

## **Frequently encountered questions about the NDoc POC Process:**

- *Why doesn't my POC display the changes I made to the patient's chart today?*

The POC can be created manually or automatically based on parameters set up by your agency. Regardless of how it is created, once the POC documents are created, future changes to the patient record will not appear, with the exception of medications and orders. Specifically, medications and orders added after the creation and prior to final approval are available for selection within the Review screens for inclusion in the final POC. Other patient record information pulled from the visit charting screens is not updated after POC creation. If you need these items to be updated, first remove the existing POC under the Review Plan of Care option, then create a new POC. The new POC will reflect all information (including corrections) existing in the patient record at the time the POC is (re)created, or it can be tied to a particular visit.

- Who normally reviews the POC when there are 3 levels of approval set up at the agency?

This depends on your agency practice. Typically, the admitting clinician does the first review. This person reviews for accuracy, completeness and congruence with the patient record. The second level of review can vary by agency and might involve medical record/coding staff or a clinical team manager. The team manager reviews for accuracy, completeness, regulatory compliance, evidence of skill and congruence between diagnoses, plan/orders and medication. Another site might have medical coding staff as part of their approval process. This is all established in Plan of Care settings. Once the third or final level of review is complete, the POC can be printed and mailed/sent to the physician.

- I need to verify some information prior to approving my POC. What procedure must I follow to accomplish this?

You can place the POC onto hold status if you are not quite ready to give it your seal of approval. When exiting the Review Plan of Care process, select the option to place the POC on hold. When you access the Review Plan of Care function again, this POC will still be in your queue awaiting your review.

- Can I see what my patient's POC looks like before final approval and printing?

You can use the **Preview** button to see what your POC will look like in its final form. This option is available within the POC Module options, Patient Summary, and Document Library. The preview displays a POC with the words "PLAN OF CARE – PREVIEW" in the header, as well as a note pertaining to the POC's level of approval. The "PRINT PREVIEW" version of the document provides a glimpse of what the final POC will look like, but should **not** be used as the official printed POC for a physician's signature.

- *I need to get details about the settings and tables that control the POC logic. Where can I find those details?*

The details of the settings and tables related to the POC are found within the **Plan of Care (POC) Documents** section under Documentation>Managing NDoc Guidance within the Thornberry Knowledgebase.

## Agency Notes

## Summary of the NDoc POC Process:

## Review Plan of Care – Initiating the Review

**Review Plan of Care** actions may be completed based on selecting an individual patient or selecting teams. Selecting one or more teams will produce a list of any POC documents positioned for review and authorized for review by the user attempting to complete the task. Note that permissions related to POC Approval are controlled in the Plan of Care Settings. The steps to proceed with the review are the same based on selecting the team or an individual patient and are described in text to follow.

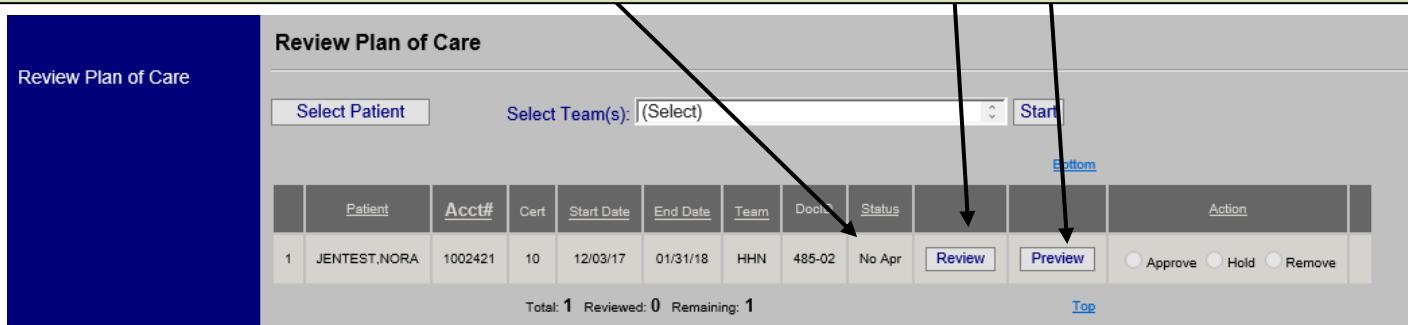
**Review Plan of Care**

**Select Patient**      **Select Team(s):**  **Start**

After selecting a patient within Review Plan of Care, the POC document(s) awaiting approval for the patient are displayed. The screen shows important details about the POC including the, cert start/end dates, DocID and the status. The screen also provides two options:

