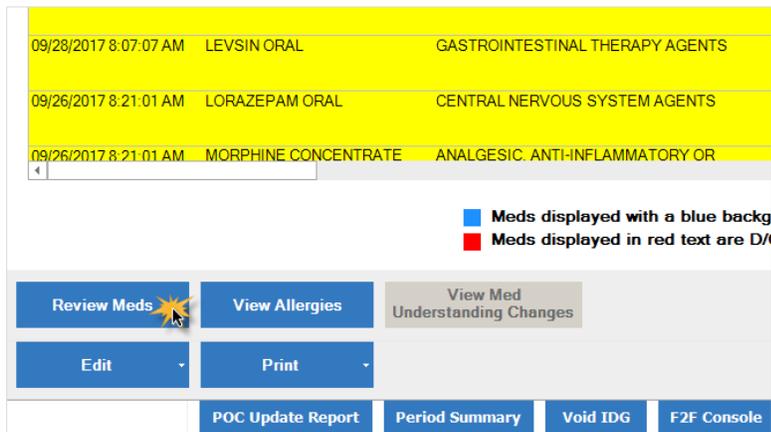
Additionally, medication review can be documented in *HCHB* and certifications and orders can be signed.

Medication Review

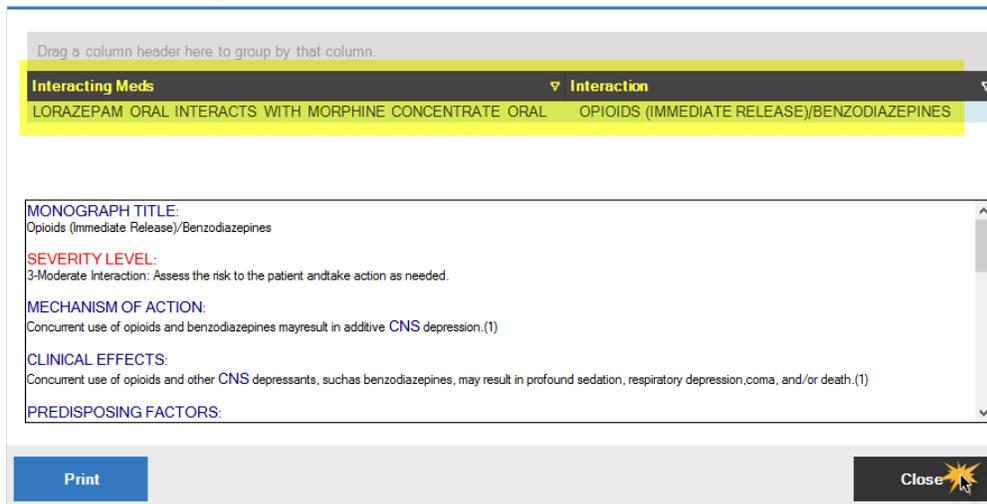
1. From the *Note Signing* screen, select **Medications** from the **Medical Record Info** menu.



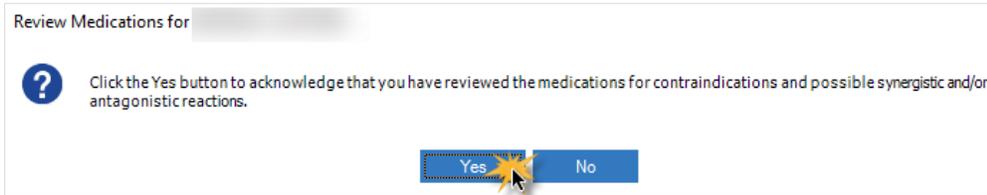
2. Click **Review Meds.**



3. *Identified Interactions* will display.
4. **Review Interactions**, then **Close** the screen.



- Select **Yes** to complete the documentation review.

