Care Alert Sprint

Developing Care Alerts: Early Successes

March 8, 2017

COLLABORATIVE HEALTHCARE STRATEGIES

Maryland Hospital Association

Agenda

- Sprint Overview
  - Purpose, Goal, Timeframe, Current Performance
- Developing Care Alerts: Early Successes
  - Peninsula Regional Medical Center, Salisbury, MD
- Q&A
- Tips from CRISP
  - Reports, Uploading, Technical Assistance Resources

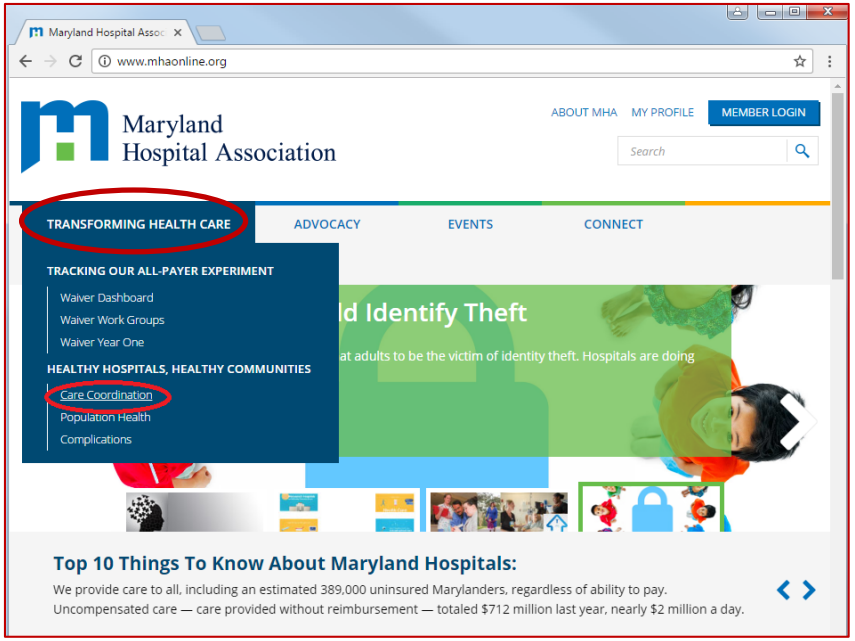
Care Alert Sprint Overview

- Purpose:
  - Accelerate efforts to create and share Care Alerts
- Specific Goal:
  - 25% of all high-needs patients*
  - 25% of 20,000 = 5,000 care alerts
- Timeframe: achieve goal by June 30, 2017

**Medicare fee-for-service with 3+ bedded events past 12 months*

Content & Timeline

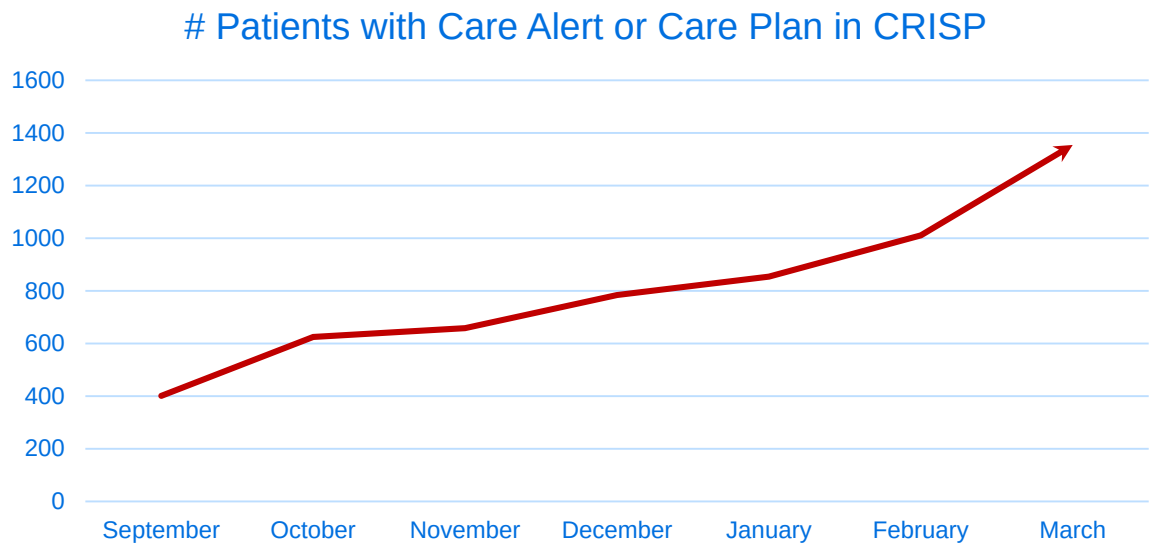
- Access Care Alert webinar registration links and content by visiting MHA's Care Coordination page



