

IMPROVING POST-MORTEM TRACKING AND ACCOUNTABILITY THROUGH MEDITECH ENHANCEMENT

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DESCRIPTION

Historically, post-mortem body documentation at Humber River Health (HRH) was completed on paper, making it difficult to trace bodies once transferred or released from the morgue. Recognizing the need to improve accuracy and consistency, HRH identified an opportunity to standardize and digitize this process. Upon reviewing current practices, HRH determined the need to create a new registration type and body release tracker. This digitization standardizes post-mortem documentation and improves tracking, accountability, and oversight throughout the post-mortem process.

OBJECTIVE

To digitize and standardize the post-mortem patient release process, and improve traceability, accuracy, and efficiency across the organization.

ACTIONS TAKEN

MEDITECH system enhancements included a new post-mortem MEDITECH location (Morgue), registration type, account stack, and questionnaire with custom queries, as well as a new ED Tracker. Several ED/Discharge Plan Accesses were created or modified, and registration parameters were updated to prevent admission, discharge, and transfer activity from flowing to other vendor systems.

Comprehensive education was provided to inpatient and ED clerical and nursing staff, including tip sheets, workflow documents, and in-person or eLearning sessions. Additional educational resources were created for clinical roles involved in post-mortem care. The Digital Learning Team attended unit huddles to reinforce best practices, answer questions in real time, and ensure consistent adoption across all shifts.

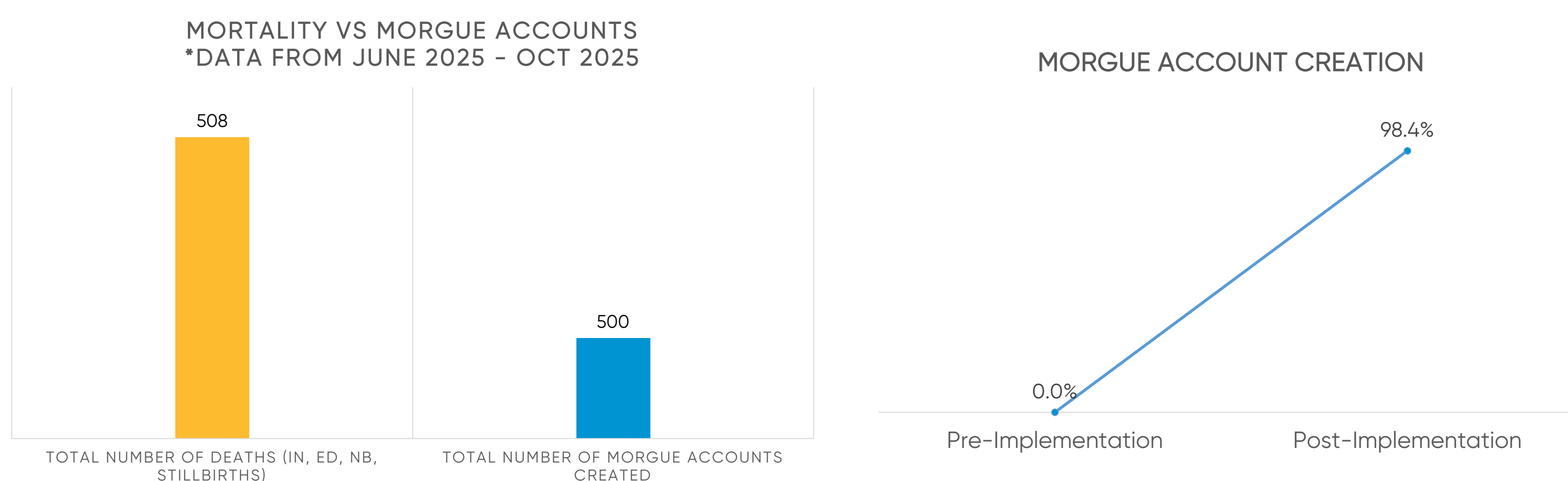


Figure 1. Morgue account creation achieved 98.4% of recorded deaths (500 of 508), indicating a small variance from the 1:1 expectation.

