

CareGuides

December 20, 2013

Empowering Extraordinary Patient Care

Presenters

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- ❖ Project Manager for 10+ years

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- ❖ Allscripts EEHR Senior Implementation Consultant
- ❖ 15+ years of Healthcare Experience

Embrace the new world of healthcare



Your phone has been automatically muted.
Please use the Q&A panel to ask questions during the presentation.

The screenshot shows the Cisco WebEx Event Center interface. The main window displays a presentation slide with the title "Embrace the new world of healthcare" and the Galen Healthcare Solutions logo. The slide content is divided into three columns: "PROFESSIONAL Services" (Project Assessment and Project Management), "Implementation Services", and "Connecting Community Healthcare". A red arrow points from the main content area to the Q&A panel on the right. The Q&A panel is titled "Q&A" and has a "Collapse the panel" button. Below the panel title, there is a text input field with a placeholder message: "Select a participant in the ask menu first and type your question here. There is a 256 character limit." and a "Send" button. The "Participants" panel on the right shows a list of participants, including "Galen Healthcare Solutions (host)" and "Tracy Kimble". The "Ask" dropdown menu is set to "All Panelists".

Cisco WebEx Event Center - Dry Run - charge

File Edit View Communicate Participant Event Help

Info Intro Slides

Embrace the new world of healthcare

GALEN HEALTHCARE SOLUTIONS

The webcast will begin momentarily...

PROFESSIONAL Services

Project Assessment

Galen can leverage its extensive EHR experience to appraise the condition of your EHR rollout. Drawing on its history of leading successful EHR deployments, Galen will identify areas of weakness to mitigate risk and put the project back on track.

- Evaluate Current State
- Review Organizational Goals
- Create Road Map to Success

Project Management

Galen provides project management solutions to help ensure your EHR rollout success. Galen will provide your organization with the experience necessary to identify, reduce and eliminate project risks.

- Implementation Management
- Resource Management
- Project Plan Design and Execution
- Site Preparation

Implementation Services

Galen's keen understanding of EHR functionality and technical infrastructure uniquely positions it to positively impact every aspect of the EHR implementation process.

- Review and Document Current State Workflows
- Evaluate Design Requirements
- Develop Future State Design

Connecting Community Healthcare

Galen understands the challenges that come with extending your EHR to physicians outside of your organization. Whether you're taking advantage of Stark Relaxation or just trying to provide a way for community physicians to get a complete view of their patients, Galen can help you through the process. Together, we can review your unique situation and help structure an EHR that creates a seamless community connection.

vitalcenter GALLEN

Participants

Q&A

Participants

Name Tools

Panelists: 1

Galen Healthcare Solutions (host)

Attendees:

Tracy Kimble

Mute Ask for Me

Q&A

Collapse the panel

Ask: All Panelists

Select a participant in the ask menu first and type your question here. There is a 256 character limit.

Send

Objectives

- ❖ **Define a CareGuide**
- ❖ **Outline CareGuide Content Creation**
- ❖ **Discuss Setup and Editing of CareGuides**
- ❖ **Review the Process for Updating CareGuides**
- ❖ **Highlight Implementation Considerations**
- ❖ **Demonstrate CareGuide Admin**
- ❖ **Demonstrate CareGuide Functionality**

What is a CareGuide?

CareGuides are defined by Allscripts as:

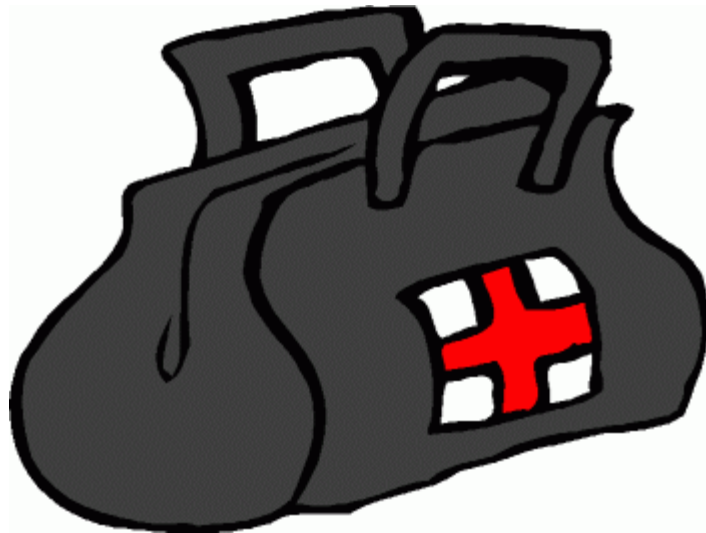
- Pre-defined problem-based order sets that enable providers to quickly create a plan of care and build the health management plan for a specific problem
- Each CareGuide deals with a specific clinical presentation
- They facilitate the rapid entry of prescriptions, orders, and follow-up items for a patient encounter
- The process of order selection also builds a customized patient education handout that includes a fixed text monograph about the condition or health maintenance topic that the template addresses

Why Use CareGuides?

