

LaunchPoint

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Objectives

- Provide EMR training for Registered Nurses using the LaunchPoint tracking board
- Provide focused training using the LaunchPoint tracking board, highlighting patient movement and workflow throughout the patient encounter.

Overview

- LaunchPoint is a clinical-focused view for managing assigned patients and monitoring all patients in the Urgent Care.
- New, standard design and simplified view calls attention to critical information for providers and clinicians.

Room	Patient Information	P	Nurse	Patient Details	TEMP	BP	HR	RR	O2	WT	Status	LOS
SA,2	*D230, REGMAY RAD... 53y M	ET	Yes	TEST							Eval in Progress 119:40	1007:5
SA,3	*D230, U 53y F	Doc	Yes	stomach pain	98.6	115/62	60	14	100	85	2	119:36 149:28
SA,4	ZZTEST, SAM 33y M	DOC		test 1 Visitors	99	120/80	88	12	99		1	646:25
SA,5	*D230, DEMO LP STUFF 14y F	Doc	Yes	anoth Chief Complaint waiting for Doc Patient in Deep pain							1	503:18
SA,6	*D230, TEST AMB FUL... 13y F	Doc	Yes	tryfghg	99	125/81	120	12	99		1	627:32
SA,8 Isolation	B230, LAUNCH POINT... 9y F	DOC	Yes	AGITATIONORVIOLENTBEHAVIOR provider comment test#2 Staff comment test#2	99	80/40	145	34	89		1	672:46
SA,9	*D230, DEMO REGIST... 8y U	Doc	Yes	Chief Complaint from Intake from								293:36
SA,10	*D230, SAUCC 23y F	Yes		Dx: Feels sick test Provider Comment 2 Visitors							10	506:30
SA,11	D230PREARRIVAL, PA... 6y M	Doc	Yes	ABDOMINALPAIN ED note in progress lights off, pt sleeping								699:43
WR-SA	*D230, UCC 63y F	Yes		Dx: Adult general medical exam							8	147:31

LaunchPoint Full screen Print 0 minutes ago

100%

My Patients (9) **South Ash UCC (10)** Check-Out Test, ED-RN

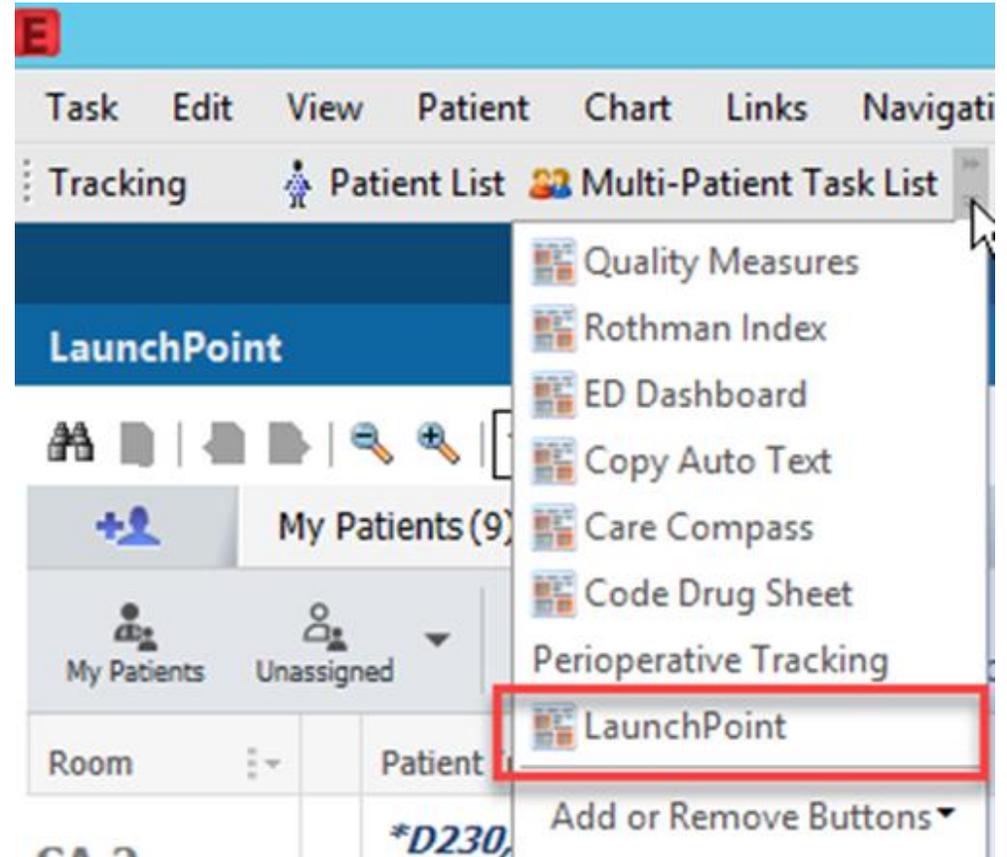
My Patients Current: 9 Last Hour: 0 Today: 0 Median Door to Doctor: -- Department WR: 1 Preamivals: 0 Current: 10 Last Hour: 0 Today: 0 Median LOS: 567 hrs 1 min Median Door to Doctor: --