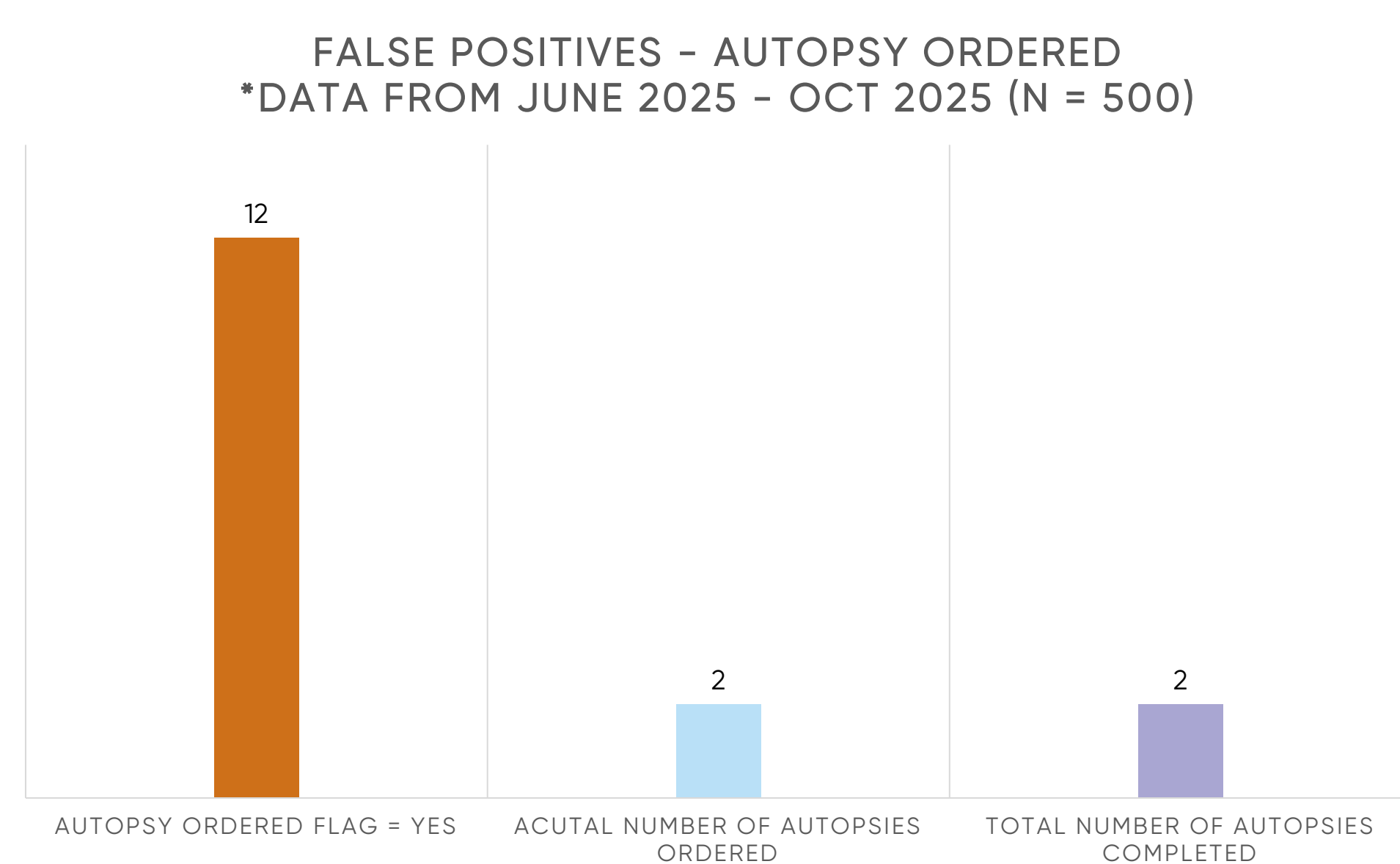


Figure 2. Among 12 flagged autopsy orders, only two were valid, yielding an 83% false positive rate. Completion rate for valid autopsies was 100%.

