



Alerts User Guide

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by Evident

PATIENT CENTERED.
COMMUNITY FOCUSED.



Alerts User Guide

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Chapter 1 Introduction

1.1 Attestation Disclaimer

Meaningful Use attestation confirms the use of a certified Electronic Health Record (EHR) to regulatory standards over a specified period of time. Evident and TruBridge Meaningful Use certified products, recommended processes and supporting documentation are based on Evident's interpretation of the Meaningful Use regulations, technical specifications and vendor specifications provided by CMS, ONC and NIST. Each client is solely responsible for its attestation being a complete and accurate reflection of its EHR use during the attestation period and that any records needed to defend the attestation in an audit are maintained. With the exception of vendor documentation that may be required in support of a client's attestation, Evident and TruBridge bear no responsibility for attestation information submitted by the client.

1.2 What's New

This section introduces the new features and improvements for the **Alerts application** feature for release Version 20. A brief summary of each enhancement is given referencing its particular location if applicable. As new branches of Version 20 are made available, the original enhancements will be moved to the Previous Work Requests section. The enhancements related to the most current branch available will be listed under the main What's New section.

Each enhancement includes the Work Request (WR) Number and the description. If further information is needed, please contact **Client Services** Support.

CDS: Auto-Acknowledge Auditing -- WR 1705181317

DESCRIPTION: This work request adds an auto-acknowledge function to certain CDS Alerts, when specific actions are taken, which also displays on the Alert Audit Report.

DOCUMENTATION: See [Alert Audit Report](#)^[11]

CDS: Homescreen Design Change: Create Alert Audit Report -- WR 1702141130

DESCRIPTION: This work request creates a new report in Report Writer titled Alert Audit Report which will allow users to audit CDS alerts.

DOCUMENTATION: See [Alert Audit Report](#)^[11]

1.3 Online Presentations

This section contains a list of available online presentations that are applicable for this user guide. They are not intended to replace the detail of the user guide but are to be used in conjunction with the user guides to enhance the process and/or procedures related to this application. To browse all presentations currently available online, sign in to evident.com and select Presentations or click on one of the following links:

[Click here to view all Online Presentations](#)

[Click here to view all QuickCaps](#)

There are currently not any presentations directly related to this application but please access the links above for presentations related to other areas of Thrive.

Chapter 2 Overview

The **Alerts** application functions as a notification center on a patient's chart. If there are unacknowledged alerts on a patient's account, the system will default to the Alerts application when the patient chart is accessed.

Chapter 3 Alerts

- Alerts must be addressed individually.
- Once triggered, notifications will pull to the Alerts application regardless of whether they are set to pull to the Home Screen.
- Alerts that are acknowledged on the Home Screen will be removed from the Alerts application.
- Notifications that appear in the Alerts application are specific to that particular patient visit.

Select **Home** > **Charts** > **Alerts**

The screenshot displays the Alerts application interface for patient HOWARD DOUGLAS (357495). The patient's demographic and clinical information is shown at the top, including MRN, account number, DOB, sex, current weight, height, BMI, BSA, admit weight, and RM. The Alerts section lists several notifications:

Patient name	Entered on	Notification description
357495	2014-10-14 at 1213	CULTURE URINE
357495	2014-10-14 at 1215	ANION GAP
357495	2014-10-14 at 1215	BUN
357495	2014-10-14 at 1215	CHLORIDE
357495	2014-10-14 at 1215	CREATININE
357495	2014-10-14 at 1218	OCCULT BLD #1
357495	2014-10-14 at 1218	DIGOXIN
357495	2014-12-17 at 1330	POC Note
CDSAlertsNGF0372 - Medication Review HOWARD DOUGLAS Account#: 357495 Date: 2015-04-07 Time: 16:46		
New Lab Results to Review Patient name: 357495		
357495	2015-05-19 at 1516	DIGOXIN

Alerts

The notifications that appear in the Alerts application are based on information from a specific patient visit. The following notifications will appear in the Alerts application once they are triggered in the Thrive software:

- **Abnormal Lab Result - AbnormalLab**
 - Filters the subscription to only see notifications on orders with results that are flagged as abnormal. Notification is sent when the test is result.
- **CDS Alerts**
 - For more information on CDS Alerts, see below.
- **Discrete Lab Result - Lab**

- Filters the subscription to only see notifications of a resulted order with normal result values. Notification is sent when the test is resulted.
- Nursing Note - **POC Note**
 - Filters the subscription to only see notifications of a Point of Care chart note when it has been entered on a patient's chart.
- Scanned Image - **ScannedImage**
 - Filters the subscription to only see notifications of available scanned images from Electronic File Management. Notification is sent when the item is scanned into the system.
- Transcription - **Transcription**
 - Filters the subscription to only see notifications to a provider when a transcription has been entered by someone other than that provider for a patient who is in his/her care.
- Summarized Lab Results - **ViewAllLabResults**
 - Filters the subscription to only see notifications when any lab result(s) are entered on an order. The system will only display one of these alert types per patient at one time. If acknowledged, and new or additional results are entered after acknowledgment, the alert will re-appear on the Home Screen.

Hospital CDS Alerts

- NQF 371 Venous Thromboembolism Prophylaxis - **CDSAAlertsID0108**
 - Filters the subscription to see alerts to the provider that a patient has been identified as having a moderate to very high risk of VTE, but no prophylaxis has been ordered.
- NQF 372 Medication Review - **CDSAAlertsID0190**
 - Filters the subscription to see alerts to the provider that an Admission Medication Reconciliation has not been performed on this patient for the current visit.
- NQF 373 Venous Thromboembolism Patients with Anticoagulation Overlap Therapy - **CDSAAlertsID0073**
 - Filters the subscription to see alerts to the provider when overlap therapy of warfarin and parenteral therapy has not been ordered for this VTE patient.
- NQF 374 Venous Thromboembolism Receiving Unfractionated Heparin - **CDSAAlertsID0109**
 - Filters the subscription to see alerts to the provider that it has not been documented that this patient's heparin treatment is being adjusted by a protocol.
- NQF 375 Venous Thromboembolism Discharge Instructions - **CDSAAlertsID0110**
 - Filters the subscription to see alerts to the provider that educational materials have not been provided to VTE patient or caregiver at discharge.
- NQF 376 Date of Birth Not Addressed - **CDSAAlertsID0114**
 - Filters the subscription to see alerts to the provider when the patient's date of birth has not been entered within the system.
- NQF 435 Discharged on Antithrombotic Therapy - **CDSAAlertsID0104**

- Filters the subscription to see alerts to the provider when Antithrombotic therapy has not been prescribed for an ischemic stroke patient.
- NQF 436 Anticoagulation Therapy for Atrial Fibrillation/Flutter - **CDSAAlertsID0071**
 - Filters the subscription to see alerts to the provider when Anticoagulation therapy has not been prescribed for a patient with atrial fibrillation/flutter.
- NQF 437 Thrombolytic Therapy - **CDSAAlertsID0091**
 - Filters the subscription to see alerts to the provider when Thrombolytic therapy has not been initiated for acute ischemic stroke and there is no documentation of a medical reason for patient to not be on Thrombolytic therapy.
- NQF 438 Antithrombotic Therapy By End of Hospital Day 2 - **CDSAAlertsID0072**
 - Filters the subscription to see alerts to the provider when Antithrombotic therapy has not been ordered, and there is no documentation of a medical reason for the patient to not be on Antithrombotic therapy.
- NQF 439 Discharged on Statin Medication - **CDSAAlertsID0105**
 - Filters the subscription to see alerts to the provider when Statin medication was not prescribed for ischemic stroke patient.
- NQF 440 Stroke Education - **CDSAAlertsID0107**
 - Filters the subscription to see alerts to the provider that educational materials have not been provided to a stroke patient or caregiver at discharge.
- NQF 441 Assessed for Rehabilitation - **CDSAAlertsID0102**
 - Filters the subscription to see alerts to the provider when a rehab assessment has not been ordered for this stroke patient.
- NQF 497 Psychiatric/Mental Health Patient Documentation - **CDSAAlertsID0111**
 - Filters the subscription to see alerts to the provider to ensure proper documentation for a patient admitted from emergency department to inpatient setting who has been diagnosed with a mental health problem.