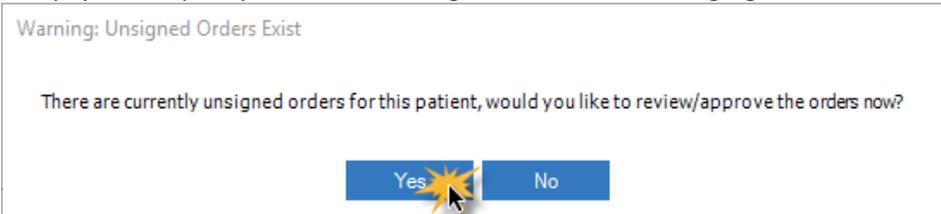


- Close** the *Medications* screen.
- Notation of this medication review is automatically added to the patient's *Plan of Care Update (POCU)*.

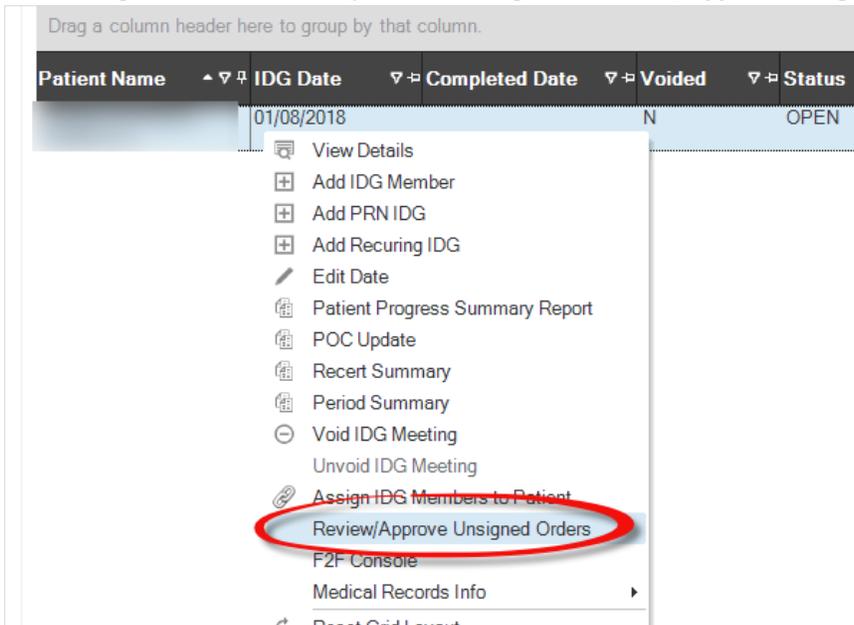
CTI and Order Signing

The *Medical Director* has the opportunity to electronically write the narrative and sign the certification documents during the *IDG Process*. There are two methods for reaching the orders screen:

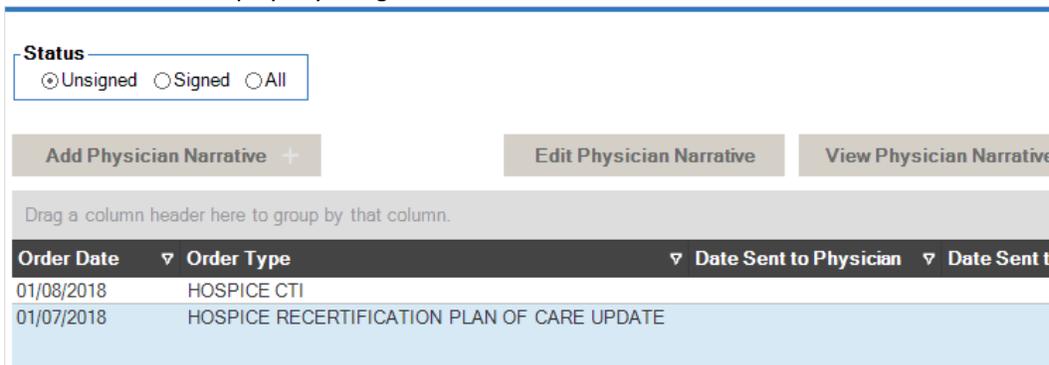
- The physician is prompted to review unsigned orders after clicking **Sign Details on the IDG Note**.



