

Agenda- Uppföljande dialogmöten för lösningen

2025-05-22



Agenda

- **Introduktion och förväntningar på sessionen (5 min)**
 - Syfte och Mål
 - Metodik funktionella sessioner
 - Oracle presenterar svar på problemområden/frågor/behov
 - Gemensam dialog för att säkerställa förståelse
 - Information om funktionen "Räck upp handen" och Chat.
- **Översikt av problemområden (1h 45 min)**
 - Beskrivning av kategorisering av svaren
 - Paus (5 min)
- **Avslutning och nästa steg (5 min)**



Syfte och Mål (1/2)

Syftet med workshopen är:

- Att skapa en gemensam förståelse mellan Oracle och slutanvändarna kring de utmaningar och ouppfyllda behov som är kopplade till Millennium.
- Sessionerna bygger på en öppen och konstruktiv dialog där slutanvändarna får möjlighet att dela sina erfarenheter och synpunkter, och där Oracle presenterar svar på de frågor och funderingar som lyfts vid tidigare tillfällen.

Målet är att tillsammans:

- Identifiera och klargöra problemområden
- Utforska möjliga förbättringsåtgärder
- Förstå behov för vidare utveckling
- Genom detta arbetssätt vill vi stärka systemets användarvänlighet, effektivitet och övergripande nytta för verksamheten inom VGR.



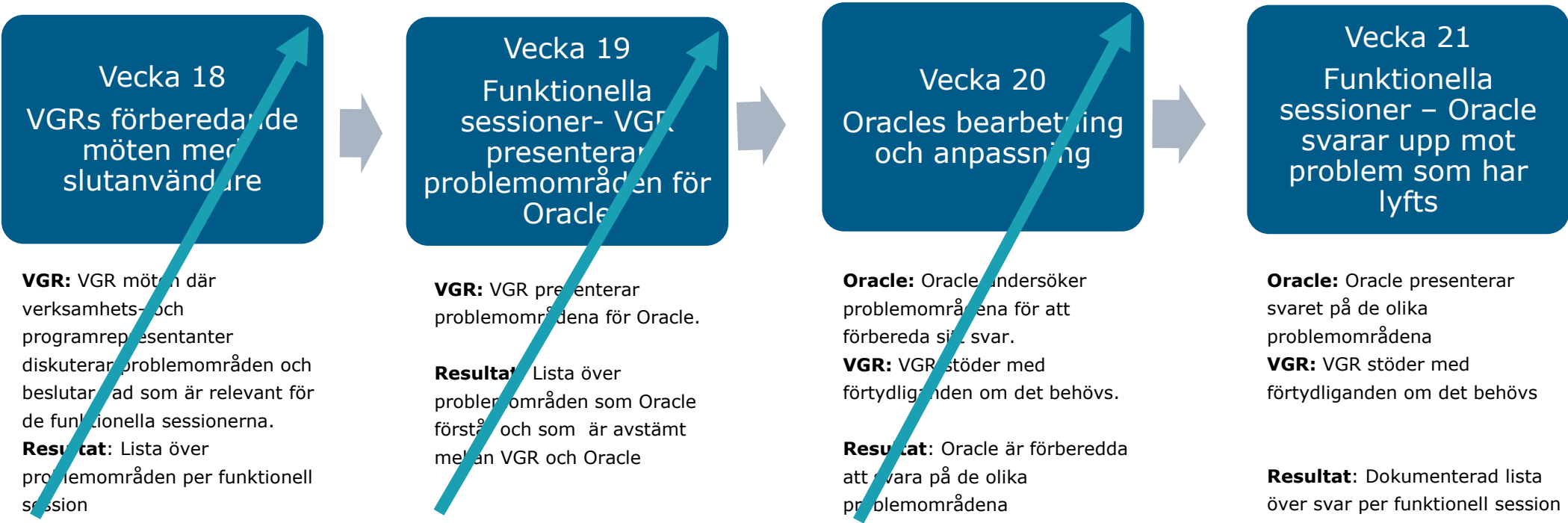
Syfte och Mål (2/2)

- Oracle har valt att genomföra en fokuserad analys med hänsyn till tidsmässiga, resursmässiga och praktiska begränsningar.
- Vi kommer att ge en tydlig och strukturerad översikt av våra fynd.
- Observera dock att vi, på grund av ovanstående begränsningar, inte kunnat utforska alla möjliga vinklar – resultaten behöver därför arbetas vidare med inom ramen för den nya implementeringsplanen.