Clinic CDS Alerts

- NQF 028 Tobacco Use: Screening and Cessation Intervention - **CDSAAlertsID0138**
 - Filters the subscription to see alerts to the provider that a patient's smoking status indicates use of tobacco products, and there is no documentation that tobacco cessation counseling was performed at least once within the last two years.
- NQF 024 Weight Assessment with Nutrition and Physical Activity Counseling - **CDSAAlertsID0155**
 - Filters the subscription to see alerts to the provider when their patient doesn't have height or weight recorded.
- NQF 069 Treatment for Children with Upper Respiratory Infection - **CDSAAlertsID0154**
 - Filters the subscription to see alerts to the provider when their patient has been diagnosed with Upper Respiratory Infection (URI) to evaluate if antibiotic therapy is necessary.

- NQF 002 Appropriate Testing for Pharyngitis - **CDSAAlertsID146**
 - Filters the subscription to see alerts to the provider when their patient was diagnosed with pharyngitis without a group A streptococcus laboratory test.
- NQF 018 Blood Pressure Assessment Has Not Been Documented - **CDSAAlertsID0165**
 - Filters the subscription to see alerts to the provider when their patient's blood pressure assessment has not been documented.
- NQF 034 Colorectal Cancer Screening - **CDSAAlertsID0130**
 - Filters the subscription to see alerts to the provider when a patient has not had a recent colorectal cancer screening performed.
- NQF 059 Comprehensive Diabetes Care- Hemoglobin a1c Control - **CDSAAlertsID0122**
 - Filters the subscription to see alerts to the provider when a patient has a diagnosis of diabetes and has not had an HbA1c ordered recently.
- NQF 608 Prenatal Screening for HBV - **CDSAAlertsID0158**
 - Filters the subscription to see alerts to the provider when a patient is pregnant and has not been screened for HBV infection.
- NQF 036 Use of Appropriate medications for Asthma - **CDSAAlertsID0126**
 - Filters the subscription to see alerts to the provider when a patient has a diagnosis of asthma without any asthma medication therapy ordered.
- NQF 421 Body Mass Index Screening and Follow-up - **CDSAAlertsID069**
 - Filters the subscription to see alerts to the provider when a patient does not have height or weight recorded within the past six months.

NOTE: For more information on CDS Alerts, contact Evident Client Services Support.

3.1 CDS Alert Setup

A CDS Alert must be activated in Table Maintenance in order for the alert to "trigger" on the patient account. The list of CDS alerts may be reviewed to see which alerts are available and if they are indeed activated.

Select **Hospital Base Menu > Master Selection > Business Office Tables > Table Maintenance > Select Facility > Clinical > CDS Alert Configuration**