- Or in the right-click menu of the patient meeting select **Review/Approve Unsigned Orders**.



- Either method will display any unsigned orders on the screen.



4. Make note of the *Order Type* and select an **Order** with a single-click.
5. A description of the selected order displays below.

Status: Unsigned Signed All

Add Physician Narrative + Edit Physician Narrative View Physician Narrative

Drag a column header here to group by that column.

Order Date	Order Type	Date Sent to Physician	Date Sent to M
01/08/2018	HOSPICE CTI		
01/07/2018	HOSPICE RECERTIFICATION PLAN OF CARE UPDATE		

Order Description:
 TERMINAL DIAGNOSIS: CANCER
 I CERTIFY THAT THE PATIENT'S PROGNOSIS IS SIX MONTHS OR LESS IF THE DISEASE RUNS ITS NORMAL COURSE.

View Order Sign Order Decline Order F2F Encounter Close

6. **Review and Sign the Order.**

TERMINAL DIAGNOSIS: CANCER
 I CERTIFY THAT THE PATIENT'S PROGNOSIS IS SIX MONTHS OR LESS IF THE DISEASE RUNS ITS NORMAL COURSE.

View Order **Sign Order** Decline Order F2F Encounter Close

7. A CTI Order Type requires the *Physician's Narrative* before the order can be signed.

Add Physician Narrative + Edit Physician Narrative View Phys

Drag a column header here to group by that column.

Order Date	Order Type	Date Sent to Physician
01/08/2018	HOSPICE CTI	
01/07/2018	HOSPICE RECERTIFICATION PLAN OF CARE UPDATE	

Error
 The order cannot be signed as it is missing a Physician Narrative.

Order Description:
 CERTIFICATION OF TERMINAL ILLNESS
 I CERTIFY THAT THE PATIENT'S PROGNOSIS IS SIX MONTHS OR LESS IF THE DISEASE RUNS ITS NORMAL COURSE.
 VERBAL CERTIFICATION WAS RECEIVED FROM THE PHYSICIAN LISTED ABOVE ON THIS ORDER DATE.
 TERMINAL DIAGNOSIS: CANCER

View Order Sign Order Decline Order F2F Encounter

8. Click **Add Physician Narrative**.

The screenshot shows a button labeled "Add Physician Narrative +" circled in red. To its right are buttons for "Edit Physician Narrative" and "View Phys". Below these is a table with a header row: "Order Date", "Order Type", and "Date Sent to Physician". The first row of data shows "01/08/2018" and "HOSPICE CTI".

9. Enter the **Narrative**.

10. **Save and Close**.

The screenshot shows a form titled "Add Physician Narrative for - SOLAMOR TRAINING 2" for patient "ZIMMZZERMAN, PAMELA". A red circle with the number "1" highlights the instruction: "BRIEF NARRATIVE STATEMENT (REVIEW THE INDIVIDUAL'S CLINICAL CIRCUMSTANCES AND SYNTHESIZE THE MEDICAL INFORMATION TO PROVIDE CLINICAL JUSTIFICATION FOR HOSPICE SERVICES)". Below this is a text input field with the placeholder "ENTER NARRATIVE INFORMATION HERE". Another red circle with the number "2" highlights the "Save & Close" button at the bottom right.

A red callout box with a white 3D figure icon on the left. The text reads: "Tip for Quality" and "The Narrative Statement must be patient specific and must be at least ten characters in length".

11. **Sign the Order**.

The screenshot shows a form with a text area containing: "TERMINAL DIAGNOSIS: CANCER" and "I CERTIFY THAT THE PATIENT'S PROGNOSIS IS SIX MONTHS OR LESS IF THE DISEASE RUNS ITS NORMAL COURSE." Below the text area are buttons for "View Order", "Sign Order" (circled in red), "Decline Order", "F2F Encounter", and "Close".

Send Plan of Care Update to Primary Physician

At the completion of the meeting, workflow is generated for the *Medical Records Specialist (Team Coordinator)* to send a copy of the *Plan of Care Update (POCU)* to the *Primary Physician*.

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