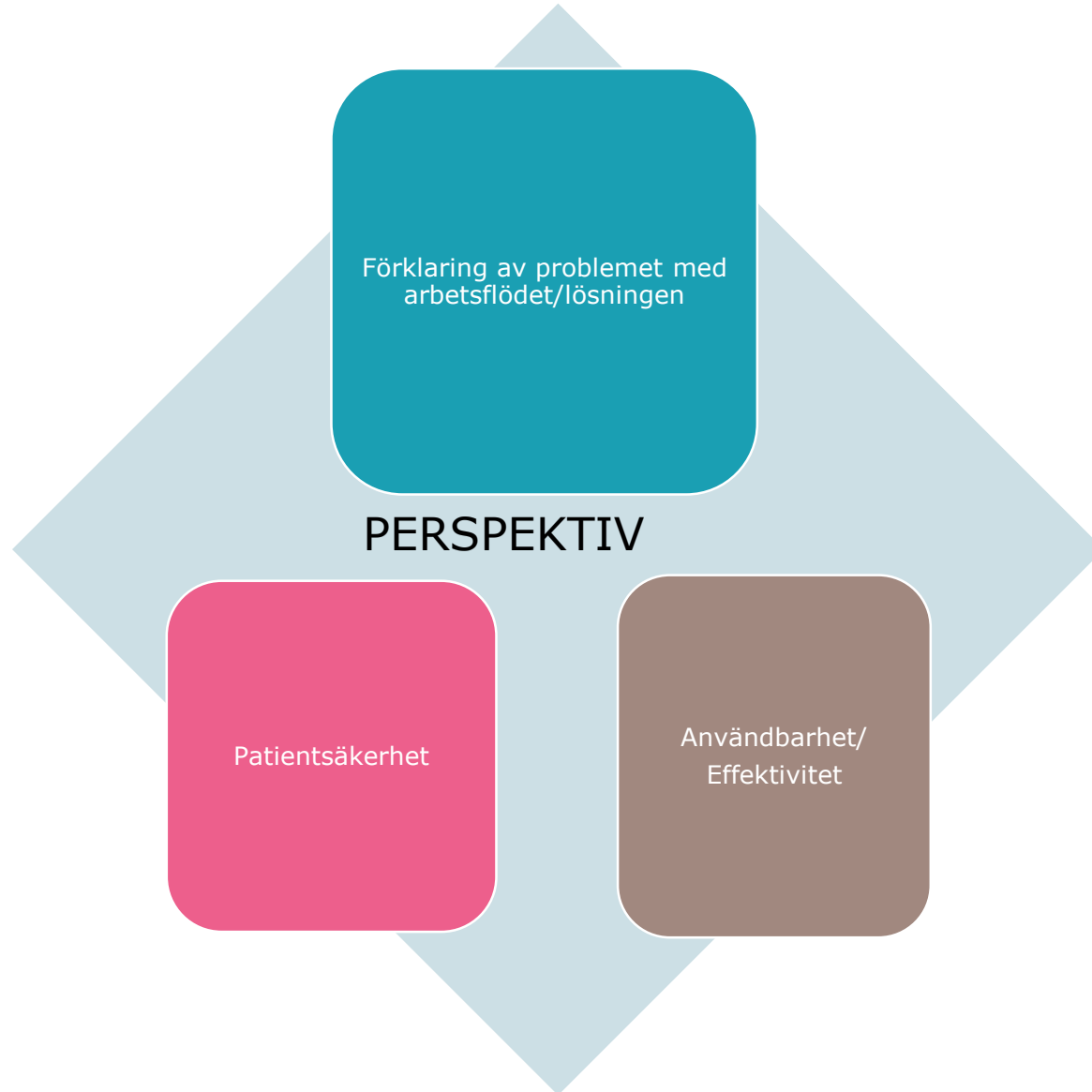
- **Notering:** Vissa slides har delats upp eller omstrukturerats när ämnen varit relaterade eller behövt delas upp i flera svar.