Status	Measure ID	NQF	Title	Domain
Y	0071	436	Anticoagulation Therapy for Atrial Fibrillation/Flutter	Clinical Process Effectiveness
Y	0072	438	Antithrombotic Therapy By End of Hospital Day 2	Clinical Process Effectiveness
Y	0073	373	Venous Thromboembolism Patients with Anticoag...	Clinical Process Effectiveness
N	0091	427	Thrombolytic Therapy	Clinical Process Effectiveness
N	0102	441	Assessed for Rehabilitation	Care Coordination
N	0104	435	Discharged on Antithrombotic Therapy	Clinical Process Effectiveness
N	0105	439	Discharged on Statin Medication	Clinical Process Effectiveness
N	0107	440	Stroke Education	Patient and Family Engagement
N	0108	371	Venous Thromboembolism Prophylaxis	Patient Safety
N	0109	374	Venous Thromboembolism Patients Receiving Unf...	Clinical Process Effectiveness
N	0110	375	Venous Thromboembolism Discharge Instructions	Patient and Family Engagement
N	0111	497	Psychiatric/Mental Health Patient Documentation	Patient and Family Engagement
N	0122	59	Comprehensive Diabetes Care- Hemoglobin A1c C...	Clinical Process Effectiveness
N	0126	36	Use of appropriate medications for Asthma	Clinical Process Effectiveness
N	0130	34	Colorectal Cancer Screening	Clinical Process Effectiveness
Y	0138	28	Tobacco Use- Screening and Cessation Intervention	Population Public Health
N	0154	69	Treatment for Children with Upper Respiratory Inf...	Efficient Use of Healthcare Resources
Y	0155	24	Weight Assessment with Nutrition and Physical A...	Population Public Health
Y	0158	608	Prenatal screening for HBV	Clinical Process Effectiveness
Y	0165	18	Blood Pressure Assessment has not been docum...	Patient Safety
Y	0190	312	Medication Review	Patient Safety
Y	069	421	Body Mass Index Screening and Followup	Population Public Health
Y	114	376	Date of Birth not addressed	Patient Safety
Y	146	2	Appropriate Testing for Pharyngitis	Efficient Use of Healthcare Resources
Y	CD001		Incomplete Clinical Result	
Y	z0001	491	Allergy List not addressed	
Y	z0002			

CDS Alert Configuration List

To activate an alert for the facility selected, double-click the alert of interest, then check the **Alert Status box** and select Save. Use the **blue back arrow** to return to the listing of alerts.

NOTE: Once an alert is turned on, it is active and cannot be turned off. Please contact Evident Support if further assistance is needed.

Select Hospital Base Menu > Master Selection > Business Office Tables > Table Maintenance > CDS Alert Configuration > Select Alert > Edit

The screenshot shows a web application interface for editing a CDS Alert Configuration. The browser address bar shows the path: TABLES > CDS ALERT CONFIGURATION > CDS ALERT CONFIGURATION: 0072. The page title is "Facility 1 : EVIDENT COMMUNITY HOSPITAL". The main content area is titled "CDS ALERT CONFIGURATION TABLE" and contains the following fields:

- Measure ID: 0072
- NQF: 438
- Domain: Clinical Process Effectiveness
- Title: Antithrombotic Therapy By End of Hospital Day 2
- Alert Status:
- Alert Text: Antithrombotic therapy has not been ordered, and there is no documentation of a medical reason.
- Rule Text: Antithrombotic therapy should be administered within 2 days of symptom onset in acute ischemic stroke patients to reduce stroke mortality and morbidity as long as no contraindications exist.
- Reference: Adams H, Adams R, Del Zoppo G, Goldstein LB. Guidelines for the Early Management of Patients with Ischemic Stroke: Guidelines Update A Scientific Statement From the Stroke Council of the American Heart Association/American Stroke Association. Stroke. Vol. 36, 2005. 916-923.
- Guideline Developer: The Joint Commission
- Release: Jul 2008 Initial Endorsement; Oct 2011 Updated; Nov 2012 Endorsement Renewed
- Conflicts of Interest: None Stated
- Alert Priority:

CDS Alert Configuration Table

Chapter 4 Alert Audit Report

The **Alert Audit Report** in Report Writer will allow a user to audit CDS alerts.

The following information will display:

- Specific CDS Alert generated
- Specific date and time the alert was generated
- User which triggered the alert
- Profile and visit on which the alert was generated
- List of generated alerts that were acknowledged
- Indication if the alert was acknowledged for another user
- User which acknowledged the CDS Alert
- Date and time the alert was acknowledged

