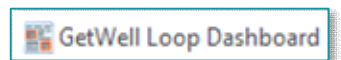**GetWell Loop is an electronic tool that enables care teams to engage patients through a collection of episode-specific education, tasks, reminders, and assessments. This is organized into a care journey and delivered through automated check-ins via the patient portal. By sending the right information at the right time, the GetWell Loop Dashboard identifies patients in real time who need help. Care teams can reach patients and proactively intervene to improve outcomes before complications escalate.**

GetWell Loop Dashboard

The GetWell Loop Dashboard is a tool located in Cerner PowerChart that allows staff at certain locations to manage education, tasks, reminders, and assessments for their patients who are having specific care journeys. The GetWell Loop Care Plans will fire directly to the patient by documenting in the medical record or when a procedure is scheduled.

➢ Navigate to PowerChart to access the GetWell Loop Dashboard.

- Click the **GetWell Loop Dashboard** button in the **Navigation Toolbar** to open the dashboard.

Reviewing the Patient Management section of the GetWell Loop Dashboard

➢ **At a Glance tab**

- The **PATIENT STATUS** section displays the number of patients who have the following statuses: (see prior page)

  - **RED** or **YELLOW** alerts which are triggered by patient responses to questions in their GetWell loop.

  - Patients who are in the **PRE-OP** phase of their **Care Journey**.

  - Patients who are being **MONITORED** by their care team.

- Click the desired **PATIENT STATUS** box to populate a filtered list of patients who meet criteria for each status.

  - Click the **PATIENT STATUS** box again to remove the filter.

- **NEEDS ATTENTION** is a list of patient interactions with the care journey that requires a response from the **First Responder** or **Care Team**.

- Select a patient from the **NEEDS ATTENTION** list or the **Patient Status** filtered list to open the **Patient Overview**.

➢ **Patient Overview**

- Click **VIEW DETAILS** to review the response that fired the alert from the care journey.

- Click **MONITOR** to change the Patient Status to **MONITORED**.

- Select the timeframe drop down to select 24 hours, 2 days, or 3 days for the alert to fire again.
- Free text a message, use a **Canned Message** or upload education in the **Message to Patient field** if needed.
- Click **MONITOR** to save and send.

- Click **DISMISS** to cancel the alert.
  - Click the drop down in the **Select reason for dismissal** field to document why the alert is being dismissed.
  - Free text a message, use a **Canned Message** or upload education in the **Message to Patient** field if needed.
 - Click **Dismiss Alert** to save and send.

> **NOTE:** If an Alert or Message sent by a patient from the GetWell Loop is URGENT, please use current state workflow for contacting providers, such as a face-to-face or telephone communication.

➤ **Messages** – View all Messages sent from the GetWell Loop or send a new message.

➤ **View Patient Activity** – Review Patient Check–Ins, Checklists, Resources and Outcome Surveys.

➤ **Edit** – Edit Patient Information and Edit Loop Care Plan type or start date.

➤ **History** – See all interactions with the GetWell Loop.

