

CareGuides

Reviewing CareGuide functionality, setup, and maintenance

Presenters:

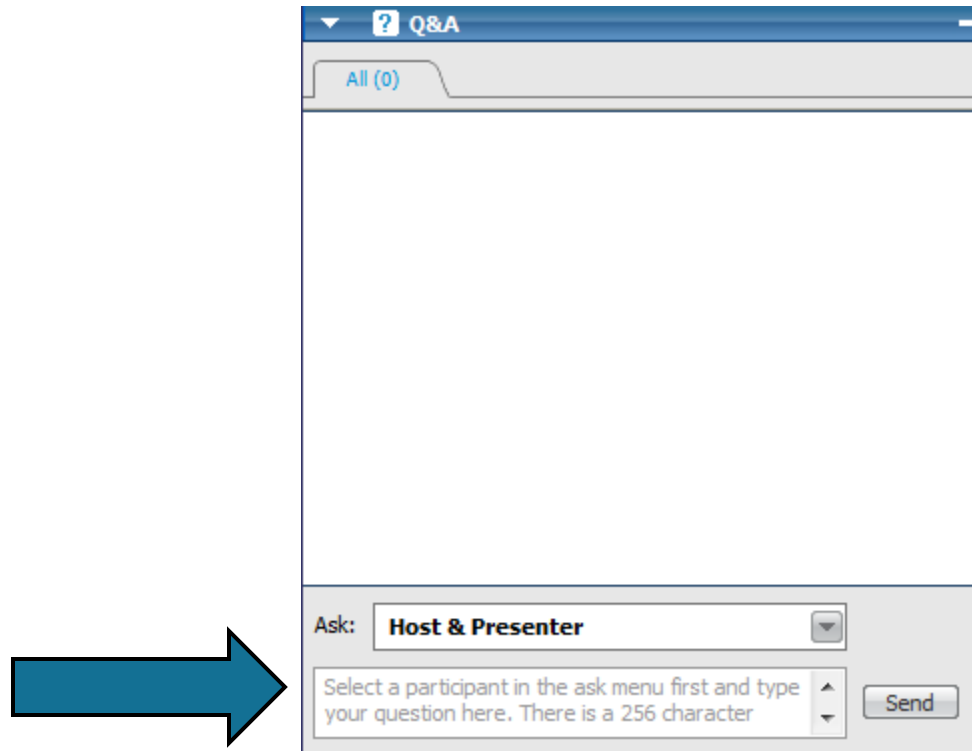


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Submit questions during the webcast




The screenshot shows a webcast Q&A interface. At the top, there is a blue header with a question mark icon and the text "Q&A". Below this is a tab labeled "All (0)". The main area is empty. At the bottom, there is a form with a dropdown menu labeled "Ask:" containing the text "Host & Presenter". Below the dropdown is a text input field with the placeholder text "Select a participant in the ask menu first and type your question here. There is a 256 character". To the right of the text field is a "Send" button. A large blue arrow points from the left towards the "Ask:" dropdown menu.

What will be Covered Today?

Today we will:

- Define a CareGuide
- Demonstrate basic CareGuide functionality
- Review the process for installing and setting up CareGuides in Enterprise EHR
- Review CareGuide properties
- Review preferences related to CareGuides
- Review the process for applying CareGuide Updates
- Demonstrate how to use CareGuide Admin



Allscripts
Enterprise v11.2
HF 7

How are Quick Sets Similar to CareGuides?

Quick Sets

- Used in v10 and v11
- Pre-populated by the system.
- Created when an order is linked to a problem.
- Able to view multiple Quick Sets at one time.
- Able to link multiple problems to an order

CareGuides

- Used in v11 Only
- Pre-delivered by Allscripts, but organizations can edit
- Able to view one CareGuide at a time for each problem.
- Only able to link orders in a CareGuide to additional problems through the Details window.

- Set of medication and non-medication orders
- Used in v11.
- Creates a quick way for providers to review and place orders linked to a specific diagnosis.

What is a CareGuide?

Allscripts defines CareGuides 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.

What is a CareGuide?

There are four different types of CareGuides

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

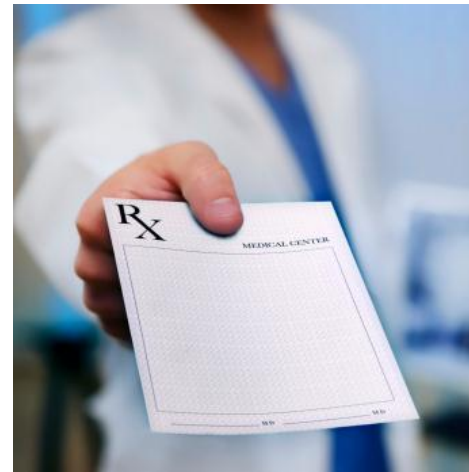


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What is a CareGuide?

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



What is a Monograph?

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.

What are Guidelines?

- Allscripts refers to Guidelines as “JRJITI” or “Just Right, Just in Time Information”
- Two types of Guidelines
 1. Item Guidelines – Applies to orders reminders, instructions, follow-ups, and referrals that satisfy the National Quality Forum (NQF) measure requirements for Meaningful Use.
 2. Template Guidelines – Can be used for any item.




- These are set in CareGuide Admin for Enterprise and Personal Templates.
- A red exclamation point next to an item in the CareGuide indicates it has a Guideline.
- Accessed by right-clicking on an item with a red exclamation point and selecting Guidelines.

Let's review CareGuides from
the perspective of a physician!



Who Decides the Content that Displays in CareGuides?

The evidence hierarchy for all CareGuide content is as follows:

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



How do I Gain Access to CareGuides?

