From the Office of Clinical Informatics

Care Management

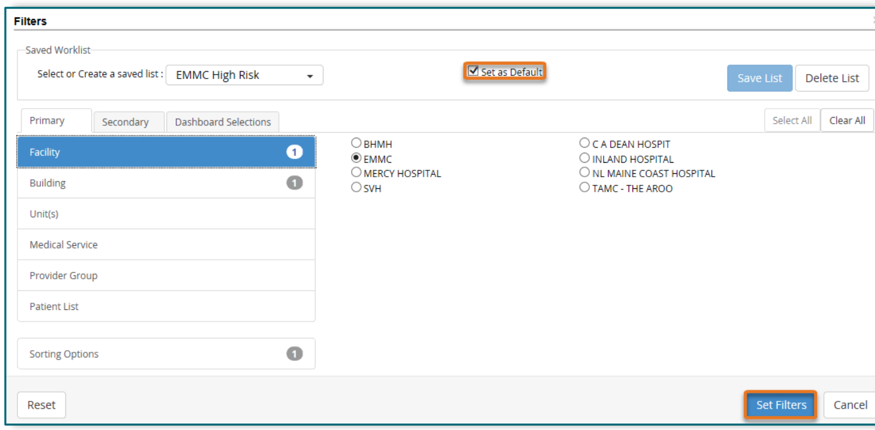
Readmission Worklist and Dashboard

March 16, 2022

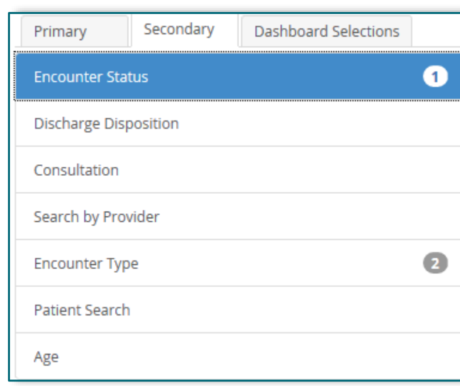
The Readmission Worklist and Dashboard is an adult population-based solution that assists care managers in monitoring readmitted or potential readmission patients. By using the Readmission Worklist and Dashboard, care managers can visualize an entire population of patients who have qualified with documented readmission risks.

Worklist Filters

When accessing the Readmission Worklist for the first time, the care manager will be prompted to create a worklist utilizing various filters. Multiple worklists can be created to monitor numerous patient populations.

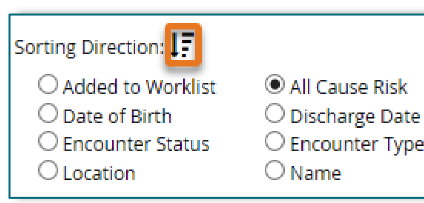


STEP 1: Navigate to the **Readmission Worklist** Readmission Worklist in the toolbar. The first time the worklist is launched, the Filters window will populate to create a list. Name the list and check the **Set as Default** box to have the list default open when accessing the Readmission Worklist.



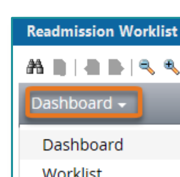
STEP 2: Within the **Primary** filtering tab, the care manager **must** apply a filter to either the Facility, Medical Service, Patient List, or Provider Group. The **Secondary** filtering tab offers additional filtering options, including Encounter Status, Discharge Disposition, Consultation, Search by Provider, Encounter Type, Patient Search, and Age.

- Additional filters may be added within the Primary and Secondary tabs.

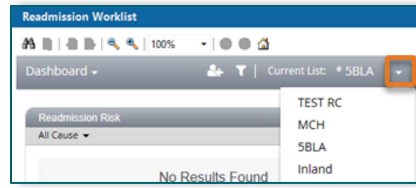


STEP 3: Once all desired filters have been applied, designate the sorting option, and indicate the sorting direction as ascending or descending. Once all filters have been applied, select the **Set Filters** button and **Save List**.

NOTE: **Users should be cautious when applying filters. All filters selected must apply to the patient in order for the patient to populate to the list.**



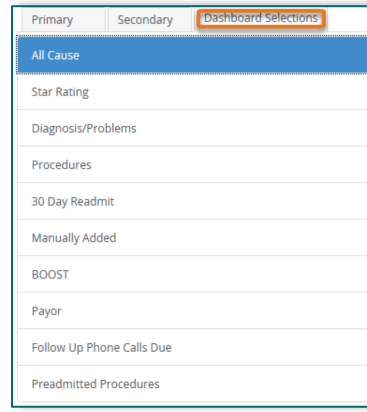
STEP 4: After saving the worklist, care managers can toggle between the Dashboard and Worklist by selecting the carat next to **Dashboard** and selecting **Worklist**.