➢ **Patient Engagement Tab**
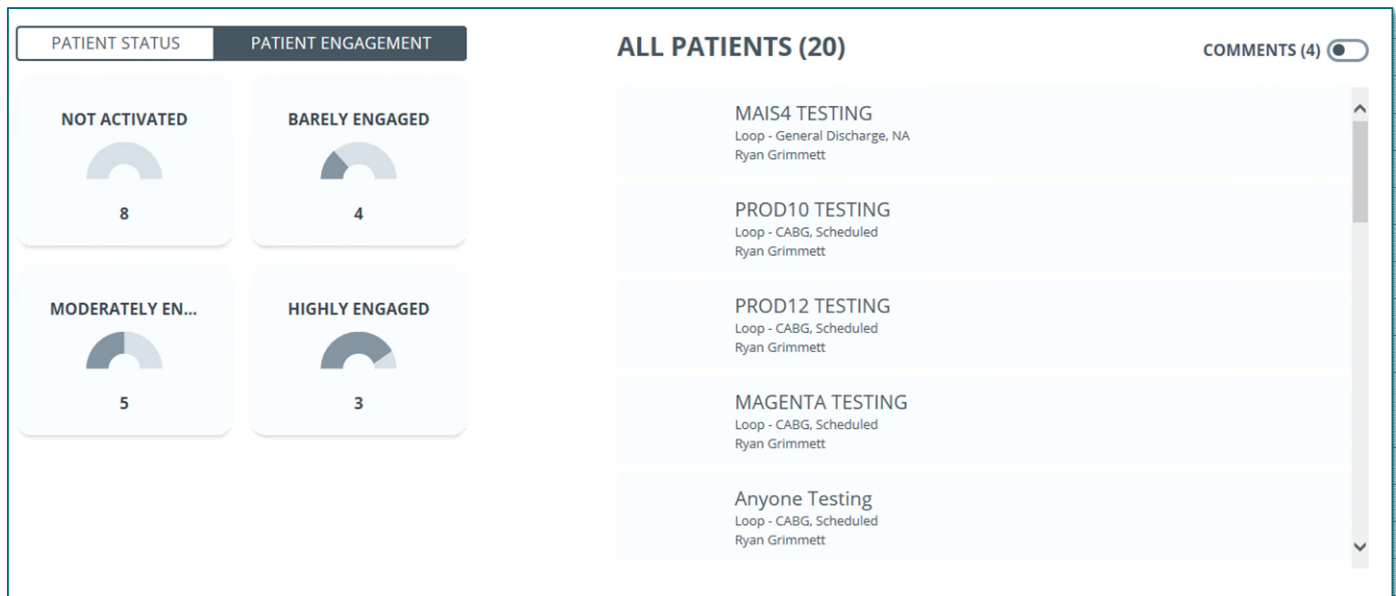
- Shows all patients in the Practice with assigned loops.

- Allows list to be filtered by different engagement statuses to make it easy for staff to identify patients who are or are not interacting with their GetWell Loop.

  ▪ Not Activated.

  ▪ Barely Engaged.

  ▪ Moderately Engaged.

  ▪ Highly Engaged.

➢ **Handoffs tab** – not being utilized at this time.

➢ **Recently Viewed tab** – List of recently viewed patients.

➢ **My Patients tab** – list of patients that a staff member has marked as a favorite or interacted with throughout the loop.

➢ **Filter tab** – allows for exporting patient information based on various categories.

Patient Satisfaction section of the GetWell Loop Dashboard

After several GetWell Loops have been completed, data will begin to compile in this section. This will be based on patient responses to their care.

Settings

Located in the right-upper corner of the GetWell Loop Dashboard labeled with staff's name.
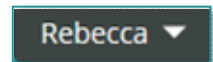
➢ **Edit my profile** – set by the organization when GetWell account is created and should not be changed by staff.

➢ **My account preferences** – not utilized at this time.

➢ **Canned Messages** – some canned messages have been created and staff can create custom canned messages if desired.

GetWell Loop Note

When a GetWell Loop is completed all interactions within the loop will be compiled into notes. GetWell note types will be located in the Office Notes folder.

Helpful Hints

➢ GetWell Loop Dashboard will time out in Cerner after 90 minutes of inactivity.

- Click the **House** icon in the toolbar to be automatically logged back in.

➢ If a patient does not have an active portal account when their GetWell Loop is initiated, when a patient clicks the **View Instruction** button within an email notification it will always route them to the **GetWell WebApp** and not the patient portal even after they activate their portal account.

- Patients can contact the Patient Facing Help Desk to have GetWell email notifications route them to their portal.

➢ Patient Portal Messages cannot be created within a GetWell Loop.

- The message center workflow for patient portal messaging has not changed.