Room	Patient Information	P	Nurse	Patient Details	TEMP	BP	HR	RR	O2	WT	Status	LOS
SA,2	*D230, REGMAY RAD... 53y M	IT	Yes	TEST							Eval in Progress 119:40	1007:5
SA,3	*D230, U 53y F	Doc	Yes	stomach pain	98.6	115/62	60	14	100	85	119:36	149:28
SA,4	ZZTEST, SAM 33y M	DOC		test 1 Visitors	99	120/80	88	12	99		Eval in Progress 102:05	646:25
SA,5	*D230, DEMO LP STUFF 14y F	Doc	Yes	anoth Chief Complaint waiting for Doc Patient in Deep pain							Eval in Progress 197:45	503:18
SA,6	*D230, TEST AMB FUL... 13y F	Doc	Yes	tryghfg	99	125/81	120	12	99		194:17	627:32
SA,8 Isolation	B230, LAUNCH POINT... 9y F	DOC	Yes	AGITATIONORVIOLENTBEHAVIOR provider comment test#2 Staff comment test#2	99	80/40	145	34	89		Assigned 334:54	672:46
SA,9	*D230, DEMO REGIST... 8y U	Doc	Yes	Chief Complaint from Intake from							Assigned 192:23	293:36
SA,10	*D230, SAUCC 23y F	Yes		Dx: Feels sick test Provider Comment 2 Visitors						10	Intake/Triage Com 478:12	506:30
SA,11	D230PREARRIVAL, PA... 6y M	Doc	Yes	ABDOMINALPAIN ED note in progress lights off, pt sleeping							Unassigned 198:49	699:43
WR-SA	*D230, UCC 63y F	Yes		Dx: Adult general medical exam						8	Intake/Triage N 147:31	147:31

Accessing LaunchPoint

Accessing LaunchPoint

1. Log-in to FirstNet-Cerner
2. Click on LaunchPoint from your toolbar.



Checking-in and assigning yourself to patients

Checking-in and assigning users

- Click **Check-In** in the upper-right corner. This opens the Provider Check-in dialog box.
- Enter the required details in the Provider Check-in dialog box, and click **OK**.

Test , ED-RN

Change Location...
Display Settings...
Discern Reports...
Patient Summary Report...
Check In

Provider Checkin

***Provider:**
Test, ED-RN

Display Name: Test Nurse

***Provider Role:**
ED-RN

Default Location: ...

Default Relation: Ambulatory: Urgent Care Nurse Co-sign

Provider Comment: ...

Associated Provider Color

Available Teams: Assign-> <-Remove

Assigned Teams:

Assigned Team Locations:

Assigned Patients: B230, LAUNCH POINT TEST
D230, DEMO LP STUFF
D230, DEMO REGISTRATION LP
D230, REGMAY RADNET
D230, SAUCC
D230, TEST AMB FULL REG
D230, U
D230, UCC
D230PREARRIVAL, PAW REAL

Reassign to Provider: All providers

Assign All->>
Assign->
<-Remove
<-Remove Prov
<<-Remove All

Available Provider Available Reviewer

OK Cancel

Checking-in

The Provider Check-in dialog box allows you to define the following information:

- **Provider:** This is your name
- **Display Name:** This determines what name is displayed in the Provider columns on the tracking lists.

MD	ML	RN
TL		TIF

Usually this display name is your initials. Hovering over the initials will display the full name listed.

- **Provider Role:** This displays the role that represents your position. It determines the provider column your display name is displayed in. For example, if you checked in with Physician as your role, your display name is written in the MD column for the patient you assign yourself to. If you checked in with RN as your role, your display name is written in the RN column for the patient you assign yourself to.