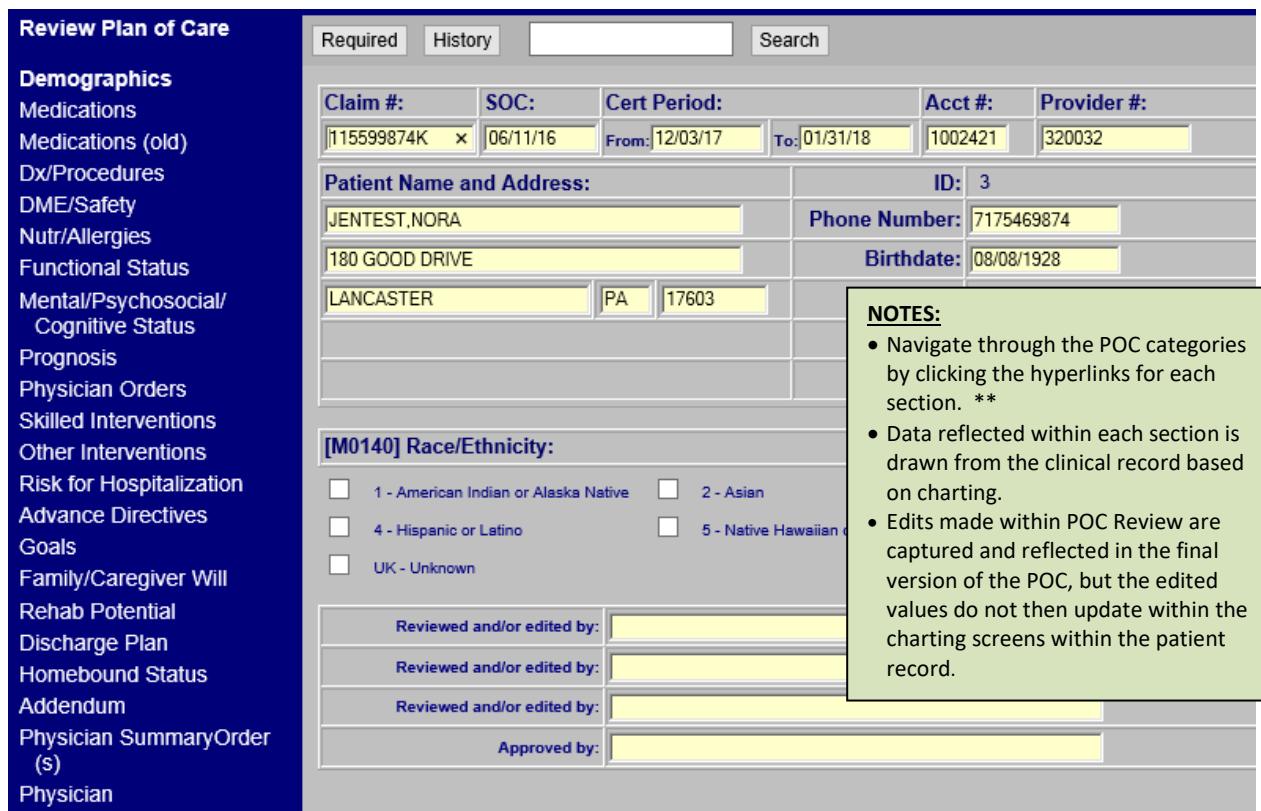
- **Review** – review the content of the POC and make changes within the chain of approval.
- **Preview** – preview what the POC will look like when printed (not the official copy).

Note the Status column to determine the status of the POC and the level of approval.