Post-Mortem Body Release Process

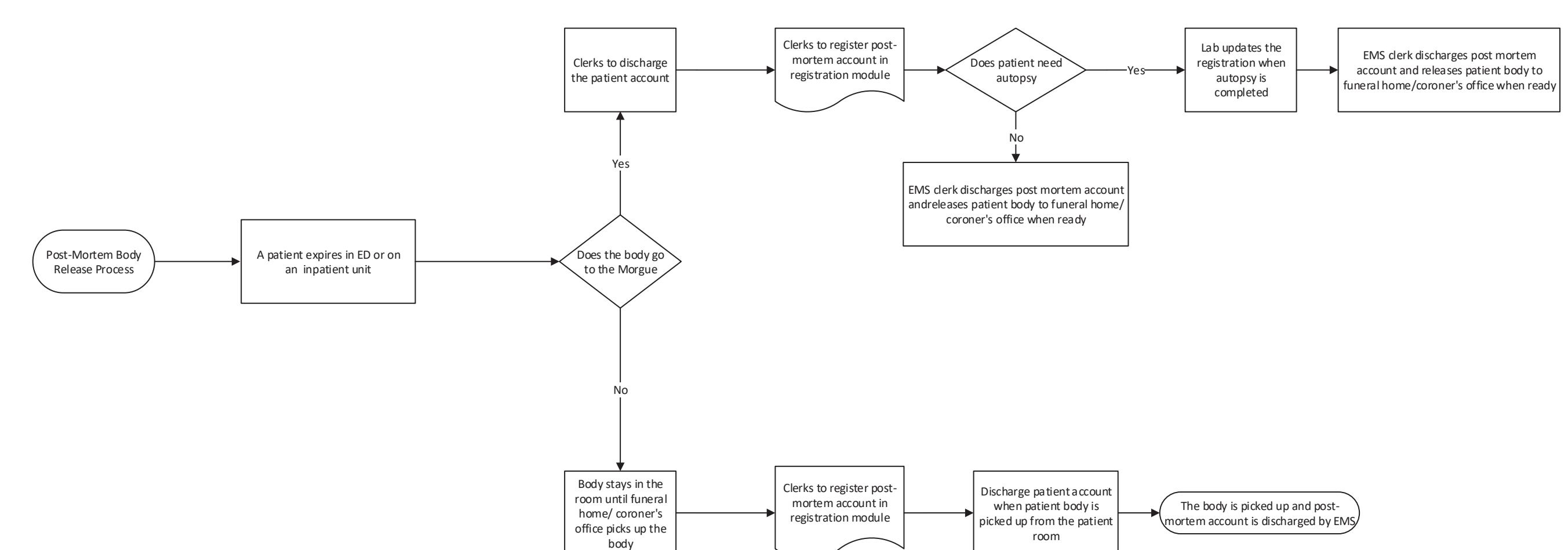


Figure 3. Workflow for the new Post-Mortem Body Release Process. This process includes two scenarios separating the workflow based on whether the body is sent to the morgue or staying in the patient room.