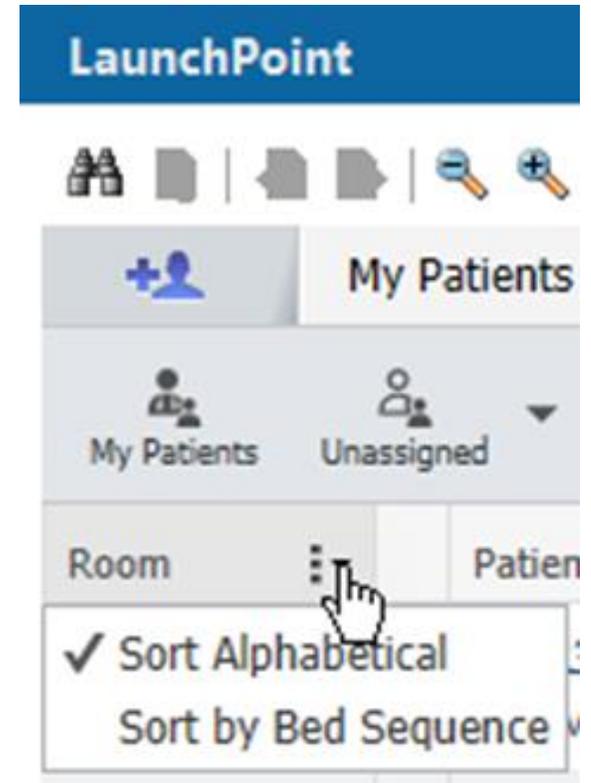
Moving and Sorting Patients

Room Column

The Room column displays the patient's location. Click the column heading to sort the rows in ascending or descending order.

To change a patient's location in LaunchPoint:

- Position your pointer over the Room column for the patient you want to relocate. The Select a Location dialog box opens.
- Select a new location for the patient, and click **OK**. The patient's location is changed in the system.

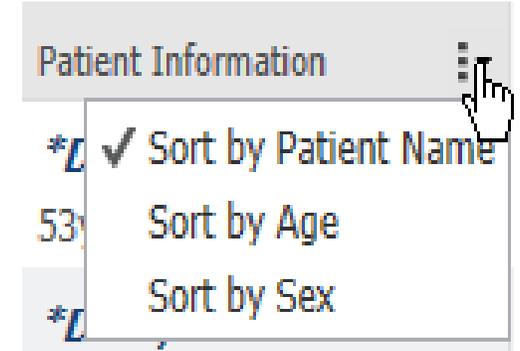


Sorting Patients

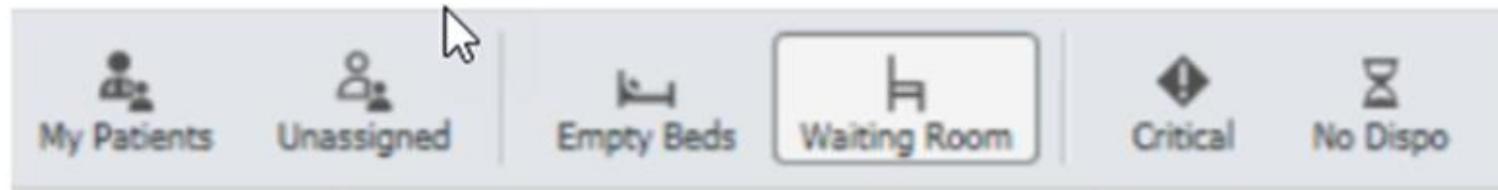
- Click column headings to sort the patient display.

LaunchPoint can be sorted by the following column headings:

- Room
- Patient Information (Patient Name, Age, or Sex)
- Provider (sortable by each position that is configured)
- Patient Status



Filters



- LaunchPoint includes the following filters to change the patients that are displayed:
- **My Patients:** Only patients assigned to you are displayed.
- **Unassigned:** Only patients currently unassigned to any providers are displayed.
- **Empty Beds:** Empty beds are displayed.
- **Waiting Room:** If you select this filter, patients in the waiting room (WR) are displayed in the All Beds zone.
- **Critical:** If you select this filter, patients with critical laboratory results or critical vital signs are the only patients that are displayed.
- **No Dispo:** Only patients still waiting for a disposition are displayed.

Patient Information

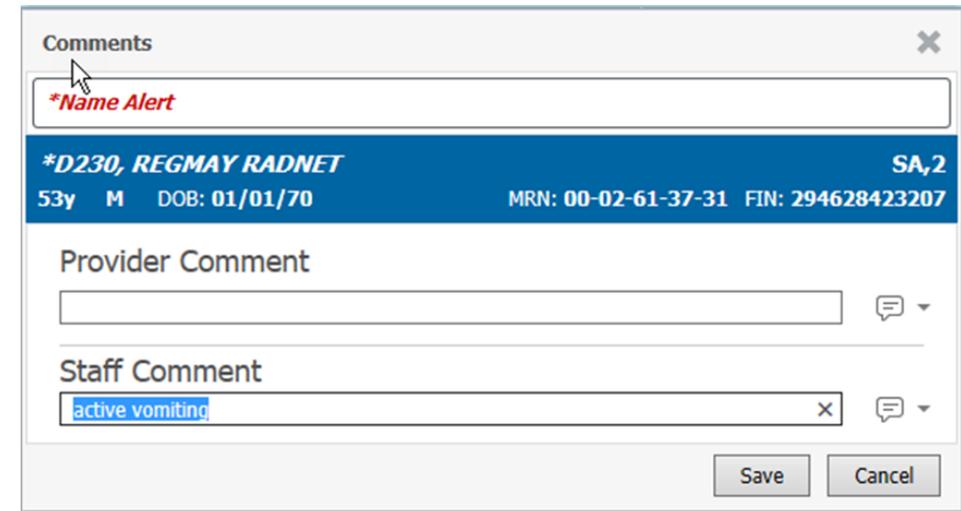
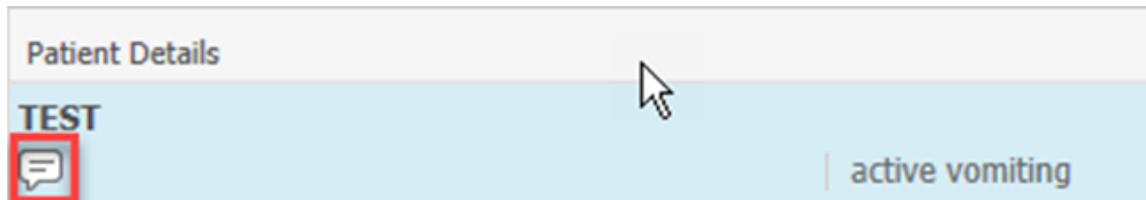
Patient Information