Patient	Acct#	Cert	Start Date	End Date	Team	DocID	Status	Action
1 JENTEST,NORA	1002421	10	12/03/17	01/31/18	HHN	485-02	No Apr	<a href="#">Review</a> <a href="#">Preview</a>

## Review Plan of Care – Navigating the Screen:



**NOTES:**

- Navigate through the POC categories by clicking the hyperlinks for each section. \*\*
- Data reflected within each section is drawn from the clinical record based on charting.
- Edits made within POC Review are captured and reflected in the final version of the POC, but the edited values do not then update within the charting screens within the patient record.

\*\*Note the category of “Medications (old)” is present and enabled to accommodate documents that span the transition from the 16.09 NDoc Update to the 17.01 NDoc Update. POC documents newly created after the 17.01 NDoc Update is installed will not have access to these fields.

**Review Plan of Care – Reviewing Meds and Orders:**

Medications							
ALL Meds	Medication	Dose	Route	Quantity/Timing Instruction	Order	Start	Hold
<input checked="" type="checkbox"/>	Tylenol Arthritis Pain 650 mg tablet,extended release	1 tab	oral	PRN as needed for pain	08/11/18	08/11/18	
<input checked="" type="checkbox"/>	Lasix 40 mg tablet	1 tab	oral	Daily	08/20/18	08/20/18	
<input checked="" type="checkbox"/>	digoxin 125 mcg tablet	1 tabl	oral	Daily	08/20/18	08/20/18	
<input checked="" type="checkbox"/>	Azulfidine 500 mg tablet	1 tab	oral	Daily	07/28/18	07/28/18	

Quantity/Timing: Begin: 07/28/2018; Quantity: 1; Repeat: on Sun, Mon, and Tue;

- **Medication** entries are found within the Medications category. Users should use the checkbox to select entries that should appear in the POC or use the **ALL Meds** to select all of the entries.
- **Physician Orders** are those items entered into the Orders module. They appear within the Physician Orders section and similar to Meds users need to use the checkboxes to select items to be included in the POC.
- **SPECIAL NOTE:** New meds and orders entered after the POC is created are available within the POC Review screens and can be selected for inclusion in the final document. Users are advised to review the Medications and Physician Orders sections to confirm the appropriate items should be included as the entries may change throughout the course of the review process.

**Review Plan of Care – Other Features**

Review Plan of Care	
Demographics	Required <input type="checkbox"/> History <input type="text"/> Search
Medications	Verbal SOC? <input checked="" type="radio"/> Yes <input type="radio"/> No Date of Verbal Auth: 06/17
Medications (old)	Physician Name and Address:
Dx/Procedures	1234TST Test.Doc
DME/Safety	UPIN#: <input type="text"/> NPI#: <input type="text"/> 1234567899
Nutr/Allergies	180 Good Drive
Functional Status	LANCASTER PA 17602
Mental/Psychosocial/ Cognitive Status	Physician Statement
Prognosis	I certify/recertify that this patient is confined to his/her home, and needs intermittent skilled nursing, physical and/or speech therapy or continues to need occupational therapy. The patient is under my care, and I have authorized the services on this plan of care and will periodically review the plan. The Patient had a face -to -Face encounter with an allowed provider types and the encounter was related to the primary reason for home health care.
Physician Orders	Specify other physicians to track this Plan of Care document for:
Skilled Interventions	ID#: <input type="text"/> Find Signature? <input type="radio"/> Yes <input type="radio"/> No
Other Interventions	ID#: <input type="text"/> Find Signature? <input type="radio"/> Yes <input type="radio"/> No
Risk for Hospitalization	ID#: <input type="text"/> Find Signature? <input type="radio"/> Yes <input type="radio"/> No
Advance Directives	ID#: <input type="text"/> Find Signature? <input type="radio"/> Yes <input type="radio"/> No
Goals	Specify other physicians to track this Plan of Care document for:
Family/Caregiver Will	ID#: <input type="text"/> Find Signature? <input type="radio"/> Yes <input type="radio"/> No
Rehab Potential	ID#: <input type="text"/> Find Signature? <input type="radio"/> Yes <input type="radio"/> No
Discharge Plan	ID#: <input type="text"/> Find Signature? <input type="radio"/> Yes <input type="radio"/> No
Homebound Status	ID#: <input type="text"/> Find Signature? <input type="radio"/> Yes <input type="radio"/> No
Addendum	Specify other physicians to track this Plan of Care document for:
Physician Summary Order (s)	ID#: <input type="text"/> Find Signature? <input type="radio"/> Yes <input type="radio"/> No
<b>Physician</b>	Specify other physicians to track this Plan of Care document for:
<input type="button" value="Quit"/> <input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Clear"/> <input type="button" value="Preview"/> <input type="button" value="Help"/>	