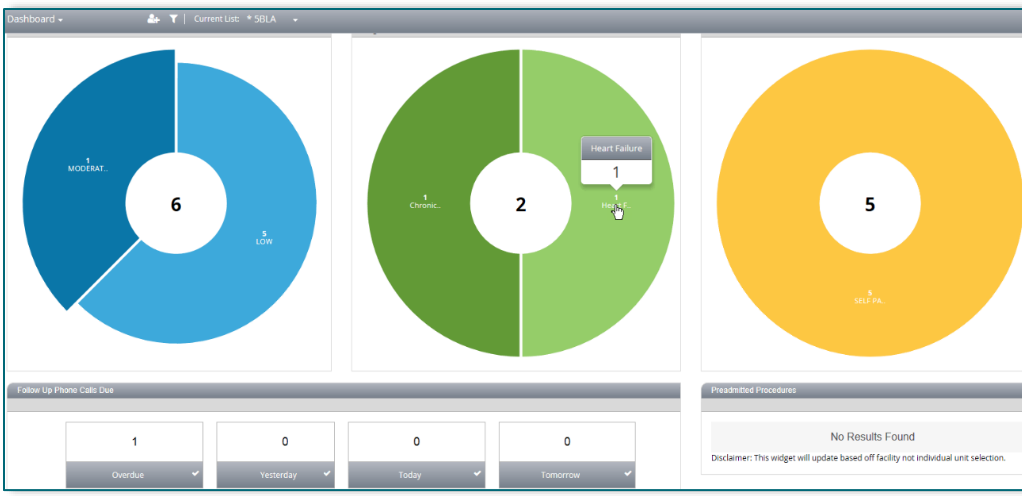


- To view saved lists, select the down arrow next to **Current List.**
- To modify filters, select the filter  icon.

Dashboard Selections

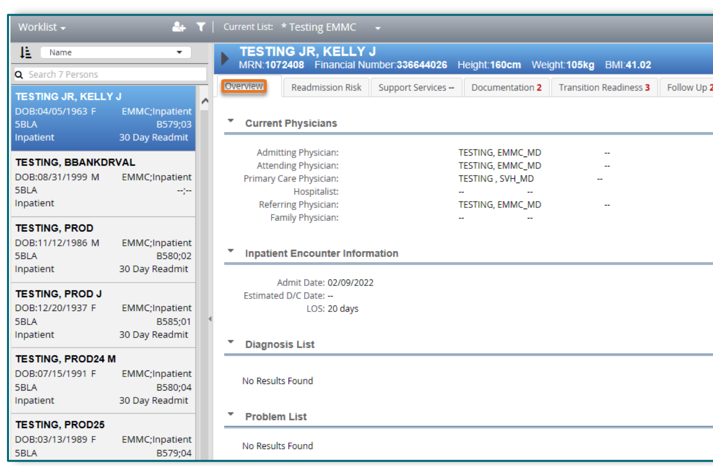
Additional filters can be applied within the **Dashboard Selections** tab or by clicking the widgets. The dashboard presents a high-level view of the patient population and presents the data in pie chart format. Hover over sections of the pie chart to display additional information.





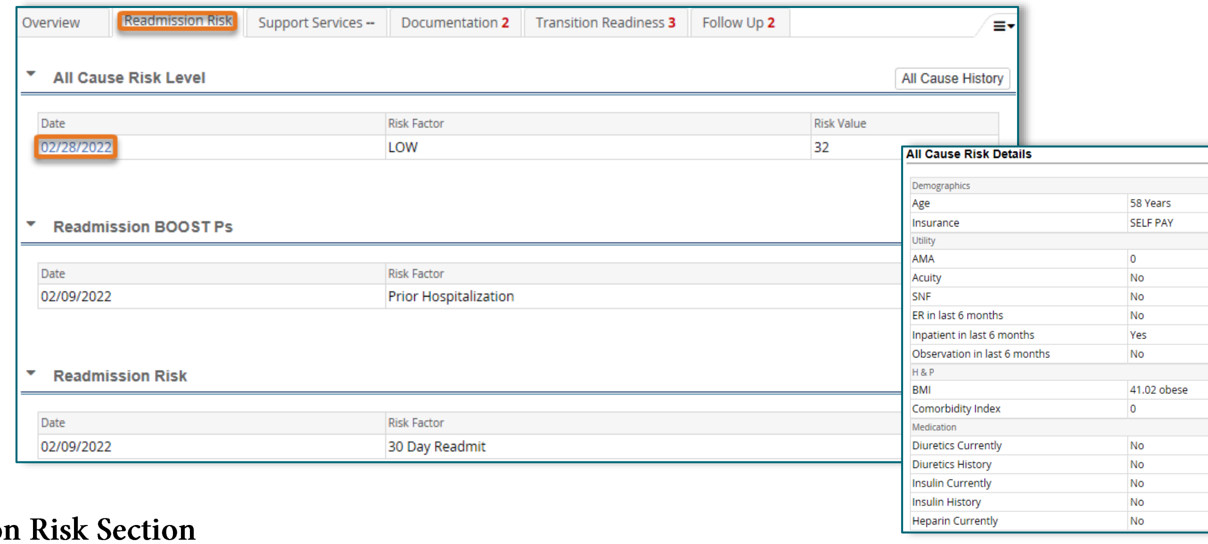
Readmission Worklist

The Readmission Worklist displays patients based on the filters selected.