- The Patient Information column of LaunchPoint includes the patient name, age, sex and can be sorted.
- This column also shows icons that allow providers a quick glance of what information can be present in the patient summary.

Icon	Name and Description
	Allergy Documentation: This icon indicates that confirmed allergy information exists on the patient's medical record. Click Allergy Documentation to open the allergy profile.
	Critical Note Present for the Patient: This icon alerts providers that an organizational-specified note is present for the patient. This note can represent an 'Advanced Directive' or an 'Opioid Treatment' information is also accessible from the Patient Summary, as well as in the patient's chart.
	Allergies Not Checked: This icon represents that allergy documentation has not taken place.
	No Known Allergies: This icon represents no known allergies on the patient's medical record.
	No Known Medication Allergies: This icon represents no known medication allergies on the patient's medical record.

Patient Details

- The Patient Details column shows the reason for visit entered on the intake form. Once the provider has entered a diagnosis, it will be updated.
- Users also have the ability to enter comments within this column by selecting the dialog icon which will launch the comments box. Click "Save" once the comment has been entered.



Patient Summary

- The Patient Summary tab is designed to give you an all-encompassing view of the patient's triage information, medical history, and any other critical information.
- The Patient Summary tab is divided into the following sections:

Patient Summary

- **Banner:** Consists of patient name, date of birth, age, medical record number (MRN), and bed location.
- **Visit Notifications:** Includes primary physician, alert notifications, allergies and reactions.
- **Triage Information:** Includes time of triage, reason for visit (RFV), chief complaint, and triage vitals.
- **Home Medications:** Lists any documented home medications the patient is currently taking.
- **Visits:** Includes historical reason for visits (RFVs), and documentation from past emergency department (ED), ambulatory, and inpatient visits.
- **Critical Notes** (if applicable): This section can be used for note types necessary for providers to see in order to correctly treat patients.
- **Medical History:** Consists of active and historical problems.
- **Family History:** Lists any documented family medical problems and associates them with a corresponding relative.
- **Procedure History:** Lists any documented medical procedures and the corresponding date of procedure.
- **Social History** (if applicable): Lists any documented social history with corresponding medical risks.

Patient Summary

Exam 2 (... 58y F DOB: [redacted] Exam 2 (DRCR),A MRN: [redacted] FIN: [redacted]

Primary Physician: No Physician Data Found Orders Refresh

Patient Summary

Allergies: No known allergies
CommonWell: Not Enrolled

Visits:
Past 5 ED visit(s) within the last year. There is no information to display.
Past 5 visit(s) within the last year. There is no information to display.

Critical Notes (0):
There is no information to display.

Triage Information 09/17/19 10:41
No Reason for Visit specified
Chief Complaint: bumps all over itches x2d

Temp	HR	BP	Respiratory Rate
98.2	71	↑ 127/81	17
Weight Measured		203.30	

Home Medications (0):
Medication history has not yet been documented.

Medical History

	Last Reviewed
Active (2)	
No previous illnesses	09/17/19
Obesity	09/17/19
Historical (0)	

Family History (1):
HTN - Hypertension: Father

Procedure History (2):
06/23/19

Close

Vitals and Activities

Vitals

- The vitals column can be expanded and collapsed to view the patients most recent vitals:
- The column expands to display Pain, Temperature (Temp), Heart Rate (HR), Blood Pressure (BP), Respiratory Rate (RR), Oxygen Level (O2), and Weight (WT)
- Click the arrow button to collapse the Vitals column.



The image shows two side-by-side screenshots of a patient vitals table. The left screenshot shows a narrow column with a heart icon and a red arrow button. The right screenshot shows the same table with the vitals column expanded to display data for six patients. The columns are labeled TEMP, BP, HR, RR, O2, and WT. The HR value for the last patient is highlighted in red with an exclamation mark, indicating an abnormal reading.