Metodik - Funktionella sessioner



Struktur för översikt av problembeskrivning



Kategorisering av svar

Presentatör: Josh Bodiford

Kategori	Beskrivning	Noteringar
Befintliga funktioner	Funktioner eller funktionalitet finns redan i Millennium.	Utvärdera design och konfiguration på nytt för optimal användning.
Planerad Roadmap (Nuvarande version av Millennium)	Utveckling för att möta detta behov inom den nuvarande plattformen (Millennium) är redan planerad. Leverans inom de kommande ±12 månaderna.	Planerade programuppdateringar, integrationer eller uppgraderingar.
Framtida Roadmap (Nästa generation)	Oracles nya generation av kliniska produkter som syftar till att inkludera funktionalitet som tillgodoser behovet. Beräknad tillgänglighet i Sverige är ännu inte fastställd.	Planerade funktioner, plattformsutvidgningar eller ny teknik under utveckling.
Specialanpassad konfiguration	Förbättrat arbetsflöde genom unik lokal konfiguration eller anpassad lokal utveckling.	Uppföljningssamtal skulle behövas för att utforma den anpassade lösningen.
Organisationsförberedelse	Revidering av användarförberedelseplanen för att säkerställa tydlighet i lösningens funktioner och funktionalitet.	Innefattar översyn av kommunikationsplaner, riktlinjer, utbildningsmaterial och utvärderingar, etc.
Kräver vidare utredning	Ämnen där det inte fanns tillräckligt med detaljer eller tid för att reda ut frågeställningen, men vi vill arbeta tillsammans för att förstå mer och komma fram till vilka lösningar som kan göras.	Uppföljande samtal skulle behövas för att se om nuvarande funktioner kan användas eller om anpassad konfiguration eller produktförbättringar behövs.

Responses to End Users: Results Management (Orders and Results)



Consolidated visualization of orders placed, and results received

Problem Statement

- In the patient chart, there needs to be a clear view in which the status of an order can be tracked, from order entry to the final result. This needs to include Ordered – Specimen Collection/Examination Done – Result Available (possibly preliminary) – Signed.
- ❑ Additionally, in the same view there needs to be a clear visualization of any changes to a result, as well as any possible assay comments and/or clinical comments associated with the result. The result should be displayed on the date of the specimen collection/examination.
- ❑ Radiology and pathology results received need to be presented with the examination date/specimen collection date. Currently, they are presented with the date that the report was written.

Recommendation

Current capabilities/short-term Initiatives:

- The Outstanding Orders MPages component can be configured to display a customized list of order types and statuses in the workflow MPage within the patient's chart. Users can further filter using specified timeframes or their orders only. All columns can be used for sorting (screenshot on following slide).
- The interface between the resulting system and Millennium could be improved to display the specimen collection or examination date, providing clearer context for results. This redesign/configuration will be included in the updated implementation plan.

Category:

- **Current Capabilities**

Outstanding Orders (9)

[All Visits](#)
[Last 1 hours](#)
[Last 1 days](#)
[Last 1 weeks](#)

 Show Only My Orders

Order	^	Status	Order Date/Time	Ordered by	Ordering Location	Order Tracking
bacitracin		Ordered	MAR/05/21 09:19	R, Jayanth	RCRNU	--
bacitracin		Ordered	MAR/04/21 13:52	R, Jayanth	RCA AM	--
Blood Culture		Ordered (Dispatched)	MAR/04/21 14:01	R, Jayanth	RCA AM	Tracked
Blood Culture		Ordered (Collected)	MAR/04/21 13:40	R, Jayanth	RCA AM	Tracked
glimepiride		Ordered	MAR/05/21 01:46	R, Jayanth	RCRNU	--
glimepiride		Ordered	MAR/04/21 13:52	R, Jayanth	RCA AM	--
loxapine		Ordered	MAR/07/21 23:02	R, Jayanth	RCRNU	--
loxapine		Ordered	MAR/05/21 01:49	R, Jayanth	RCRNU	--
loxapine		Ordered	MAR/04/21 13:49	R, Jayanth	RCA AM	--

Consolidated visualization of orders placed, and results received

Problem Statement

- ❑ There needs to be a view or a tool at both the nurse unit level and the user level for filtering and visualizing orders placed, orders which are completed but without results, and orders with results which have not been signed. It also needs to be possible to use filters to find results outside of reference ranges.

Category

- **Current Capabilities**
- **Custom configuration**

Recommendation

Short term (unit level):

- Current: Millennium has a new feature called the Order Tracking Worklist (see following slide), which enables users to monitor a customizable list of placed orders. Users can filter the list by ordering location, provider, or specific orders in one list.
- Custom: Project to investigate a custom worklist (expanding on the existing Order Tracking Worklist) with a combination of orders and results.
- Current: In Message Center where results are endorsed, the results can be sorted by critical, abnormal, etc.

Short term (patient level):

- Current: In Results Review, there is an existing filter to present only abnormal results.

Order Tracking Worklist

100%

List: test123

Manage Worklists...