- The **Required** button is used to immediately identify required charting that is missing.
- The **Physician Name/Address** linked to the POC is based on the Primary Physician charted in the patient record. The fields cannot be edited and can only be updated by updating the charting fields and recreating the POC.
- The **Physician Statement** is populated with default text set up within the Plan of Care Settings, but can be edited as needed.
- If additional physicians are required to be linked to the POC, use the physician section at the bottom to specify the physician and check if a signature is required.
- When review/charting is complete, use the **Quit** button to begin the process of saving changes.

**Review Plan of Care – Approval Actions and History**

	Patient	Acct#	Cert	Start Date	End Date	Team	DocID	Status		Action
1	JENTEST,NORA	1002421	10	12/03/17	01/31/18	HHN	485-02	No Apr	<input type="button" value="Review"/> <input type="button" value="Preview"/>	<input type="radio"/> Approve <input type="radio"/> Hold <input type="radio"/> Remove

Total: 1 Reviewed: 0 Remaining: 1

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- After quitting the review actions, users can Approve, Hold, and Remove.
- If all charting is captured, users can choose Approve. If required charting is missing, the only option is Hold or Remove.
- Remove essentially deletes to POC and allows users to start over.
- History of the review and approval process is visible in the first screen of the POC review screens.

**Review Plan of Care – Special Consideration of Certain Sections:**
**Addendum –**

The Addendum section contains custom statements configured by agencies via the Plan of Care settings page (Administration>System>Plan of Care>Addendum). Additional text can be added and appears within the Additional Statements section of the POC.

**Physician Summary Order(s) –**

The Physician Summary Orders screen within Review POC defaults to an empty narrative box. For agencies that have physicians charting orders using the Category: Services and Order: Physician Summary\_ the orders appear within the Review POC screens under the Physician Orders section, but is inserted into the printed (visible also in Preview) within the last section of the document labeled Physician Summary Orders. Any text added to the section as free text in Review also appears in that section below the order. These details are clarified below:

*The order added as a Physician Summary Order within the Orders Module.*

Physician	Discipline	Category	Order Text	Charted-By	Order Date	Start Date	Discontinue Date	Physician Signature
Test,Doc	MD	Services	Physician Summary: Sample Text for the Physician Summary Order.	JBT,SMS	12/03/2017	12/03/2017		Required

*The order appearing in the Physician Orders section of the POC Review function.*

Physician Orders										
ALL Ords	Physician	Disc	Cat	Order	Order	Start	Hold	Resume	Discontinue	Status
<input checked="" type="checkbox"/>	Test,Doc	MD	Services	Physician Summary: Sample Text for the Physician Summary Order.	12/03/17	12/03/17				Verbal

*The Physician Summary Order section of the POC Review screen is blank, but a reminder is listed related to the placement of orders.*

Discharge Plan	Homebound Status	Addendum	Physician SummaryOrder(s)	Physician	Physician Summary Order(s)
NOTE: Physician Summary orders selected in the Physician Orders section will appear alongside any text that is added here.					

*The order created as a Physician Summary is set up within the printed POC under the Physician Summary Orders section.*

Physician Summary Orders					
NEW/MODIFIED/RESUME	Ordered	Effective	Hold	Resume	Discontinue
Type: Services MD Cert Period #10: 12/03/2017 - 01/31/2018 Order: Physician Summary: Sample Text for the Physician Summary Order. Signed by Thornberry,JenB RN - SKILLED NURSE	12/03/2017 0900	12/03/2017			
Nurse's Signature And Date _____ Date of Verbal Auth _____ Date Signed POC Received _____					

*Free text can be added to the Physician Summary Orders section.*

Discharge Plan	Homebound Status	Addendum	Physician SummaryOrder(s)	Physician	Physician Summary Order(s)
NOTE: Physician Summary orders selected in the Physician Orders section will appear alongside any text that is added here.					