	TEMP	BP	HR	RR	O2	WT
Heart Icon						
Heart Icon	98.6	115/62	60	14	100	85
Heart Icon	99	120/80	88	12	99	
Heart Icon						
Heart Icon	99	125/81	120	12	99	
Heart Icon	99	80/40	! 45	34	89	

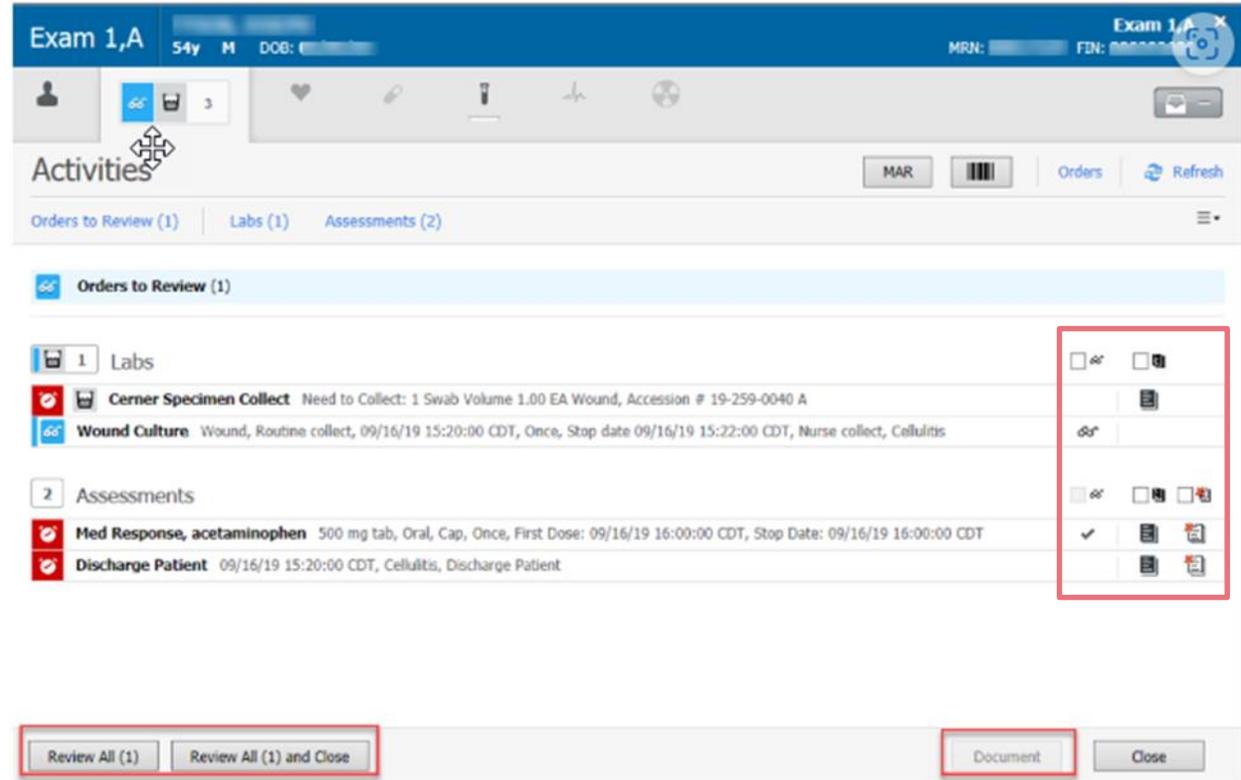
Nurse Activities

- LaunchPoint displays numbered icons to indicate that activities are available to complete.
- Click the Activity column to complete your documentation for pending activities.
- See the following table for examples of activity icons:

Icon	Description
	All activities are displayed with a number indicating one or more activities are pending completion. Documentation activities or activities that do not require nurse review do not display a blue indicator.
	A blood drop icon is displayed next to the activity number for ordered labs if the specimen requires blood to be collected.
	A urine cup icon is displayed next to the activity number for ordered labs if the specimen requires other specimens defined as micro or AP.
	A pill icon is displayed next to the activity number for ordered medications.
	A blue indicator is displayed next to the icon for activities that require nurse review.
	A glasses icon is displayed for orders not linked to activities that require nurse review.

Nurse Activities

- After selecting the icon, the activities window opens up to document nurse activities.
- Complete activities by clicking one of the icons on the right.
- Select the check box at the top of the row to select multiples of the same action at once.
- Then click “Document” when done.



Icon	Description
	Document: Click this icon to complete your documentation for that activity. This icon is only displayed if documentation is available for that activity. If an associated Nurse Review activity exists, it is automatically selected when you click Document.
	Nurse Review: Click this icon to complete a Nurse Review activity. This icon is only displayed if a nurse review is required for that order.
	Chart Not Done: Click this icon to indicate that an activity will not be documented. The system prompts you to enter a reason (for example, duplicate activities, patient refused, and so on).