- **Powerful tool for physicians, especially for new adopters**
- **Provides a general structure for standardization of care**
- **Meaningful Use (Patient Education, CPOE, Clinical Decision Support Intervention)**

Types of CareGuides

There are four different types of CareGuides



1. Symptom Based
2. Diagnosis Based
3. Procedure Based
4. Health-Maintenance Based

What Makes up a CareGuide?

CareGuides consist of:

- **Medications**
- **Orders**
 - **Consults, Referrals & Follow-up orders**
 - **Labs, Procedures & Radiology**
 - **Patient Precautions & Patient Instructions**
- **Guidelines for any medication or non-medication orders**
- **Monographs**

Monographs

- ☐ Careguides also have a standard question and answer monograph
- ☐ Written at the 5th to 7th grade reading level.
- ☐ Can choose to replace the standard monographs with a free-text monograph
- ☐ Spanish –translated monographs are available.

Guidelines

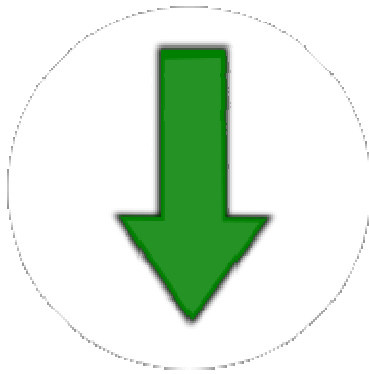
- ☐ **Information in Guidelines is for the ordering user or prescriber of the medication to review**
- ☐ **There are two types of Guidelines**
 - **Item – apply to order reminders, instructions, follow-ups and referrals**
 - **Template – can be used for any item on a CareGuide**
- ☐ **Users will see a red exclamation point next to an item in the CareGuide when a Guideline is available**
- ☐ **Guidelines can be accessed by right-clicking on the item with the exclamation point and selecting Guidelines**

Development of CareGuide Content

- ❖ Clinical Practice Guidelines
- ❖ Expert Panel Recommendations
- ❖ Standards of Care
- ❖ Expert Opinion



Gaining Access to CareGuides



1. Contact Allscripts to purchase CareGuides
2. Get CareGuide Content installed onto your system - CareGuides can now be installed by your internal technical resource

Setting up CareGuides

Complete OID to OCD Mapping

- **This is often completed during the Orders implementation process.**
- **You can view the previously delivered Galen webcast on the CareGuide Enablement tool from the Galen wiki – we will provide the address at the end of this webcast.**

****NOTE:** It is not required for a client to be using Orders in order to implement CareGuides, but it is recommended.

Within CareGuide Admin, save the Allscripts-delivered CareGuides as Enterprise

****NOTE:** If Providers are reviewing CareGuides on the front-end, the CareGuides will need to be Active within the Enterprise section of CareGuide Admin.

CareGuide Preferences

Print Patient Education

- Always – Patient education material always prints regardless of whether a CareGuide template is associated during a patient encounter.
- Only if CareGuide Associated – Patient education material only prints if a CareGuide template is associated during the patient encounter.
- Never – Patient education material never prints automatically. It will only print if the user manually chooses to print from the Encounter Summary window.

CareGuide Preferences

CareGuide Default Opening Section

- All – All CareGuide sections display in the ACI when the CareGuide section is opened.
- Follow-up/Referrals – Only Follow-up and Referral sections display in the ACI when the CareGuide section is opened.
- Instructions – Only the Instructions section displays in the ACI when the CareGuide section is opened
- Medications – Only the Medications sections displays in the ACI when the CareGuide section is opened
- Orders – Only the Orders sections displays in the ACI when the CareGuide section is opened

CareGuide Preferences

Allow Advanced Personal Editing of CareGuide Templates

- N (Do Not Allow): If set to N providers have the following CareGuide editing abilities:
 - Save selections as defaults (i.e. labs a provider prefers, medications, problems, etc.)
 - Edit the SIGs for the medications and variables (i.e. provider prefers for patient to check temp twice daily instead of once). Providers would be able to save this default
 - Add customized guidelines and save to a personal template.
 - Set a default opening section and save to a personal template.
 - Add ad hoc items for the current patient (from the ACI only). These ad hoc are not saved to a personal template.
- Y (Allow): If set to Y the providers will have the following in ADDITION to the N abilities:
 - Add new orderable items and save them to the template
 - Delete items or headers
 - Edit headers
 - Rearrange items or headers