*Free text added to this section flows to the POC immediately following the order.*

Physician Summary Orders					
NEW/MODIFIED/RESUME	Ordered	Effective	Hold	Resume	Discontinue
Type: Services MD Cert Period #10: 12/03/2017 - 01/31/2018 Order: Physician Summary: Sample Text for the Physician Summary Order. Signed by Thornberry,JenB RN - SKILLED NURSE	12/03/2017 0900	12/03/2017			
Additional Free Text Example _____					

## View Plan of Care –

**View Plan of Care** allows users to see the Review Plan of Care screens and the content within each section in a read-only format. No edits can be made within this view. The function requires the selection of a single patient account. Any POC documents set up for the patient will display as well as the status of the document.

**View Plan of Care**

Select Patient

	Patient	Acct#	Cert	Start Date	End Date	Team	DocID	Status	
1	JENTEST.NORA	1002421	10	12/03/17	01/31/18	HHN	485-03	No Apr	<a href="#">View</a> <a href="#">Preview</a>

**View Plan of Care**

Select Patient

	Patient	Acct#	Cert	Start Date	End Date	Team	DocID	Status	
1	JENTEST.JOE	1002858	1	05/01/17	08/29/17	HHN	485-01	Pr'td 05/08/17 JBT	<a href="#">Edit</a> <a href="#">Preview</a>

## Edit Approved/Printed Plan of Care –

**Edit Approved/Printed Plan of Care**

Select Patient

	Patient	Acct#	Cert	Start Date	End Date	Team	DocID	Status	
1	JENTEST.JOE	1002858	1	05/01/17	08/29/17	HHN	485-01	Pr'td 05/08/17 JBT	<a href="#">Edit</a> <a href="#">Preview</a>

**Edit Approved/Printed Plan of Care**

Select Patient

	Patient	Acct#	Cert	Start Date	End Date	Team	DocID	Status	
1	JENTEST.JOE	1002858	1	05/01/17	08/29/17	HHN	485-01	Pr'td 05/08/17 JBT	<a href="#">Edit</a> <a href="#">Preview</a>

The **Edit Approved/Printed Plan of Care** option takes the approval process “back one step” to the prior approval level when the final approval has not been reached. When final approval has been reached and/or the document printed, this function not only takes the process “back one step” it also creates additional entries in Document Library depending on the status of the document originally. If the POC has received final approval or has been printed, the process to manage the documents differs. Specifically, the two scenarios are as follows:

- **Approved POC documents:** If the final approval has already been completed, you must use the Edit Approved/Printed Plan of Care function. Invoking this function removes the final approval and allows you to make the necessary corrections. This process creates a duplicate in Document Library (e.g., 485-1 listed twice). Users can then go back into POC Review and select the POC again to begin the review again. You may at this point use the Remove option for the POC to start over or amend the content as needed.
- **Printed POC documents:** If the final approval has already been completed and the original POC has been printed, you must use the Edit Approved/Printed Plan of Care function. Invoking this function removes the final approval and allows you to make the necessary corrections. This process creates a copy of the POC and assigns a new number (e.g., 485-1 becomes 485-2). When this happens, users should select the newly created POC in Review POC and complete the POC Review/Approval process.

In both of these cases, Document Library entries will need to be managed because the original document entries are displayed. Agencies are encouraged to review the Document Library settings under Administration>System>Document Library as explained in the **Document Library and Document Tracking Functionality** section under Documentation>Managing NDoc Guidance within the Thornberry Knowledgebase. Specifically, the Document Library settings provide options to configure automated settings to auto-assign a Document Tracking Key to documents when the Edit Approved/Printed option is used. If these Document Tracking Keys have the “hide documents” logic applied based on their table entry, these document entries will be hidden from the default view in Document Library. If the auto-add option is not configured, users should coordinate with clinicians managing the document tracking process and have a key and comments manually added to the document entry that should not be tracked. Also, if a corrected POC has been printed, staff should be notified to ensure that the correct version is sent to the physician for signature.