December | January | February | **March** | April | May | June

Launch → How to → Early Success → Early Success → In-Person Meeting → Hardwiring → End

Care Alert Sprint: Reporting Update



September	401
October	625
November	658
December	784
January	854
February	1011
March	1354

1354 / 5000 = 27% of the way to goal!

Developing Care Alerts: Early Successes

Developing Care Alerts/Care Plans

- Hospitals across Maryland are developing care plans or care alerts
  - Care plans are helpful for managing and coordinating care
  - Care alerts are helpful for notifying the next provider of care of the patient's high needs status, relevant summary information, and the presence of a care management contact, as applicable.

- Hospitals outside of Maryland are developing and using care plans or care alerts
  - A component of teams seeking to improve post-hospital care, care over time
  - A emerging essential tool of "high utilizer" care teams

- There are many ways to develop care plans/alerts
  - Hospital inpatient-based teams
  - Hospital ED-based teams
  - Payers, medical homes, health homes, chronic disease specialists, care management entities, ACOs, etc.

Developing Care Alerts/Care Plans

We have learned from ***11 different teams to date***:

- Bon Secours Baltimore Health System
- St. Agnes Hospital
- Anne Arundel Medical Center
- University of Maryland – Midtown Campus
- Frederick Regional Health System
- Union Hospital of Cecil County
- Mercy Medical Center (Baltimore)
- Meritus Health
- Mosaic Community Services
- Beth Israel Deaconess – Plymouth, Plymouth MA
- Mercy Medical Center, Springfield, MA

Developing Care Alerts: Early Successes

Donna Pusey, RN
Manager of Case Management
Peninsula Regional Medical Center
Salisbury, MD

Peninsula Regional Medical Center

- Prior to 1 November (EPIC GO LIVE) – multiple systems for care managers and no visibility to any community care coordination through EMR
- Prior to Epic – no mechanism to identify assigned community care manager
- January 2017 trained entire care management team in CRISP and now team has single sign on
- Beginning January 2017 – Able to assign community care managers to the “Care Team” in Epic

Peninsula Regional Medical Center

- November 2016 awarded a Regional Transformation Grant with Atlantic General Hospital and McCready Hospital for collaborative care coordination

- Next steps:
  - Meet Bi-Weekly with team
  - Review CRISP high utilizer list and make assignments to care team for care management
    - Recognized 55% overlap of patients among the three hospitals
    - Identify lead organization for care management for these patients
  - Working to develop care alert template with three hospitals
  - Develop comprehensive care plan to share in the future

Peninsula Regional Medical Center

- How many patients have you developed care alerts for?
- What types of patients do you develop care alerts for?
- What information is currently in your the care alert? What information do you plan on including?
- What are some lessons learned about developing care alerts that you wish you knew when you started doing this work?
- Do you believe that care alerts are or can improve care?

