

## Readmission Prevention Workflow for Patient Case Managers

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- 1. Navigate to Readmission Risk Summary on the dark blue menu in the patient's chart.
- 2. The workflow is divided into sections indicated by the tabs across the top. Red numbers on the tabs indicate the number of tasks that need to be completed in that section.
- Select the Open Chart drop down feature for quick access to other chart areas.
   Note: Do Not Use the Sticky Notes button located here.

Sticky Notes 0	Open Chart 3
	Orders
Do Not	Results Review
	Documentation
Use	Clinical Notes
	Form Browser
	MAR Summary

4. The pancake stack allows the user to expand and collapse information in the workflow tabs.

### Workflow Tabs

#### **Overview tab components:**

- 1. Current Physician(s) display.
- 2. Inpatient Encounter Information displays encounter details.
- 3. **Diagnosis List** displays the diagnosis for this hospital encounter.
- 4. Problem List displays additional diagnoses if present.

### Readmission Risk tab components:

- 1. Star Priority Rating (optional feature)
  - a. Select 1, 2, or 3 stars to prioritize patients on a caseload.
  - b. Select Reason for priority change.
  - c. Select **OK** or **Cancel**.







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- 2. All Cause Risk Level: Displays the risk level and score for this encounter.
  - a. Select the current encounter date to view contributing risk stastitics.
  - b. Select **All Cause History** to view prior encounter risk levels and contributing statistics.
- 3. Readmission BOOST 8Ps display if applicable.
- 4. **Readmission Risk** displays the target diagnosis for this encounter.

### Support Services/Interdisplinary tab components:

- 1. Support Services Consults displays ordered referrals.
- 2. Support Services Consult Documentation displays documentation status.
- 3. Future features not currently using.
- 4. **Barriers to Discharge**: populates additional details as clinical documentation is completed.

verview	Readmission Risk	Supp Serv/Interdisp 5 -	5 corresponds to	o tasks listed
Suppo	ort Services Consults	5	below with red in	complete status
Status		Тур	e	Title
Ordered		Su	pport Services Consults	Case Management / MSW Referral
Ordered		Su	pport Services Consults	Evaluation & Treatment - Physical Therapy
Ordered		Su	pport Services Consults	Evaluation & Treatment - OT
Ordered		Su	pport Services Consults	Home Care Referral
Suppo	ort Services Consult	Documentation		
Status		Тур	e	Title
No Resul	lts Found	Su	pport Services Consult Docum	entation PT Evaluation / Treatment Record
Auth (Ver	ified)	Su	pport Services Consult Docum	entation OT Evaluation / Treatment Record
- Interd	icoiplinan, Toam Mo	mbor Namos		
Intera	isciplinary ream we	mber Names		
<u>,</u>				
Team	Conference			
-	an ta Dia channa			
Barrie	rs to Discharge			
Last Tea	am Discussion Documen	ited:		
CN	A Barriers to Safe Discha	rge: Other: Limited suppo	ort at home	
Ba	arriers to Safe Discharge	OT:		
В	arriers to Safe Discharge	e PT:		
Ba	rriers to Safe Discharge	SLP:		

#### **Documentation tab components:**

- 1. Document the **Initial Assessment** portion of the Care Management Assessment from this tab.
  - Select the blue hyperlink to open the PowerForm.
- 2. Education added by nursing displays here.
  - Select the blue hyperlink to view the education.

Overview	Readmission Risk	Supp Serv/Interdisp 4	Docume	ntation <b>1</b>	More 3		
<ul> <li>Documentation</li> </ul>							
Status		Туре		Title			
No Resul	ts Found	Assessment Documents		Care Management Assessment			
Auth (Verified)		Education Documents		Pneumonia (Adult)			





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#### **Transition Readiness tab components:**

- Document ongoing assessments on the Care Management Assessment PowerForm from this tab.
- 2. View the status of Medication Reconciliation at Admission and Discharge.
- Discharge Disposition and discharge date displays when entered in the patient's chart.

#### Follow Up tab components:

- Current and scheduled future encounters display.
- 2. Scheduled post-acute care appointments display.
- Select the blue hyperlink to open and document the Readmission Post DC Follow Up Phone Call.

Status		Туре	Title	Title			
No Results	Found	Transition Readiness Documentat Care Management Assessment					
Status		Туре	Title		Date/Time		
Status No Results	s Found	Type Medication Reconciliation	Title Admission		Date/Tim		
Status No Results	s Found	Type Medication Reconciliation	Title Admission		Date		

F	Readmission Risk	Supp Serv/Int	erdisp <b>4</b>	Docume	ntation	<b>2</b> T	ransition Readiness 3	Follow Up 1		
1	Visits									
	Previous 1 within the Last 365 Days									
	Date	Date Type FIN		Location	ı		Visit Reason			
	02/01/2022 15:07	2/01/2022 15:07 I/P (Inpatient) 172010		MMC	B3   3044	A	ABSCESS IN EPIDURAL SPACE OF	EPIDURAL SPACE OF THORACIC SPINE		
	Future 0 within the Next 30	Days		Leasting			Vicit Deeree			
	Date	Status		Location			VISIT Reason			
2	Appointment Component									
	Status		Тур	Туре				Date/Time		
	business (1) Bay Area Fa	business (1) Bay Area Family Care 906 Business Park			mponent	Thom	ias Yax, MD	08/12/2022 14:00		
3	Follow Up Phone Call									
	Status		Tvn	e	- F	Fitle		Date/Time		
	No Results Found		Fol	- Iow Up Phone	e Call	Readn	mission Post DC Follow-Up Phone	Call		
	Follow Up Date/Time:									