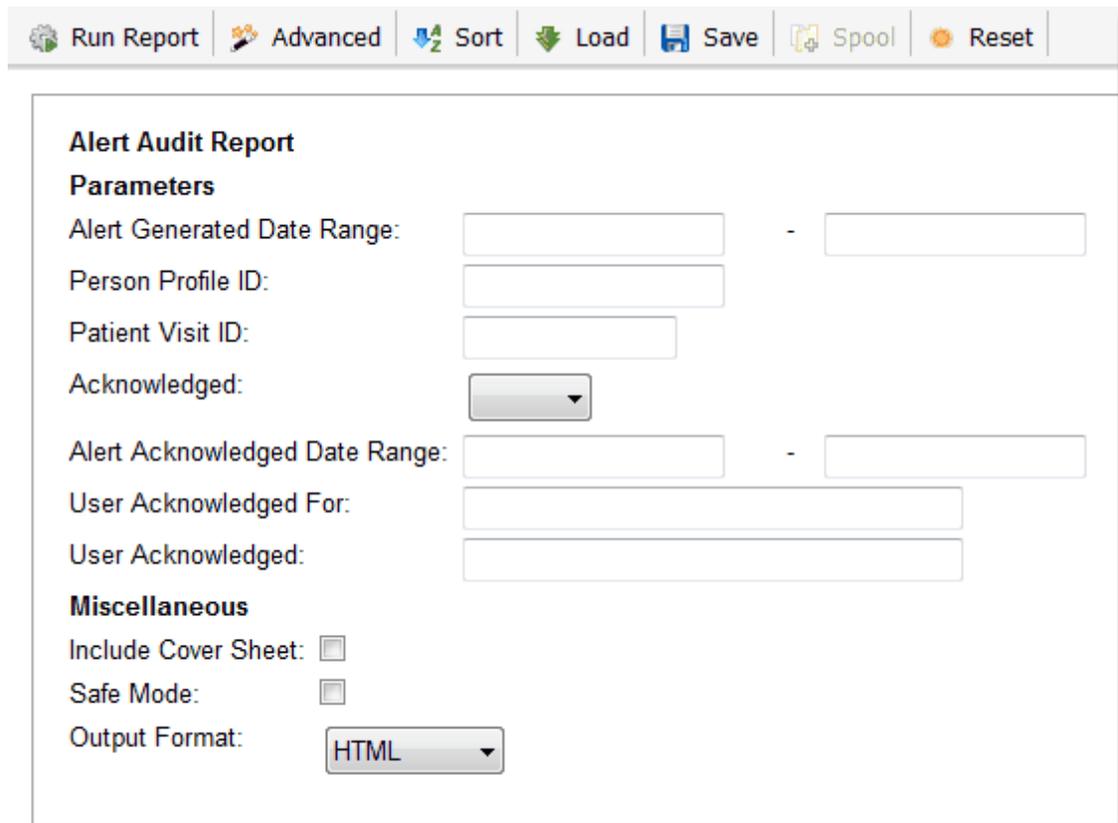
The generated CDS Alerts that display can be narrowed by the following:

- Date Range
- Profile Number
- Visit Number
- Description of whether the alerts were acknowledged or not acknowledged

The acknowledged CDS Alerts that display can be narrowed by the following:

- User in which the alert was acknowledged for
- Date range
- User that acknowledged the alert

Select Home > Reports > Dashboard > Alert Audit Report



Alert Audit Report

Parameters

Alert Generated Date Range: -

Person Profile ID:

Patient Visit ID:

Acknowledged:

Alert Acknowledged Date Range: -

User Acknowledged For:

User Acknowledged:

Miscellaneous

Include Cover Sheet:

Safe Mode:

Output Format:

Alert Audit Report Parameters

The report generation screen includes specific parameters based on generated alerts and acknowledged alerts.

The following parameters can be specified:

- Alert Generated Date Range
- Person Profile ID
- Patient Visit ID
- Acknowledged - contains a dropdown menu with options for Yes, No or Both. Blank will default to Both if no selection is made.
- Alert Acknowledged Date Range
- User Acknowledged For
- User Acknowledged

Select Home > Reports > Dashboard > Alert Audit Report > Run

Date/Time	Triggered By	Profile	Visit ID	Alert Type	Task ID
11/02/2017 15:01	EVIDENT COMMUNITY HOSPITAL Alert Audit Report Document was generated by the Thrive EHR software				
10/17/2017 07:03:07	kbw1393		358053	CDSAAlertsIdz0002	171017-130307-58664-0000000000
	Acknowledged For:		Acknowledged Date/Time/User: 10/17/2017 07:12:06 (auto)		
10/17/2017 07:03:09	kbw1393	766	358053	CDSAAlertsNQF0421	171017-130309-58841-0000000000
	Acknowledged For:		Acknowledged Date/Time/User: 10/17/2017 07:51:14 (auto)		

Alert Audit Report

NOTE: Certain alerts are auto-acknowledged by Thrive when specific actions are completed. For example, Allergy List Not Addressed is auto-acknowledged when an allergy is added. Logname will also display as (auto), along with the date and time.