Data Sharing with CRISP

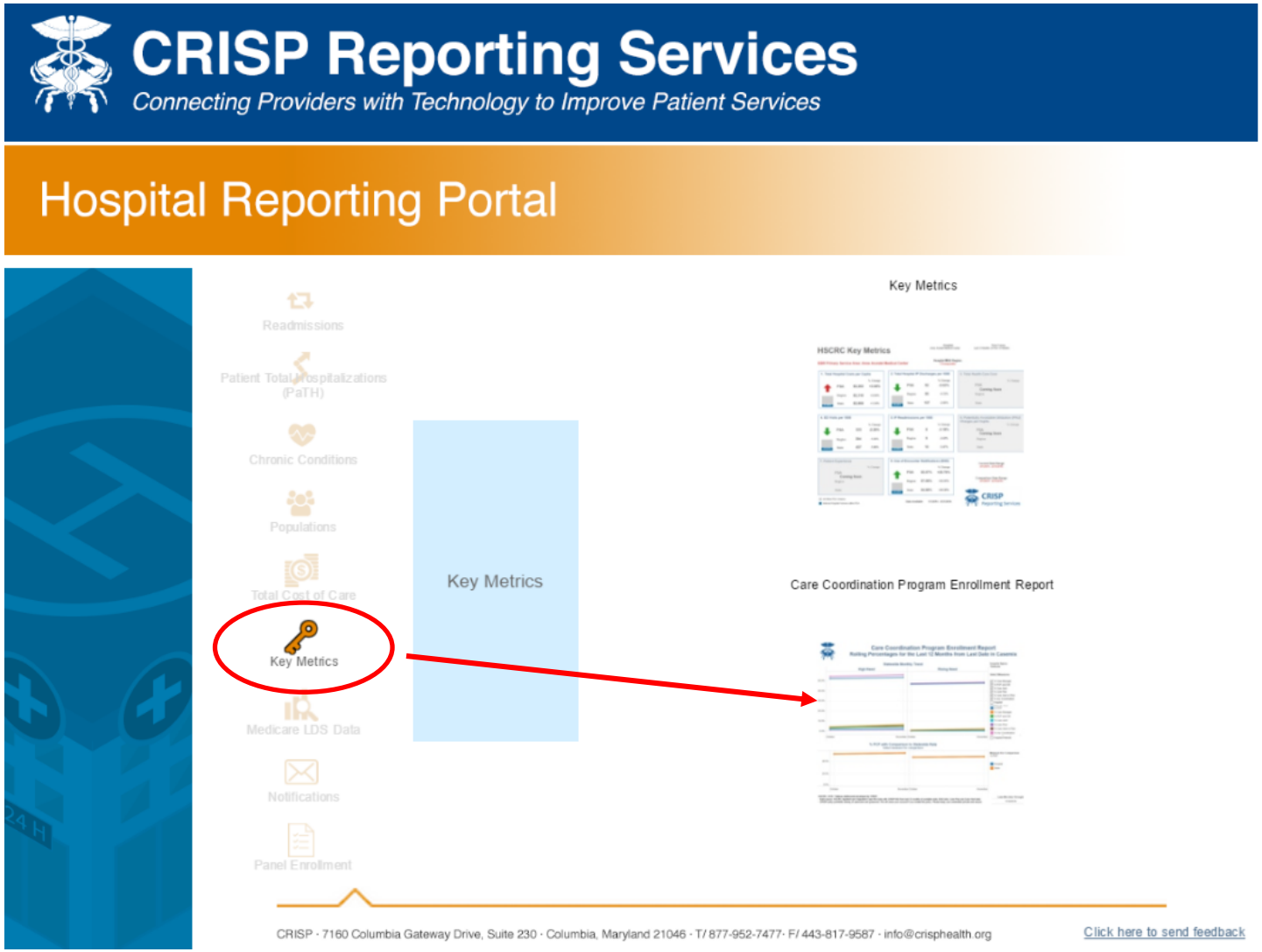
- Single-Sign-On available for hospitals
  - Allows access to the CRISP Clinical Query Portal to be controlled centrally through bulk updates
  - Users pass credentials and patient demographics through one-click access
- In-Context Alerts place actionable data directly within the patient chart
  - Care Alerts are live
  - Recent encounters and care team in testing
  - CRISP is working with BHA to incorporate PDMP
- Hospitals can share patient data with CRISP through documents, ADTs, HL7 feed, or manual panels
  - For PRMC (and other Epic hospitals), EHR includes Patient Care Coordination Notes within a CCD
  - CRISP is flexible and will work with individual sites to optimize data transfer

