Netsmart Update – Version 25.3

WHEN: **Wednesday, October 1, 2025**

WHO: **The change will affect the following staff, who are Bcc'd on this e-mail:**
- All Staff

WHAT: Netsmart version 25.3 introduces a new Hospice patient assessment tool, **Health Outcome and Patient Evaluation (HOPE)**, which requires more frequent assessments and includes a **Symptom Follow-up Visit (SFV)** requirement for moderate or severe pain and non-pain **Symptom Impact scoring (J2051)** at specific time points. The update also includes enhancements to **Home Care** and **OASIS Assessments**.

HOPE Updates

- New Service Codes and Templates are available:
  - Hospice Election
  - Pediatric Visits:
    - **Pediatric Admission**
    - **Pediatric Recertification**
    - **Pediatric Routine Visit**
    - **Pediatric Live DC w/visit**
    - **Pediatric Death Visit**
  - Hope Update Visit 1: **HUV1**
    - Occurs between days 6-15 after the patient's Hospice Admission.
  - Hope Update Visit 2: **HUV2**
    - Occurs between **days** 16-30 after a patient's Hospice Admission.
  - Symptom Follow-Up Visit: **SFV**
    - Occurs within two calendar days if section J2051: Symptom Impact item(s) have at least one score of moderate or severe.

- An alert will fire when a Symptom Impact is moderate or severe prompting to schedule the Symptom Follow-Up visit.
  - Select **Yes** to schedule, Visit Frequency needed to schedule visits.
    - Recommendation is to schedule at this point and not select NO.
    - Click here for more information.

NOTE: Assessment templates are attached to the services codes and will display after Start Visit has been selected.

Resolved Issues: Home Health

- The functionality to **reactivate medications** is now available for an **ROC (Resumption of Care)** visit.
  - *Reminder:* The end date of the medications needs to be the date the patient was admitted to the hospital for this process to work.
- **Recurring Visit** functionality to schedule visits is now available.

Known Issues

- **HOPE Assessments:** You will see fatal errors on the validation screen, this is an error, and the assessments will still transmit successfully.
  - *Tip:* Click outside of the pop-up to make it go away.

WHY: Version 25.3 includes the **HOPE Assessment** that is replacing the **Hospice Item Set (HIS)**, starting **October 1, 2025**. The HOPE Assessment's primary objective is to serve as a data collection tool that enhances the quality of care and provides a more comprehensive view of patient outcomes.

PLEASE NOTE: This mailbox is not monitored.

Please direct any questions to the Health Informatics team using this link.