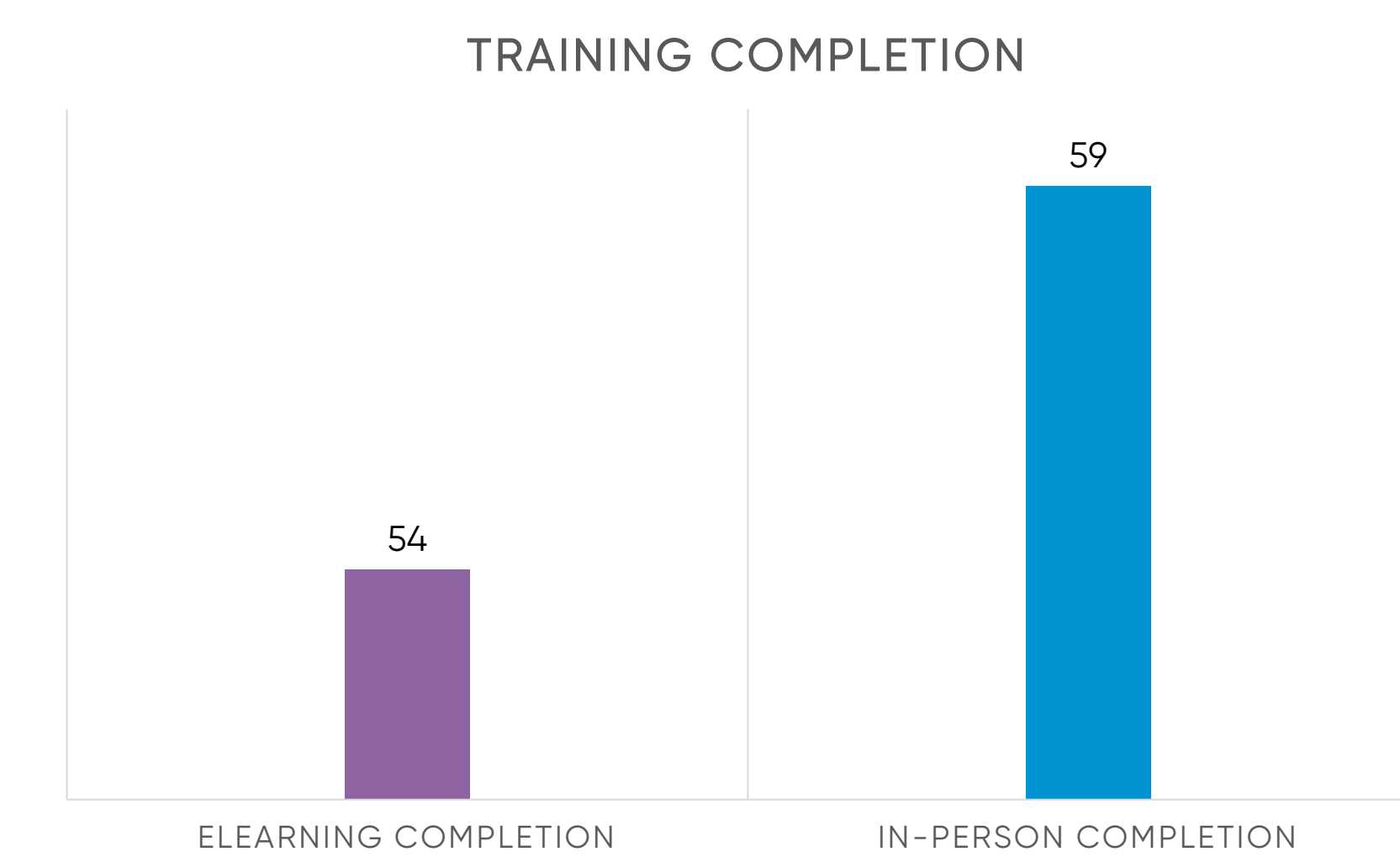


Figure 4. Training completion was 100% as of June 13th, where all of ED clerical and BU clerical attended in-person training, and the rest of in-patient clerks were given a choice of choosing between in-person or eLearning training.

SUMMARY OF RESULTS

Between June and October 2025, 508 deaths were recorded, and 500 corresponding morgue accounts were created, indicating strong adherence to the new workflow. Among these, 12 were flagged as having autopsy orders; however, only two were true orders, indicating a high false-positive rate. Both valid autopsies were successfully completed. For the remaining 488 accounts, there were no false negatives, confirming that the autopsy order query accurately identified when no autopsy order existed—reinforcing data reliability while highlighting opportunities to refine query precision.

LESSONS LEARNED

The digitized morgue process enhances real-time visibility for hospital staff and introduces auditing capabilities that ensure the deceased are released from the hospital in a timely and appropriate manner.