Developing Care Alerts: Early Successes

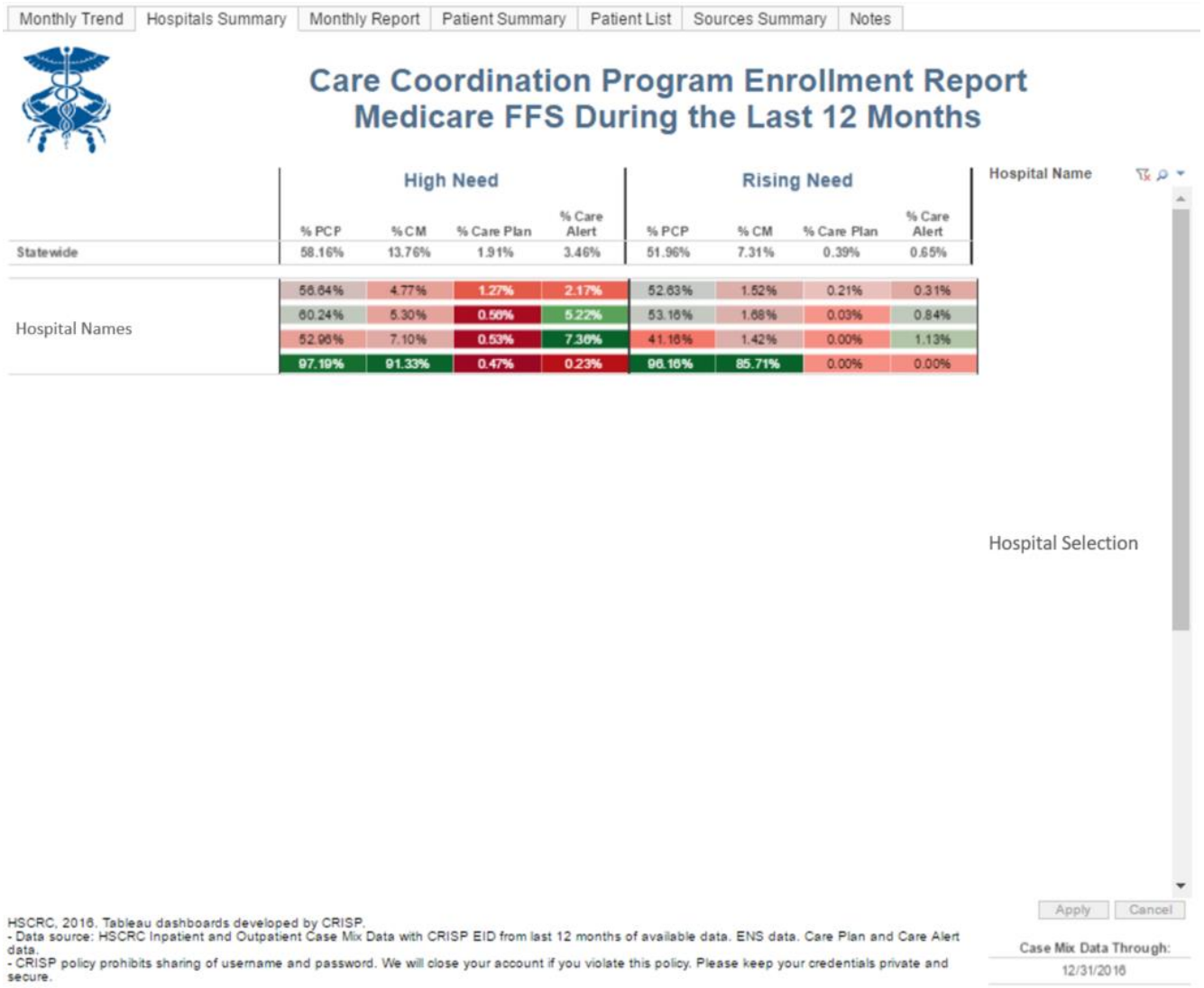
Questions for Peninsula Regional Medical Center