Order Icons



Reading Order Status Indicators

- Under the order icons, the following status bars signify the current status:

Icon	Icon Name	Description
	Ordered	Order has been placed.
	Ordered and Critically Overdue	Order has been placed, but action is overdue.
	Ordered and Partially Complete	Order is in process, and is partially complete.
	Ordered and Partially Complete, Critically Overdue	Order is in process, partially complete, but next action is critically overdue.
	Complete	Order is complete.

Medications Tab

- Click on the Pill  to open the Medications tab.
- From the Medications tab, clinicians can complete the following actions:
 - Check the status of current orders.
 - Place medication orders.
 - Open a patient's order profile using the Orders button.
 - Place orders or review results in another category.

Lab Tab

- Click Labs  in LaunchPoint to open the Labs tab.
- From the Labs tab, providers can view either results, or the laboratory order status, and complete the following actions:
 - Check the status of current orders.
 - Place UC LaunchPoint laboratory orders.
 - Open a patient's order profile using the Orders button.
 - Open a patient's chart with the Labs link.
 - Review laboratory results.
 - Place orders or review results in another category.



Normal results



abnormal or critical results



ready for review - abnormal or critical results



Reviewed - abnormal or critical results

Lab Tab

- Hovering over the lab icon will allow you to view the status of the lab:
 - Dispatched, collected, in-lab, or completed
- Clicking on the icon will allow you to view results.
- Results outside of the reference range will be **orange**.
- Critical results will be **red**.

ED01,A 66y M DOB: MRN: FIN: ED01,A

Labs **Quick View** Order Status (2 pending) Prior Encounters Hide Favorites Orders Refresh

Most Recent Results to Review
Current Encounter: Jan 3, 2017 08:20

Automated Hematology

WBC	↑ 14.2
RBC	4.80
Hgb	14.6
Hct	44.3
Platelet	324
MCV	92
MCH	30.4
MCHC	33.0

Favorites

- CBC w/ Differential Blood, Stat collect, T;N, Nurse collect
- BMP Blood, Stat collect, T;N, Lab Collect
- CMP Blood, Stat collect, T;N, Lab Collect, 0
- UA Urine, Stat collect, T;N
- Blood Culture Blood, Stat collect, Collected, T;N
- C-Reactive Protein
- C-Reactive Protein SI Blood
- Troponin-I Blood, Stat collect, T;N

Review All (8) Review All (8) and Close Sign Sign & Close Close

ECG Tab

- Click ECG  on LaunchPoint.
- From the ECG tab, providers can take the following actions:
 - Check the status of current orders.
 - Place an ECG order.
 - Open a patient's order profile with the Orders button.
 - Open a patient's chart with the ECG link.
 - Review an ECG report.
 - Place orders or review results in another category.

Provider Notes



Provider Documentation Column

- The Documentation Status column in LaunchPoint gives providers a quick glance of the status of a patient's note. Icons in the Documentation Status column indicate that the note is in one of the following statuses:

Documentation Status Icon	Documentation Status Description
	No Documentation Started: Click this icon to start a new note.
	In Progress: Click this icon to open the note in progress.
	Needs Cosigned: Click this icon to open the document that needs a cosign.
	Signed: Click this icon to open the completed note.
	In Progress: If you are the provider that started the documentation, click this icon to open the Workflow <i>MPages</i> view. If you are not the provider that started the documentation, no action can be taken from the icon; it someone else has started documentation.

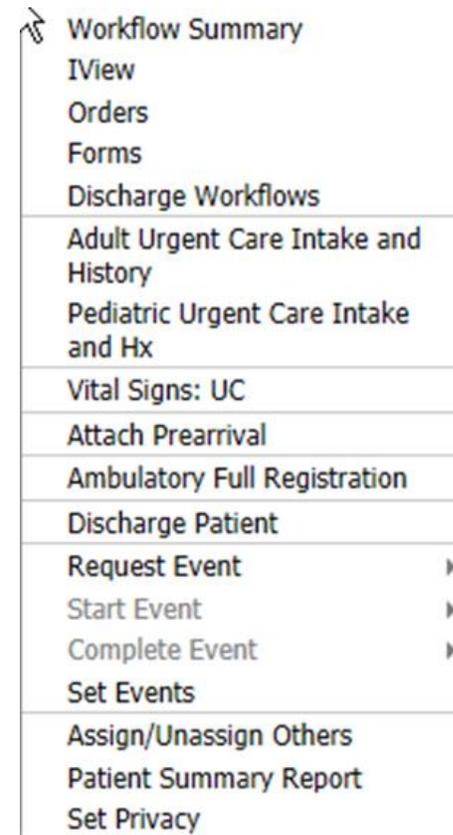
Documentation Column

- Position your pointer over a documentation icon to display a tooltip containing the documentation from the current visit with the following details:
 - Document title
 - Document time
 - Document status
 - Document author

