



Standard Work

Job Name	Unit Clerk Standard work for Unit Patient Flow Process	Objective:	To standardize the role of the Unit clerk in the Unit Patient Flow process	Date:	15-Oct-17																																																																																																																																																																																																																																																																																																																																																					
				Owner:	Unit Patient Flow																																																																																																																																																																																																																																																																																																																																																					
Process Steps		Freq	Visual Aid																																																																																																																																																																																																																																																																																																																																																							
At Start of Shift			Unit Clerk Hand Off Tool																																																																																																																																																																																																																																																																																																																																																							
1	Receive report from previous shift RP/Unit clerk. Use bed board and/or Care Round Board for context where required.	every shift	<div style="border: 1px solid black; padding: 5px;"> <p>DATE: _____ [UNIT] DAILY WORKSHEET</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 8px;"> <thead> <tr> <th colspan="8">DISCHARGES</th> <th rowspan="2">Potential discharges:</th> </tr> <tr> <th>From</th> <th>MRP</th> <th>Patient Name</th> <th>PLACE OF D/C</th> <th>PHYSIO DONE</th> <th>GI DONE</th> <th>CLAC DONE</th> <th>TIME OF D/C</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td rowspan="10"> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table> <table border="1" style="width: 100%; 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Throughout Shift																																																																																																																																																																																																																																																																																																																																																										
5	Attend discharge huddle with Utilization nurse, OM, and RP nurse to determine what actions need to be done to ensure timely discharge for patients being discharged today	daily																																																																																																																																																																																																																																																																																																																																																								
6	Update care round board to reflect activity on unit. Changes include: 1. Admissions, discharges, and transfers of patients	when necessary																																																																																																																																																																																																																																																																																																																																																								
7	Enter new orders and update completed consults in Horizon Clinical/Star	when necessary																																																																																																																																																																																																																																																																																																																																																								
8	Prepare charts to ensure documents are identified with patient demographics, i.e. Physician orders, progress notes. Communicate with physicians when necessary to ensure paperwork is in proper order for any tests/consults/appointments/etc.	daily																																																																																																																																																																																																																																																																																																																																																								
9	Prepare patient charts for new admissions	when necessary																																																																																																																																																																																																																																																																																																																																																								
10	Receive update from Utilization nurse post care rounds. Follow up on any non-clinical action items that arise from Care Rounds.	daily																																																																																																																																																																																																																																																																																																																																																								
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11	Report to oncoming Unit clerk utilizing unit clerk hand off tool (see image #1 to the right)	at shift change																																																																																																																																																																																																																																																																																																																																																								

Revision Date :

Review Date:
Pilot Project review in 6 months (April 2018)