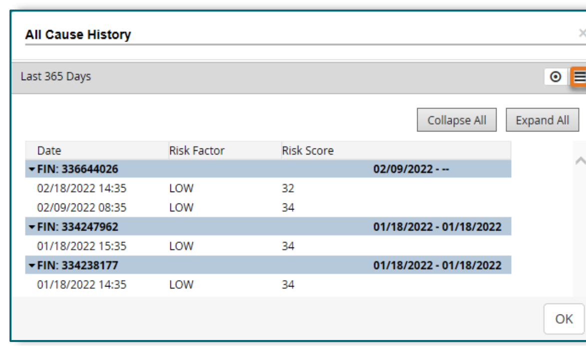
- **Overview Section:** Provides read-only information about the patient. It is not designed to be interactive. If no data is available for a particular section, a double dash (--) is displayed.
    - **Estimated D/C Date:** Populates from Anticipated Discharge Date documentation.
    - **Diagnosis List:** Primary and Other Diagnosis are displayed in reverse chronological order. If no diagnoses are available, **No Results Found** will display.

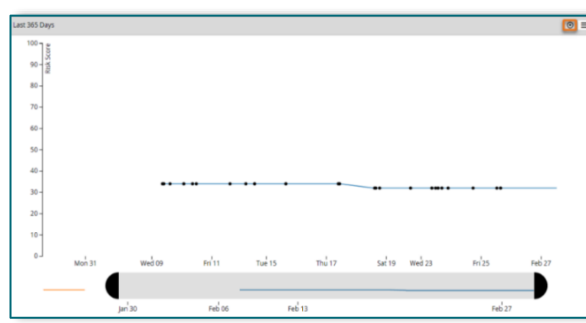
- **Problem List:** Active problems with onset date from the patient's Problem List displays in reverse chronological order. If no problems are documented, **No Results Found** is displayed.



➢ Readmission Risk Section

- **All Cause Risk Level:** Displays current All Cause Risk Score.
  - To display **All Cause Risk Details**, select the date hyperlink.
  - Select **All Cause History** to view historical **All Cause Readmission** scores in a graph (data point for every score calculate) or table (displays scores only when the score changes) format by using the graph or table icon.





- **BOOST 8Ps:** Displays if a qualifying 8Ps identified is present. If the patient qualifies for one of the 8Ps more than once, only the initial qualifying date is shown.
- **Readmission Risk:** Displays reason for patient firing to the worklist, including risk score, if present. A patient can qualify through one of the identified diagnoses, problems, procedures, or if the patient has been identified as a 30-day readmission.

➢ Support Services Section

- **Support Services Consult:** Displays up to 14 current consults ordered on the patient. Select Launch Consult Order to place additional consult orders.

- **Support Services Consult Documentation:** Displays completed documentation for each Rehab Consult ordered.
- **Barriers to Discharge**: Contains the Barriers to Safe Discharge documentation for CM, OT, PT, and SLP.

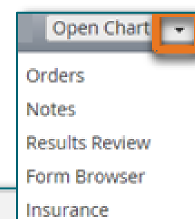
➢ **Documentation Section:** Access various PowerForms, such as, Discharge Planning Initial Assessment, as well as education documents.

➢ **Transition Readiness Section**

- **Transitions of Care Documentation:** Displays Discharge Planning Ongoing Assessment form.
- **Medication Reconciliation:** Displays Discharge and Admission Medication Reconciliation, along with the date and time of completion. Select **Launch Consult Order** to add a consult order.
- **Transitions of Care Discharge Arrangement:** Displays patient's discharge disposition and date of the current encounter.

➢ **Follow Up Section**

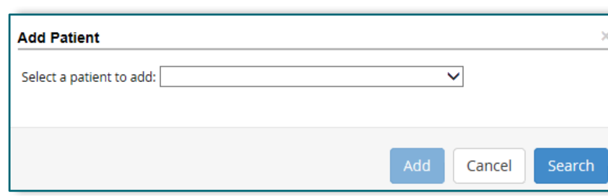
- **Appointment Component:** Displays any upcoming scheduled appointments documented in the Follow Up section within the patient's chart.
- **Follow Up Phone Call:** Displays information relevant to follow up phone calls from documentation within the CM Care Coordination Form.



➢ **Open Patient Chart:** When viewing patients on the Readmission Worklist care managers can quickly open the patient's chart by selecting the down arrow next to **Open Chart** and selecting a chart location.

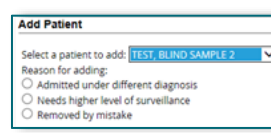
➢ Patients who are new to the worklist will populate with a yellow star next to their name.

Manually Add Patient to Worklist



Only patients who are not currently on the worklist can be added through the manual patient add feature.

STEP 1: Within the **Readmission Worklist**, select the add patient icon to populate the Add Patient window.



STEP 2: Select a patient from the drop-down list and select **Add** or select **Search** to populate the **Encounter Search** window.

STEP 3: All patients being manually added to the worklist require a reason to be entered.

For questions regarding process and/or policies, please contact your unit's Clinical Educator or Clinical Informaticist. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.