Document	Performed	Performed By	Document Status
		McGee MD, Emily	<input type="checkbox"/> No Documentation Started
Documentation Workflow Component	11/07/16 09:08:49	Duethman, Andy	<input checked="" type="checkbox"/> In Progress
Documentation Workflow Component	10/29/16 13:48:01	C. Phillips MD, Rolland	<input checked="" type="checkbox"/> In Progress

Patient Context Menu

- The patient context menu gives you options to quickly complete actions on a patient and open a patient's chart.
- To open, right-click anywhere on a patient's row. The patient context menu displays the following items:
 - Up to five customized quick links in patient charts
 - Up to five customized quick links to PowerForms
 - Quick disposition orders
 - Ability to set events
 - Open the discharge workflow



Placing Orders

- Complete the following steps to place an order in LaunchPoint:
 - Click the appropriate order column in a patient's row. If the patient does not have an active order for that particular category, position your pointer over that section of the row, and click the order type button that is displayed. The dialog box for the order type opens.

Vitals	Meds	Labs	EKG	Imaging	Pt Care	Consult

RCUC WR 37y M DOB: MRN: FIN:

Medications

Re-order	Order	Date/Time	Ordered By	Status
Scheduled (0)				
PRN/Unscheduled (0)				
Continuous Infusions (0)				

Favorites

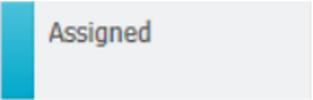
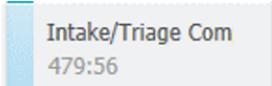
- Norco 325 mg-5 mg oral tablet
1 Tab, Oral, q4hr, PRN Tab, 0 Refill(s), Pharmacy OP Main
- traMADol 50 mg oral tablet
50 = 1 mg tab, Oral, q12hr, PRN as needed for pain tab, 0 Refill(s), Tab, Pharmacy OP Main
- acetaminophen 500 mg tab, Oral, Once
- influenza virus vaccine 0.25 mL, IM, Injection, Once

Sign Sign & Close Close

Status Tracking: Throughput and LOS

Status

- The throughput status displays a patient's status throughout their encounter. Standard throughput statuses include the items in the table below.

Default Notification Color	Notification Description		
 Pink	Intake/Triage Needed	 Blue	Assigned: The patient has already been seen or has orders placed.
 Light Blue	Intake/Triage Complete: by RN	 Green	Orders Complete: A check mark indicates that all orders are complete.
 Yellow	Unassigned: The patient needs to be seen by Provider	 Dark Blue	Discharge Patient: An order has been placed to discharge patient.

LOS

- The LOS column shows the bedded length of stay and total length of stay upon hovering over the time.
- Length of Stay Overdue (**orange**) is set to 15 minutes.*
- Length of Stay Critically Overdue (**red**) is set to 60 minutes.*
- *Note: These can be changed per facility.

	Status	LOS
	Assigned	00:24
Length of Stay		
Bedded LOS	00:24 (Overdue +00:09)	00:13
Total LOS	00:29	01:58
	02:19	
	Assigned	00:53
	Assigned	00:33

Metrics

Patient Metrics:

My Patients Current: 0 Last Hour: 0 Today: 0
Median Door to Doctor: --

- **Current:** This is the total number of patients to which the physician is assigned.
- **Last Hour:** This is the total number of patients the physician has been assigned to in the last hour from the current time. If patients were assigned before the last hour time period, they are not included in this metric.
- **Today:** This is the total number of patients the physician has been assigned to in the last 12 hours from the current time. If patients were assigned before the 12-hour period, they are not included in this metric.
- **Median Door to Doctor:** This is the median time from arrival to the completion of the Dr. Exam event.

Metrics

Department Metrics:

Department WR: 0 Prearrivals: 0 Current: 2 Last Hour: 2 Today: 8 Median LOS: 28 min
Median Door to Doctor: --

- **WR:** This is the total number of patients currently in the waiting room (WR) locations.
- **Prearrivals:** This is the total number of prearrivals for the UC.
- **Current:** This is the total number of patients that are currently checked in at the facility.
- **Today:** This is the total number of patients that have been checked in to the UC in the last 24 hours from the current time. If patients were assigned to the department before the 24-hour period, they are not included in this metric.
- **Last Hour:** This is the total number of patients that have been checked in to the UC in the last hour from the current time. If patients were assigned to the department before the last hour time period, they are not included in this metric.
- **Median LOS:** This is the median length of stay (LOS) in hours and minutes for active patients in the UC. Patients that are in a waiting room are not included in this metric.
- **Median Door to Doctor:** This is the median time from arrival to the completion of the exam.

*Note: Waiting room patients are included in the Last Hour and Total metrics in the My Patients section.