Tips from CRISP

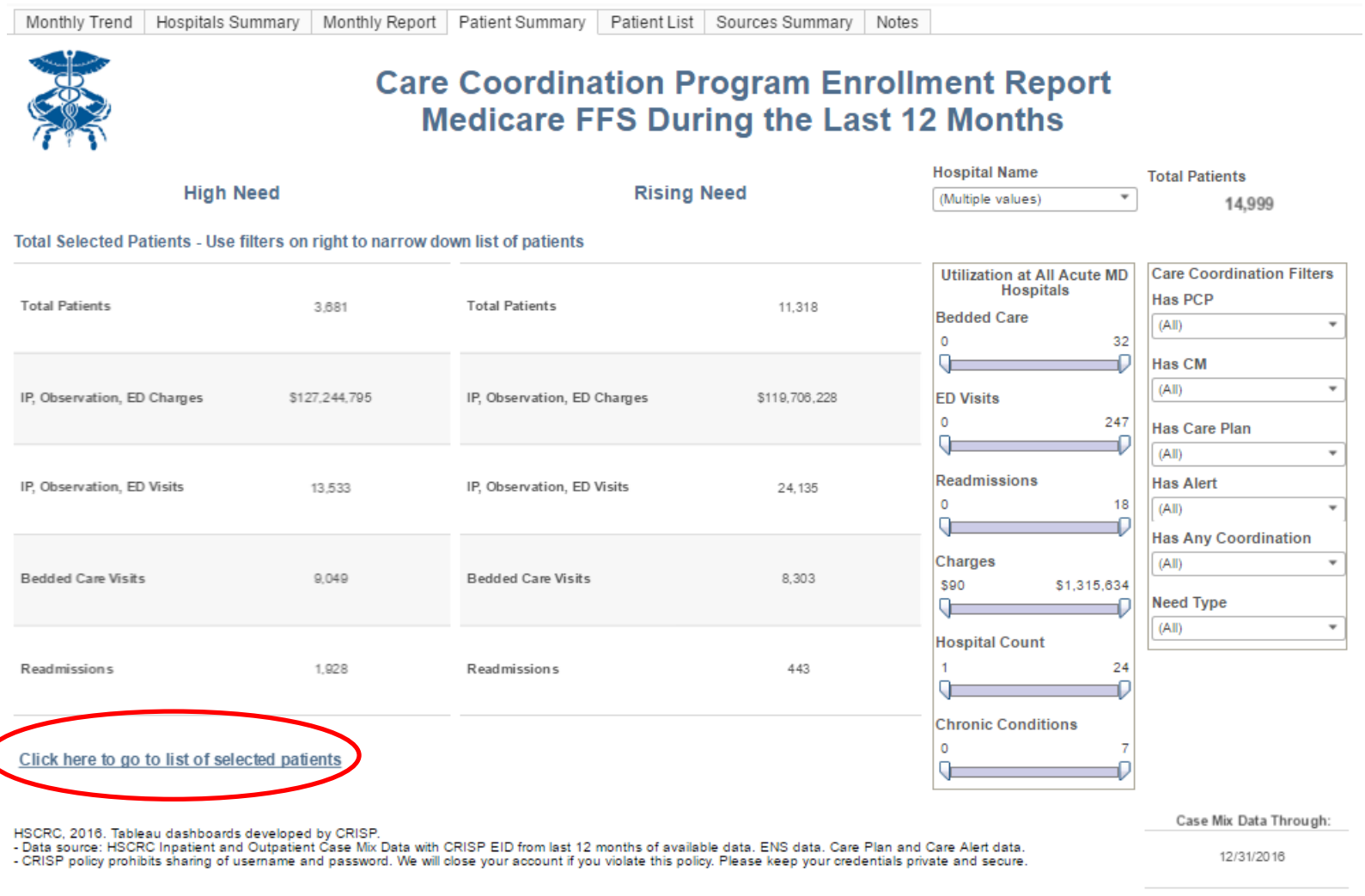
CRISP Care Coordination Reports



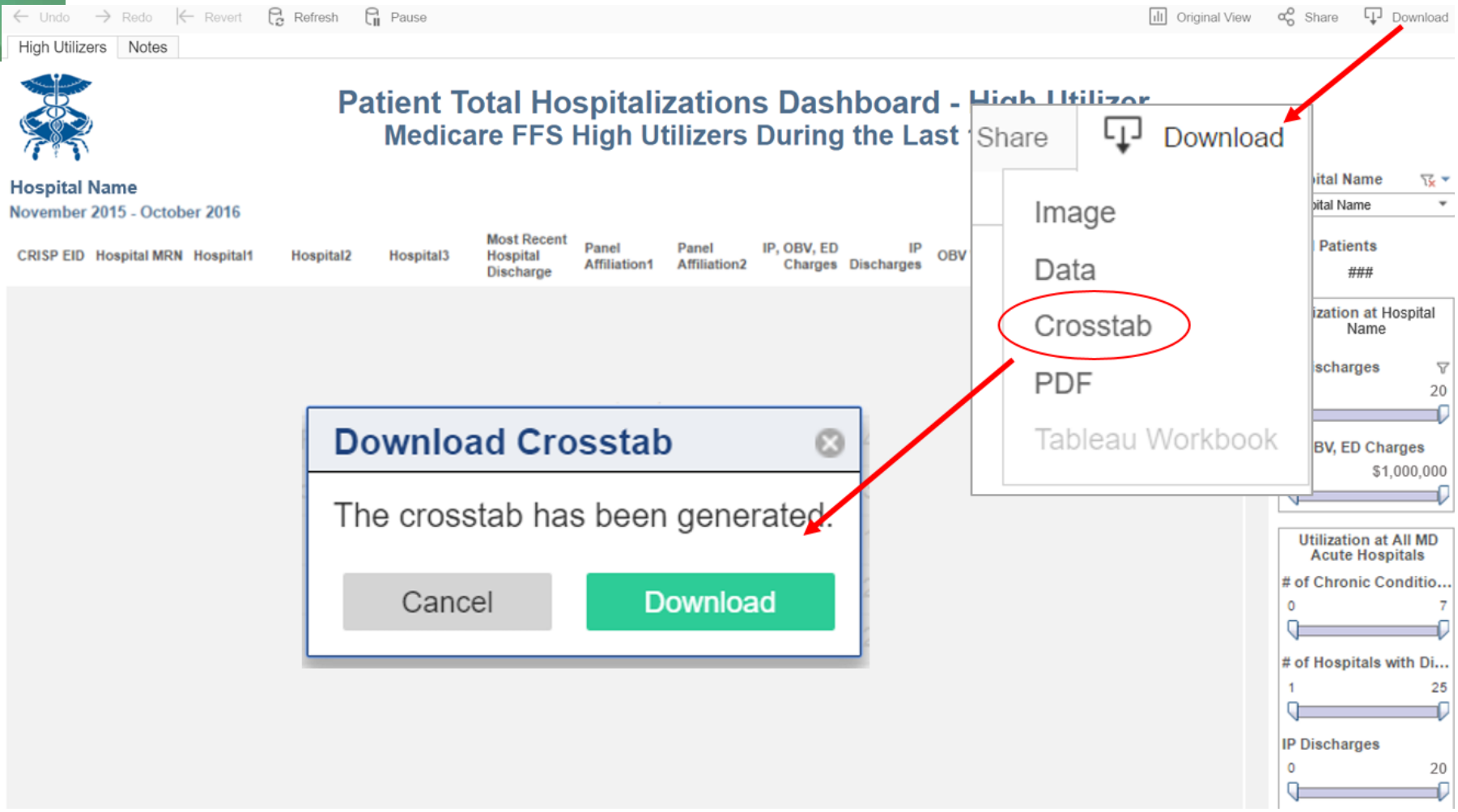
Indicators of CRISP Data



Additional Filters for Generating Lists



Downloading Report Data



CRISP Contacts

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or Craig Behm (410-207-7192, craig.behm@crisphealth.org)

Schedule of Webinars & Meetings

December 14	Introduction & Goals of Sprint
January 11	Care Alerts in Workflow: Focus on Inpatient
January 18	Care Alerts in Workflow: Focus on ED
January 25	Care Alerts in Workflow: Focus on Community
February 15	Highlighting Early Successes #1
March 8	Highlighting Early Successes #2
April 26	*In-Person Meeting* 9:00 a.m. – 1:00 p.m.
May 17	From Sprint to Standard Process: Hardwiring
June 14	Conclusion of Sprint

All webinars are 9-10am

What would you like to discuss and/or learn more about at the in-person meeting April 26?

We want to advance your work to identify high needs patients, develop care alerts and do so efficiently and effectively!

Care Alert Sprint materials will be posted at http://www.mhaonline.org/transforming-health-care/healthy-hospitals-healthy-communities/care-coordination

Thank you to our guest speakers and for your participation in the Sprint!

Amy Boutwell, MD, MPP
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President, Collaborative Healthcare Strategies

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