Chapter 5 Notifications

- The following Alerts will display Patient Number, Date/Time and a description of the alert/task:
 - **Summarized Lab Results**
 - **Discrete Lab Results**
 - **Abnormal Lab Results**
 - **Radiology (Transcription)**
 - **POCNotes**
 - **Transcription**
- **CDS Alerts** display the CDS Alert, Alert Description, Patient Name, Account Number, Date and Time

Patient Alerts

 Patient name: 357495 Entered on: 2014-10-14 at 1213 Notification description: CULTURE URINE
 Patient name: 357495 Entered on: 2014-10-14 at 1215 Notification description: BUN
 Patient name: 357495 Entered on: 2014-10-14 at 1215 Notification description: CHLORIDE
 Patient name: 357495 Entered on: 2014-10-14 at 1215 Notification description: CREATININE
 Patient name: 357495 Entered on: 2014-10-14 at 1218 Notification description: OCCULT BLD #1
 Patient name: 357495 Entered on: 2014-10-14 at 1218 Notification description: DIGOXIN
 Patient name: 357495 Entered on: 2014-12-17 at 1330 Notification description: POC Note
CDSAlertsNQF0372 - Medication Review HOWARD DOUGLAS Account#: 357495 Date: 2015-04-07 Time: 16:46
 New Lab Results to Review Patient name: 357495
 Patient name: 357495 Entered on: 2015-05-19 at 1516 Notification description: DIGOXIN
 Patient name: 357495 Entered on: 2015-07-13 at 1001 Notification description: CHEST PA & LATERAL

Alerts

- **Scanned Image** alerts display the Patient Name, Patient Number, Date/Time and Description.

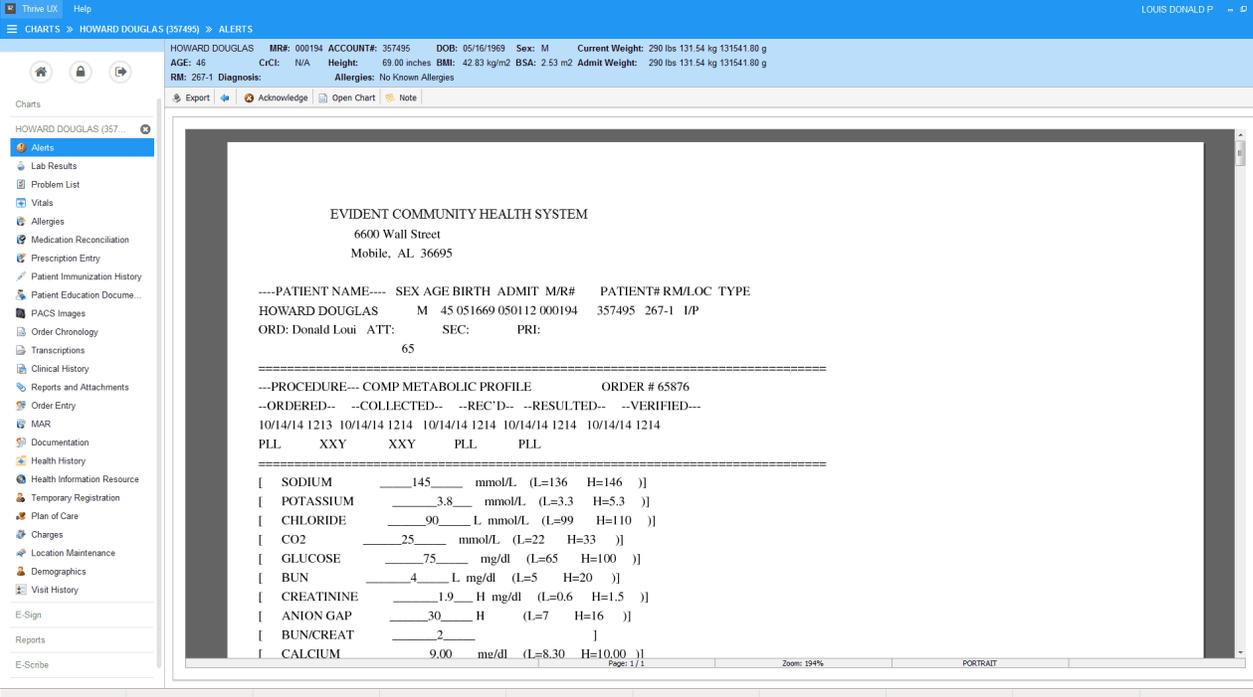
 Patient Name: HOWARD DOUGLAS Patient Number: 357495 Date/Time: 07/10/2015 10:29
 Scanned Image: New scanned Image available