## Print Preview -

PLAN OF CARE - PREVIEW						485-3
Patient's HI Claim No. 115599874K	Start of Care Date 06/11/2016	Certification Period From: 12/03/2017 To: 01/31/2018	Medical Record No. 1002421	Provider No. 320032		
Patient's Name and Address		Telephone #	Provider's Name and Address			
<p>Users have the option to preview a final printed version of the POC using the <b>Preview</b> button. The Preview option is available via:</p> <ul style="list-style-type: none"> <li>• <b>Review, View, and Edit Approved/Final Plan of Care</b> – Main selection screens and within the review screens at the bottom with other task buttons.</li> <li>• <b>Document Library</b> – Document Add/Edit Window includes a Preview POC button</li> <li>• <b>Patient Summary&gt;Documents Tab</b> – POC documents listed under the Orders section include a Preview button</li> </ul> <p><b>IMPORTANT Reminder –</b></p> <ul style="list-style-type: none"> <li>• This is <b>NOT</b> the official copy.</li> <li>• The header for a preview version of a POC indicates the document is a “PLAN OF CARE –PREVIEW”, a further indication this is not the official copy of the POC.</li> <li>• The top left corner indicates the level of approval/status for the document. (e.g., NONE (no approvals), 1<sup>st</sup>, FINAL, or PRINTED).</li> </ul>						

**Tracking POC Status -**

NDoc has a variety of ways to track the status of POC documents. Specifically, users should consider the following as the primary tools for property tracking:

<b>Employee Dashboard</b>	Reminders appear on the To Do: Due/Overdue and the To Do: Coming Do based on the timing and actions required for POC documents (i.e., POC needed or POC requiring approval).
<b>Analytics – Document Details</b>	Shows documents on Hold (awaiting certain levels of approval), Complete, Not printed, Printed.
<b>Analytics – Workflow/Operations</b>	Shows documents in Hold status based on Create Date.
<b>Operations&gt;Document Tracking</b>	Lists documents tracked by Create, Approval, Print, Sent, and MD Signed Date within a date range and status
<b>Reports&gt;Document&gt;Report Status Listing</b>	Reports POC documents based on selected criteria (i.e., Hold/Waiting Final Approval, Printed) and tracking for patients missing POC documents or documents missing 1 <sup>st</sup> level of approval.
<b>Reports&gt;Patient&gt;Patient Tracking Report</b>	Reports documents that are coming due or past due based on selected criteria.

**Resources -**

For guidance on additional facets of the POC Process, please refer to the following documentation materials:

- **Managing NDoc Guidance** – (*Plan of Care (POC) Documents and Document Library and Document Tracking Functionality*):
- **FASTForm – Plan of Care Creation**
- **FASTForm – Plan of Care Printing**
- **FASTForm – Document Management**
- **FASTForm – Document Tracking within Document Management**
- **Reference - Plan of Care (POC) Section Mapping**

**Troubleshooting Tips for the NDoc POC Process:**

- *How do the supervisors determine what POCs are available for their review?*  
There are three approaches for managing multiple levels of approval for office staff. NDoc prepares a report daily of documents awaiting approval, with the status of each. The Report Status Listing Report found under Reports>Document can be sorted by several variables. Select the one most efficient for your setting. The second approach is for supervisors to go to the Review Plan of Care function, use the Select dropdown to review POC documents by team. In this case, POC documents which are now at the level assigned to the user are displayed. This list is limited to 50 displaying at once. Approval of documents then moves more into the roster if more than 50 are in the queue. The third way is for the supervisor to use the Analytics dashboard under Document Details, Documents by Hold Reason/Approval Level. Within this view, the supervisor would select POC as the document and click **Final Approval** and then click the view icon to generate a list of the POC documents awaiting final approval.
- *I'm trying to create another POC because the original one had errors, but NDoc won't let me.*  
NDoc only allows you to create one POC per cert period. If the original POC has not yet received the final approval, enter Review Plan of Care and remove the original. Once the original is removed, NDoc allows you to create another one. If the POC has received final approval or has been printed, the process to correct it involves the Edit Approved/Printed Process that is described previously under the Summary section.
- *I would like to see the source of the data for the sections within the POC. Where can I find those details?*  
The details of the mapped fields for the sections included in the POC are found within **NDoc Reference for Plan of Care (POC) Section Mapping**.