Filter



Patient	Outstanding Order	Order Category	Order Date	Due Date	Ordering Provider	Ordering Location
INNDEV, OrdTra... 32 years M MRN: XXXXX9762 FIN: --	Basic Metabolic Panel... 3	Chemistry	16 days ago	5 days ago	Cerner Test, Physician - Pri...	MX Clinic 1
INNDEV, OrdTra... 32 years M MRN: XXXXX9039 FIN: --	Bilirubin Total (Future (... 2	Chemistry	4 days ago	In 3 days	Cerner Test, Physician - Pri...	MX Clinic 1
INNDEV, OrdTra... 29 years M MRN: XXXXX9764 FIN: --	Alkaline Phosphatas... 55	Chemistry	15 days ago	15 days ago	Cerner Test, Physician - Pri...	MX Clinic 1
INNDEV, OrdTra... 27 years M MRN: XXXXX9043 FIN: --	Albumin Level (Futur... 1	Chemistry	16 days ago	13 days ago	Cerner Test, Physician - Pri...	MX Clinic 1
INNDEV, OrdTra... 29 years M MRN: XXXXX9042 FIN: --	XR Abdomen KUB 1 V... 2	General Diagnostic	16 days ago	16 days ago	Cerner Test, Physician - Pri...	MX Clinic 1
INNDEV, OrdTra... 25 years M MRN: XXXXX9767 FIN: --	XR Spine Lumbosacra... 2	General Diagnostic	15 days ago	15 days ago	Cerner Test, Physician - Pri...	MX Clinic 1
INNDEV, OrdTrac... 25 years F	XR Ankle 2 Views Left (... 1	General Diagnostic	16 days ago	--	Cerner Test, Physician - Pri...	MX Clinic 1

Consolidated visualization of orders placed, and results received

Problem Statement

- ❑ Need for standardization of result symbols to avoid misunderstandings that can lead to patient safety risks/patient harm.

Category

- **Future Roadmap**

Recommendation

- As part of the design of Next Generation Oracle clinical products, there is a large standardization effort across the entire system and all applications to ensure a consistent look and feel. Estimated availability in Sweden: TBD.
- Current: as noted in other problems, there are multiple methods for doing the same tasks in Millennium, which in part has led to this lack of standardization. As part of the general redesign/configuration optimization, we would consider this as an important input for that effort.

Consolidated visualization of orders placed, and results received

Problem Statement

- ❑ Need to be able to monitor results by person filtered by nurse unit. In Message Center, there is currently no information about which nurse unit a result pertains to.
- ❑ Users need to be able to see the results for the nurse unit they work at on a specific day and have access to results ordered from other nurse units, if needed. When monitoring results as a proxy, only results pertaining to the current nurse unit should display.
- ❑ Improved functionality for managing results received linked to an order in Millennium.
 - Message Center – only works for monitoring per person.
 - Not possible to use proxy when a person has left VGR. Report instead, which is cumbersome. See description of the need for a view for monitoring at the nurse unit level with direct access to the patient chart. There are also other situations where the use of proxy is unsuitable – you need to monitor results received for the whole nurse unit.
 - Opening a chart from Message Center – which encounter do you open into?
- ❑ Unsigned results being monitored by someone other than the ordering provider need to be managed in a view from where it is possible to navigate straight to the patient chart. Using proxies in Message Center is not always possible, and the Discern Reporting Portal is too cumbersome to use for this purpose.

Category

- **Current Capabilities**
- **Future Roadmap**

Recommendation

- Current: We will explore redesign/configuration to be able to sort all endorsable results from a unit into a pool without the need for proxy functionality.
- When opening a chart from Message Center, it will open the encounter of the result or document in focus. If there is no result in focus, it will use “best encounter” logic to determine which encounter is opened.
- Future Roadmap: In the next generation of Oracle clinical products, messaging functionality will receive several usability enhancements. We will work to evaluate ways to better incorporate role profiles into the functionality and will be seeking feedback when that work begins

Unsigned results – monitoring and management

Problem Statement

- ❑ Improved functionality for managing results received not linked to an order in Millennium – Unsolicited results. This will always happen despite efforts to minimize it. It needs to be possible to manage this in PowerChart/LaunchPoint so that nothing is missed, and the result must be complete.

Category

- **Needs further investigation**

Recommendation

- There are numerous options for workflows to handle unsolicited results. This needs further review and will be part of redesign/configuration included in the updated implementation plan.

Unsigned results – monitoring and management

Problem Statement

- ❑ Reflex orders – the lab sends extra results, e.g. High WBC count differential.
- ❑ Add-on orders (add-on is VGR's English expression) – you call the lab to supplement an order which has already been placed.
- ❑ Signing of unsolicited results is not possible from within the chart. Every result has to be forwarded to someone's Message Center for signing.
- ❑ Forwarding results. Not possible to forward microbiology results for signing, only for review.