They are excluded from the Last Hour and Today metrics in the Department section.

Check-out list



Check out list

UC LaunchPoint

My Patients RC Urgent Care **Check Out**

12 hours 24 hours 48 hours **72 hours** Custom > My Patients Dispositions Department Total Patient Count: 4 Median Door to Doctor: -- Median LOS: 30 min AMA: -- LWBS: -- Admit

Check-out Time	Pre-Checkout Location	Patient Information	MD	ML	RN	Patient Details	Discha
September 17, 2019							
09/17/2019 07:35	Exam 5,B	12m F	TL	TIF		Dx: Pink eye Family in Consult Room	
September 16, 2019							
09/16/2019 14:02	Exam 1,A	62y M				Dx: Sore throat	
09/16/2019 13:49	Exam 1,A	36y F				Dx: Sore throat	
09/16/2019 12:55	Exam 1,A	29y F				sore throat	

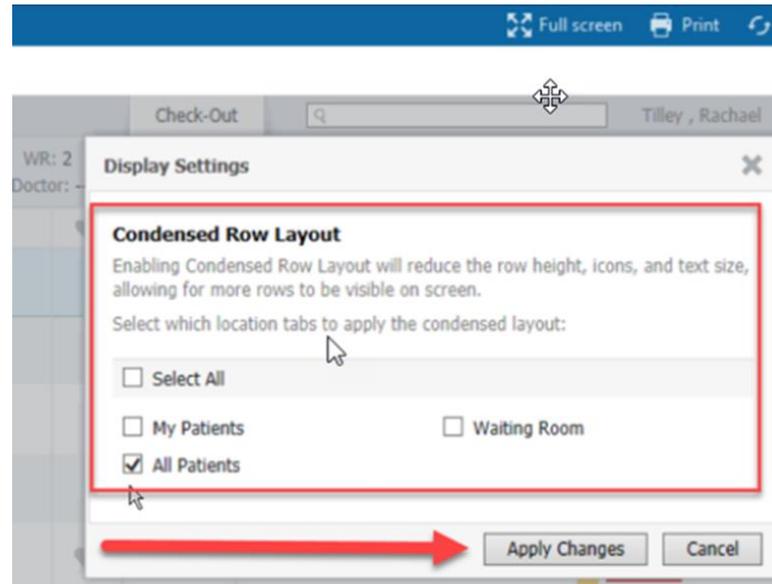
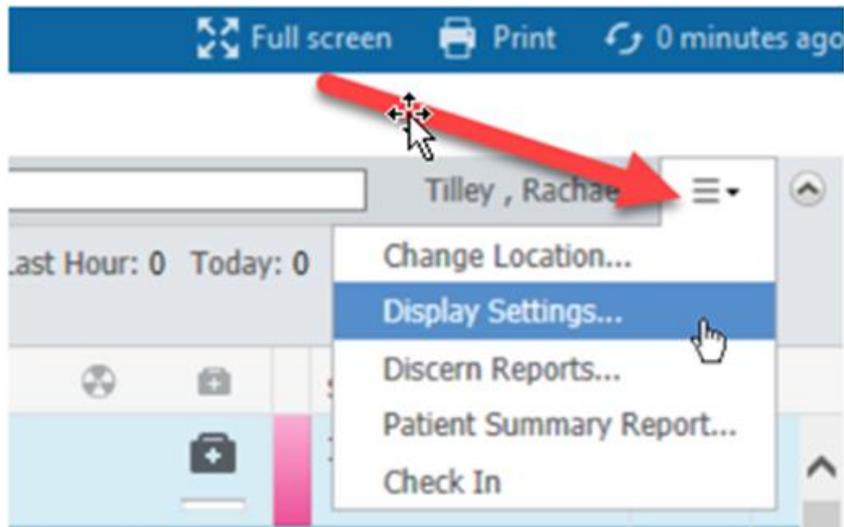
Check Out List

- The check-out list allows you to view patients who have been checked out of the urgent care (UC).
- Selecting the Look Back Time:
 - You can select a specific look-back time from the available options (such as **12 Hours**, **24 Hours**, and so on), or you can select a custom look-back range to adjust how far back you look. Click **Custom** to open the Custom Lookback Range dialog box, and then click in the Date Range box to select a range from the calendar.
- The following filters are available:
 - **My Patients:** Select this filter to view patients you are assigned to.
 - **Unsigned Notes (provider view):** Select this filter to view patients whose documentation is unfinished.
 - You can filter by the following documentation statuses:
 - Needs Cosign
 - In Progress
 - Workflow Only
 - No Documentation Started

Condensed View

Condensed View

- The new LaunchPoint condensed view can be turned on and off by each individual user. It will allow more patient rows to be visible before requiring vertical scrolling. This can be turned on for each board however, Cerner recommends only needing this view for main board (All Beds/Patients).



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