Editing CareGuides

****Prior to editing CareGuides, a copy of the original CareGuide should be made and saved as a Draft with a new display name that distinguishes the CareGuide from the delivered CareGuide. (i.e. Galen Anxiety Disorder).**

- Enterprise CareGuides
 - Edited from TWAdmin→ CareGuide Admin→ Enterprise
 - Delivered templates can only be edited AFTER they are moved to the Enterprise tab (right click on CareGuide from Enterprise tab and select Edit).
- Personal CareGuides
 - Can be edited by an analyst or physicians
 - Edited from TWAdmin→ CareGuide Admin→ Personal **OR** Phys Admin→ By Module→ Base→ CareGuide Template Management

What Properties of CareGuides are Editable?

CareGuide properties can be edited from CareGuide Admin within the TWAdmin workspace. The editable properties include:

- Changing the Display Name of a CareGuide
- Changing the order of different orderable items
- Adding/Deleting Orderable items
- Adding/Deleting Menu Items
- Editing the Monograph
- Creating a Free Text Monograph
- Making the CareGuide accessible to certain ages/genders
- Linking Problems to CareGuides (At least one problem must be linked to a CareGuide for it to be accessible to users)

Maintaining up to Date CareGuides

**CareGuide updates are downloaded from the Allscripts FTP server.
The latest released version is 2013-1.**

Directions can be found in the CareGuide Delivery Instructions:

- Step-by-step instructions on installing the different CareGuide Content Updates.
- Can be found under: SupportForce → Product Documentation → Allscripts Enterprise EHR → Clinical Content → CareGuide Releases

Implementation Suggestions

- ❖ **Prioritize by starting small**
- ❖ **Minimal edits, if it all**
- ❖ **Promote, promote, promote!**



Visit the Galen wiki for additional reference material on CareGuides:

http://wiki.galenhealthcare.com/Main_Page

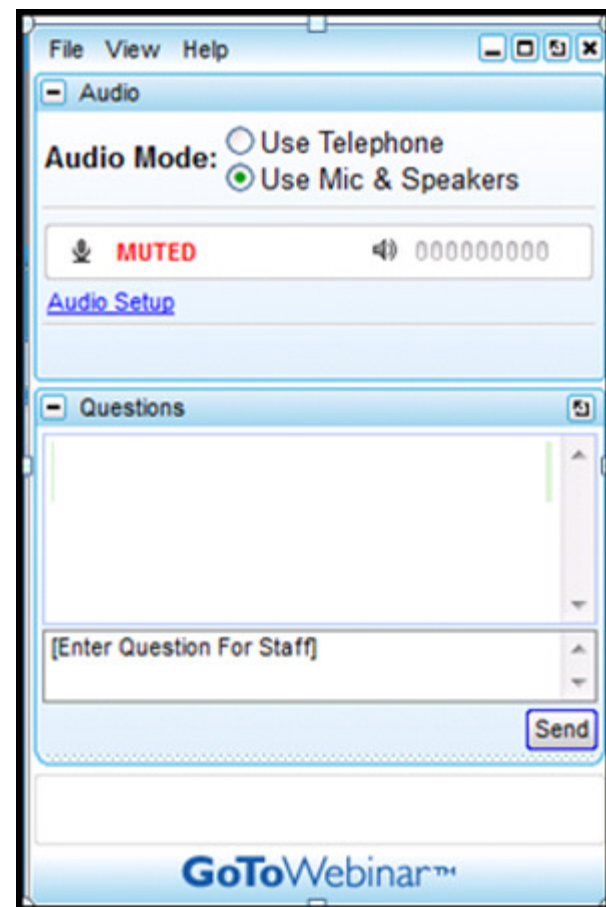
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Q & A



<http://wiki.galenhealthcare.com/Webcasts>



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Thank you for joining us today.
For additional assistance contact us through our website at
www.galenhealthcare.com

A screenshot of the GALEN Healthcare Solutions website. The header includes the company logo, navigation links (Blog, Wiki, Webcasts, Forum, Careers), a search bar, and a 'Company' dropdown menu. The left sidebar contains a 'Who We Serve' menu with 'Company' selected, a 'Work for Galen' button, and a 'vitalcenter' logo. The main content area is titled 'Contact Us' and features a form with fields for First Name, Last Name, Company, Phone, Email, City, and State/Province, along with a 'Details' text area. A banner image of healthcare professionals is visible above the form.

GALEN HEALTHCARE SOLUTIONS

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Who We Serve | Products & Services | Knowledge Center | Company

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Email *
City *
State/Province *
Details