Recommendation

- Needs further investigation: the functionalities described are Millennium capabilities. The use of a third-party lab system creates some complications, but we would like to propose a focused effort to redesign/configure these workflows, including in the updated implementation plan.

Category

- **Needs further investigation**

Consolidated visualization of orders placed, and results received

Problem Statement

- ❑ Traceability for which patient you have worked on in Message Center in order not to lose the patient after signing a post, in case you have forgotten to open the chart beforehand. In PowerChart you can see the five most recent patients.

Recommendation

- **Current:** There is existing functionality, called the Result Journal, which can present a list of result-related actions done by a user in a given timeframe (see following slide). It is available both in individual and pool inboxes.

Category

- **Current Capabilities**



Results x

Communicate Open Message Journal Forward Only Select Patient Select **Result Journal**

Create Date Patient Name Result Type Result Status Abnormal Subject

Query Endorsed and Reviewed Results: Felician, Tiffany, RN

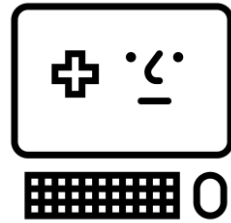
From: 09/16/2012 1632 Search

Update Date	Result Type	Patient Name	Result Status	Subject	Notification Comment	Create Date
9/17/2012 2:27:01 PM	Radiology	out, ptA	In Error	XR Ankle min. 3 views ...		9/14/2012 10:52:56...
9/17/2012 2:03:51 PM		out, ptb	Auth (Verified)		User B reviewing user A's discrete Result FYI	9/14/2012 5:27:00 ...
9/17/2012 2:00:05 PM	AP	Invitations1, Female	Modified	Surg Path Final Report	This is my endorsement comment for the u...	9/14/2012 3:52:00 ...
9/17/2012 1:52:49 PM		inv, pat	Auth (Verified)		This is User B endorsing the discrete result i...	9/14/2012 2:22:00 ...
9/17/2012 12:42:04 PM		inv, pat2	Modified		This is a refused RResult FYI for User A	9/14/2012 10:16:00...
9/17/2012 12:41:06 PM	AP	invitations, regression25	Auth (Verified)	Surg Path Final Report	Reviewed by User A in Result FYI folder	9/17/2012 12:02:00...
9/17/2012 12:35:02 PM		invitations, regression25	Auth (Verified)		endorsed from pool by user other than user A	9/17/2012 11:52:00...
9/17/2012 12:30:01 PM	Radiology	rocks, tf24	Transcribed	XR Ankle min. 3 views ...	Refused with comment	9/14/2012 10:36:36...
9/17/2012 12:29:43 PM	Radiology	rocks, tf36	Transcribed	XR Ankle min. 3 views LT		9/14/2012 10:42:06...
9/17/2012 12:29:32 PM	Radiology	inv, pat6	Transcribed	XR Ankle min. 3 views ...		9/14/2012 10:45:35...
9/17/2012 12:29:19 PM	Radiology	rocks, tf45	Transcribed	XR Ankle min. 3 views LT	with comment	9/14/2012 10:48:08...
9/17/2012 12:28:19 PM	AP	rocks4, tiffany	Auth (Verified)	Surg Path Final Report	This is the result I am refusing	9/14/2012 3:52:00 ...
9/17/2012 12:26:59 PM	AP	rockstar, test	Auth (Verified)	Surg Path Final Report	Called patient and let them know that result...	9/14/2012 3:52:00 ...
9/17/2012 12:26:28 PM	AP	rocks, tf nine	Auth (Verified)	Surg Path Final Report	This is a prerequisite for the journal test, I a...	9/14/2012 3:52:00 ...

* The displayed result list does not include reviewed documents

Close

Efficiency / Usability



Consolidated visualization of orders placed, and results received

Problem Statement

- ❑ Need to be able to see a complete result, in accordance with the accreditation, by hovering or using one click (not several clicks).

Category

- **Current Capabilities**
- **Future Roadmap**

Recommendation

- Supplemental information about a result (including reference ranges, action history, etc.) is by right-clicking and selecting Result Information (two clicks).
- Future Roadmap: these views are being optimized in the Next Generation of Oracle clinical products. Estimated availability in Sweden: TBD.



Avslutning och nästa steg

- Värdefulla perspektiv för vidare övervägande
- Anteckningar från mötet delas med samtliga deltagare
- Avslutning
 - Tack för ert bidrag
 - Nästa steg

