

To IU Health Physicians and Outpatient Providers:

## Expansion of Profile Deficiency Auditing

Beginning **September 3rd, 2019**, the Health Information Management department will begin auditing an expanded list of documents for physician signature, which will include all electronic and paper documentation within the Cerner Message Center “Sign” folders. This expansion will ensure compliance with Joint Commission, Indiana State Department of Health and CMS requirements and will better align deficiency management across the state, giving providers a more unified experience at each IU Health location.

**Internal audits have shown that providers are already doing an EXCELLENT job of signing patient documentation, so the impact should be minimal!**

In preparation for this expansion, providers should log into Cerner Message Center and complete all outstanding signatures in their “Sign” folders.

**Don't forget to...**

- Change your default display to include any documents older than 30 days.
- Refuse incorrectly assigned documents to “Administrator, Refusal HIM Document”.

Please review the attached PDF “Central Region Deficiency Management FAQ” for more detailed instructions.

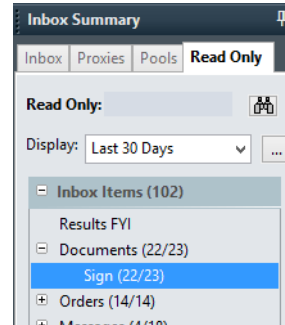
For further questions, concerns, or feedback regarding this transition, please contact the HIM Chart Completion team at [HIMCR@iuhealth.org](mailto:HIMCR@iuhealth.org) or 317-944-3112.

**The Health Information Management team**

## Expansion of Deficiency Auditing Go-Live September 3, 2019 for AHC, North and Surgery Centers

### SIGNING EXPANDED LIST OF DOCUMENTS OR RESULTS

1. Click on **Documents** and select **Sign**.
2. Open and read the message.
3. Review the notification and select **Sign**.
4. Click **OK** (signs current document) or **OK & Next** (signs current document and moves user to next document needing signature).

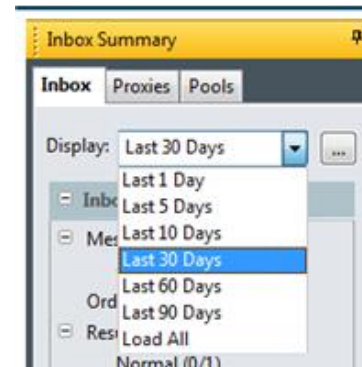
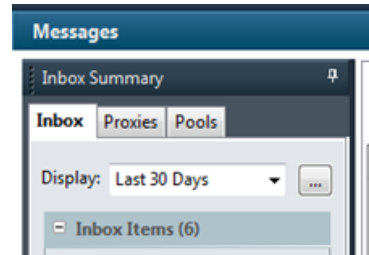


### CHANGING DEFAULT DISPLAY TO SIGN

#### ALL DOCUMENTS

1. On the Inbox tab, locate the **Display** drop-down box.
2. Update the display by selecting the drop-down arrow and changing to **Last 90 Days**.

*Tip: It is good practice to periodically change your default display from 30 to 90 days.*



### REFUSING DOCUMENTS

1. Open and review the document(s).
2. Select **Refuse** when applicable.
3. Select most applicable **Reason**.
4. Provide **Comments** as needed.
5. **Additional Forward Action** box should be checked.
6. Drop-down menu should display **Sign**.
7. Select **Binoculars** icon & route document to **Administrator, Refusal HIM Document**.
8. Click **Next** to refuse the document.