Scanned Images Alert

5.1 Addressing Notifications

- Alerts/Tasks must be addressed on an individual basis.
 - Selection of the desired single Alert/Task will take the user to that document. Once selected, the user will have the option to **Acknowledge** the alert. The user may also select **Open Chart** to access the patient's chart, **Export** to view the lab results in PDF format or **Note** to send a note based on that alert.

Select Home > Select Alert/Task



HOWARD DOUGLAS MR#: 000194 ACCOUNT#: 357495 DOB: 05/16/1969 Sex: M Current Weight: 290 lbs 131.54 kg 131541.80 g
 AGE: 46 CrCl: N/A Height: 69.00 inches BMI: 42.83 kg/m² BSA: 2.53 m² Admit Weight: 290 lbs 131.54 kg 131541.80 g
 RM: 267-1 Diagnosis: Allergies: No Known Allergies

Charts: [Home] [Lock] [Refresh]

HOWARD DOUGLAS (357...)
 Alerts
 Lab Results
 Problem List
 Vitals
 Allergies
 Medication Reconciliation
 Prescription Entry
 Patient Immunization History
 Patient Education Docume...
 PACS Images
 Order Chronology
 Transcriptions
 Clinical History
 Reports and Attachments
 Order Entry
 MAR
 Documentation
 Health History
 Health Information Resource
 Temporary Registration
 Plan of Care
 Charges
 Location Maintenance
 Demographics
 Visit History
 E-Sign
 Reports
 E-Scribe

EVIDENT COMMUNITY HEALTH SYSTEM
 6600 Wall Street
 Mobile, AL 36695

---PATIENT NAME--- SEX AGE BIRTH ADMIT M/R# PATIENT# RML/OC TYPE
 HOWARD DOUGLAS M 45 051669 050112 000194 357495 267-1 I/P
 ORD: Donald Loui ATT: SEC: PRI:
 65

---PROCEDURE--- COMP METABOLIC PROFILE ORDER # 65876
 --ORDERED-- --COLLECTED-- --REC'D-- --RESULTED-- --VERIFIED--
 10/14/14 1213 10/14/14 1214 10/14/14 1214 10/14/14 1214 10/14/14 1214
 PLL XXY XXY PLL PLL

[SODIUM	145	mmol/L	(L=136 H=146)]
[POTASSIUM	3.8	mmol/L	(L=3.3 H=5.3)]
[CHLORIDE	90	L mmol/L	(L=99 H=110)]
[CO2	25	mmol/L	(L=22 H=33)]
[GLUCOSE	75	mg/dl	(L=65 H=100)]
[BUN	4	L mg/dl	(L=5 H=20)]
[CREATININE	1.9	H mg/dl	(L=0.6 H=1.5)]
[ANION GAP	30	H	(L=7 H=16)]
[BUN/CREAT	2]
[CALCIUM	9.00	me/dl	(L=8.30 H=10.00)]

Page: 1 / 1 Zoom: 194% PORTRAIT

Acknowledge Alert