Version	Date	Comments / Changes
1.0	January 2006	Initial Policy Released
2.0	April 2014	CCI added for MDR; Appendix B collapsed into Appendix A
3.0	October 2021	Added scope; removed CASE, LATX, MAT, PMMV from Appendix. Content revision. Reference to supporting policies, procedures and guidelines. Changed from a corporate policy to a clinical policy.

PURPOSE:

The purpose of this policy is to outline the responsibility for adding, editing, removing and reviewing client safety alerts, known as Critical Care Indicators (CCIs) in the MEDITECH® Client/Server Clinical Information System. CCIs are alerts that display throughout the system, and on various system generated reports and they indicate current or potential conditions and/or situations that may present harm to clients, health care providers, or visitors, thus improving safety and decreasing risk to clients, staff and the organization.

SCOPE:

This policy applies to all health care providers in Fraser Health whose scope of practice and/or job requirements and competency includes client assessment, documentation and/or transcription of client safety alerts in MEDITECH Client/Server.

POLICY:

1. There are four CCIs available to add to the client record in MEDITECH Client/Server (See Appendix A for detailed information):
    a. Aggressive Violent Behavior (AVB);
    b. Do Not Acknowledge (DNA);
    c. Antibiotic Resistant Organisms (ARO);
    d. Multi-Drug Resistant (MDR).

    The client record can display up to three CCIs; ARO and MDR cannot be added to the client record concurrently. If a client meets the criteria for both, MDR must be selected as it carries a higher level of precaution.

2. CCIs display on the client record for all encounter types and/or registration statuses and admissions - inpatient, or outpatient; and display in various areas within MEDITECH Client/Server. However, the primary display location of CCI data is within the client's Electronic Health Record (EHR), which is accessed via the MEDITECH Enterprise Medical Record (EMR) module.

3. It is the responsibility of all health care providers to:
    a. Review the client EHR and assess for CCIs prior to engaging the client and/or commencing client care.
    b. Ensure the client EHR reflects the client's current CCI status within the scope and limitations of their role and/or practice requirements. Requests to update the client EHR include adding, removing or editing a CCI.
    c. Assess, review and, if indicated, request a client EHR update for an AVB CCI as per Alert System policy upon admission in Emergency, as an inpatient, or on any encounter throughout the client's stay, as per the ALERT Process - Clinical Practice Guideline.
    d. Identify upon admission in Emergency, or on any encounter throughout the client's stay, and if indicated, request a client's EHR be updated to include "DNA", so that the client's attendance at the

facility not be acknowledged for those who present themselves at risk from a third party with or without a restraining order and for all correctional inmates.

4.   It is the responsibility of Infection Prevention and Control (IPC) upon admission in Emergency, as an inpatient, or on any encounter throughout the patient's stay to monitor, review and, if indicated, request a client EHR update for an ARO or a MDR CCI as per the Contact Precautions - Acute - Best Practices - Clinical Practice Guideline

It is the responsibility of Health Information Management (HIM) to:
a.   Update the client EHR as per the Health Information Management - FHA - Standards and Procedures - Critical Care Indicators (CCI)
b.   Maintain the Designation of Critical Care Indicator and VIP Request - Form printable forms as may be required for FH affiliated sites.

It is the responsibility of the Alerts and Indicators Working Group to act in a stewardship capacity with respect to CCI. This includes assessment of requests for new CCI, edits, and decommissioning.

5.   It is the responsibility of Health Informatics Information Technology to maintain the MEDITECH Client/Server system for the accurate and timely display of client CCI.

6.   It is the responsibility of each department to ensure system generated reports, interfaced, and integrated third party systems accurately display client CCI.

7.   All client CCI will be displayed in MEDITECH Enterprise Medical Record (EMR).

8.   The clinical information system must retain a record of all changes to the client CCI record in the EHR.

DEFINITIONS

Term	Definition
Client	Refers to any patient, client and resident of Fraser Health facilities or programs.
Critical Care Indicators (CCIs)	Codes used in the Fraser Health Electronic Health Record (EHR) system to identify clients who require special recognition because of the potential harm they may pose to staff, clients and visitors. The potential harm may arise from violent/aggressive behavior or infectious disease.
Electronic Health Record (EHR)	An aggregate, computerized record of a client's health information that is created and gathered cumulatively from all of the client's health care providers. Information from multiple Electronic Medical Records is consolidated into the EHR. At Fraser Health, the EHR currently used is MEDITECH Client/Server.
Health Care Provider	All direct and indirect professionals and clinically related support personnel providing services to a patient; includes employees, physicians, volunteers, and students.
Staff	Includes health care providers, contractors, sub-contractors, vendors, suppliers, individuals or organizations that have a business relationship with Fraser Health and any other individual directly or indirectly associated with Fraser Health.

REFERENCES

Fraser Health. (2020). ALERT Process - Clinical Practice Guideline

Health Information Management. (2021). FHA - Standards and Procedures - Critical Care Indicators (CCI).

Fraser Health. (2017). Contact Precautions - Acute - Best Practices - Clinical Practice Guideline

Fraser Health. (2021). Designation of Critical Care Indicator and VIP Request - Form

APPENDICES

Appendix A: MEDITECH® Client/Server Critical Care Indicator Categories

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ARO   (Antibiotic Resistant Organism) – for clients with proven antibiotic resistant bacteria (e.g. Vancomycin Resistant Enterococci - VRE, Methicillin Resistant Staphylococcus aureus - MRSA).

AVB   (Aggressive/Violent Behavior) – for clients who exhibit behavior which threatens or potentially threatens the physical and/or emotional well-being of self or others.

DNA   (Do Not Acknowledge) – for clients who request that their attendance at the facility not be acknowledged (FOIPPA), clients who present themselves as at risk from a third party with or without an existing restraining order and for clients who are an inmate in a correctional system.

MDR   (Multi Drug Resistant) – for clients with a proven multi-drug resistant bacterium (e.g. Carbapenemase-Producing Enterobactericeae - CPE). Requests are only valid if received from Infection and Prevention Control (IPC) or Surrey Memorial Hospital Laboratory