1. Purchase CareGuides from Allscripts
2. Get CareGuide Content Installed onto your system
 - Enter a SupportForce case requesting CareGuides be loaded to your system.



How do I setup CareGuides?

1. Complete OID to OCD Mapping

- This is often completed during the Orders implementation process.
- NOTE: It is not required for a client to be using Orders in order to implement CareGuides, but it is recommended.

2. 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.

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)

How do I Edit a CareGuide?

**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

Can Providers Edit/Create their Own CareGuides?

 **YES!**



There are 2 places providers can update their Personal Templates:

1. Providers can save a CareGuide as a Personal Template from within the ACI.
2. Providers can access their personal templates and make changes from within the Phys Admin workplace by clicking on “By Module” and then clicking on “Base”.



The edits made to the CareGuide will only affect the provider’s Personal Templates NOT the Enterprise Templates.



A provider’s personal templates can be edited support analysts through TWAdmin → CareGuide Admin → Personal.






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

How do I receive CareGuide Content Updates?

CareGuide updates are downloaded from the AHSFTP server. The latest released version is 2011-1.

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

Now that we know all there is to know about CareGuides, let's checkout how to update, edit, and use CareGuides in Allscripts.



References

Enterprise EHR Product Documentation

- CareGuides_UG_v11.2_EnterpriseEHR[1].pdf
- CareGuides_AG_v11.2_EnterpriseEHR[1].pdf

Galen Wiki

- <http://wiki.galenhealthcare.com/CareGuides>
- http://wiki.galenhealthcare.com/Activating_Allscripts_Enterprise_EHR_CareGuides
- http://wiki.galenhealthcare.com/Careguides_FAQs:_Frequently_Asked_Questions
- http://wiki.galenhealthcare.com/11.x_to_11.2_Careguide_Strategy

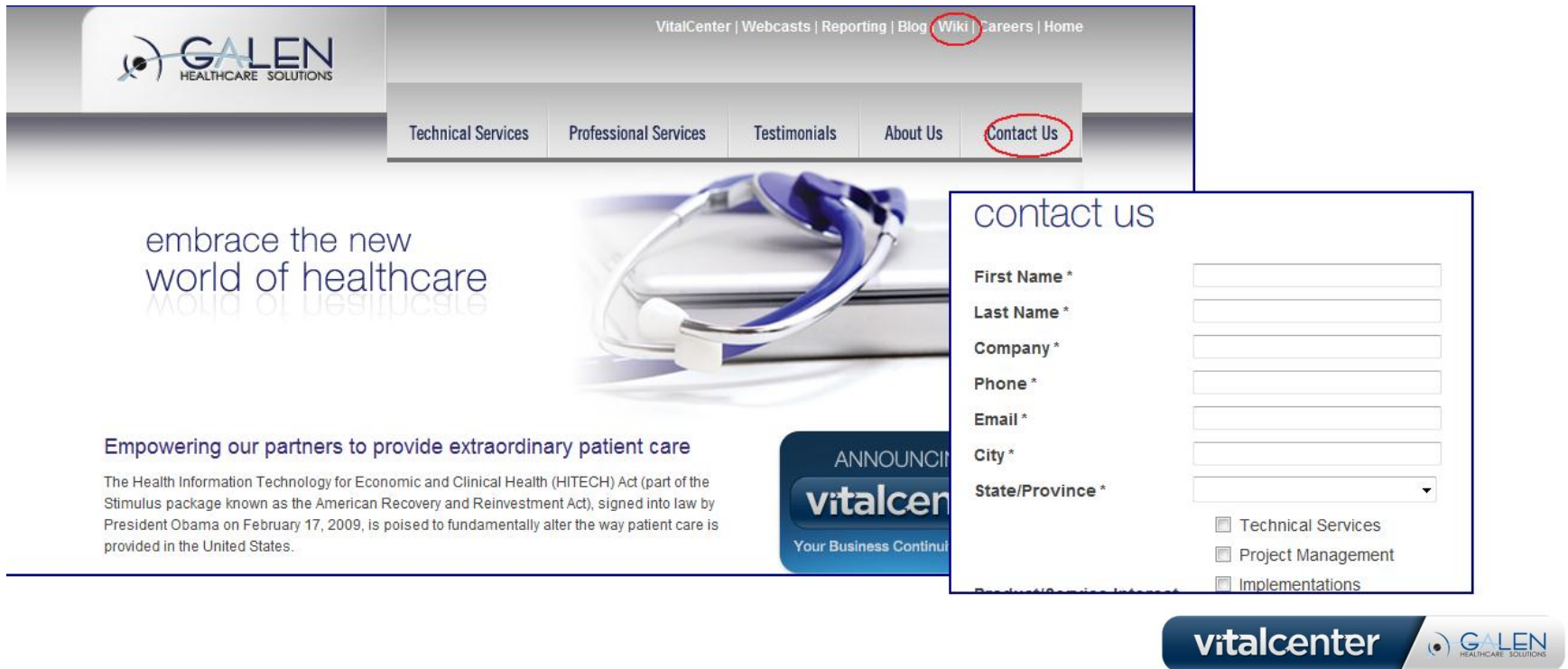
Q & A



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

Thank you for joining us today, for additional assistance....

You can contact us through our website at www.galenhealthcare.com



The screenshot displays the Galen Healthcare Solutions website. The top navigation bar includes links for VitalCenter, Webcasts, Reporting, Blog, Wiki, Careers, and Home. A secondary menu below features Technical Services, Professional Services, Testimonials, About Us, and Contact Us. The main content area features the slogan "embrace the new world of healthcare" and a stethoscope graphic. A text block discusses the HITECH Act. A "vitalcenter" logo is also present. A contact form overlay is positioned on the right side of the page.

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