



SDoH Optimization/ Opioid Toolkit/Lumeon Clinical EHR Flash Flyer

Wednesday, February 12, 2025

Table of Contents

Social Determinants of Health (SDoH Optimization)	3
Frequently Asked Questions	3
Do I need to fill out the Social Needs Opt Out/Unable to Respond section if I have completed the Social Determinants (PRAPARE) section?	3
Who requires the SDoH (PRAPARE) form to be completed?	3
Can "Unable to Obtain" be added to the SDoH form for situations in which the patient is unresponsive and there are no family members present?	4
Why am I seeing more on the SDoH MPage component than what is answered on the SDoH form?.....	4
Can the word "Prapare" be removed from the form, so it is less confusing?.....	4
Will the auto text /sdoh_prapare pull into both Dyn Doc and PowerNotes?	4
Why does my patient still have the old SDoH form?.....	4
How will the ED know if the patient has not been asked the SDoH questions in the last year?	4
Who assists the WIC patient if they respond they would like assistance?	5
Why am I seeing a task on both the Acute Case Management Worklist and the Care Management Multipatient Task List (MPTL)?	5
If I select yes, the patient would like help in the AMB setting, who will contact them?	5
Known Issues & Updates	5
NEW: Effective late afternoon on Wednesday, February 12, 2025, Yes and No have changed places in the question Would you like help with ANY of the barriers you have identified today?	5
RESOLVED: The first question for Social Determinants (PRAPARE) in TONIC is not populating in the EHR.	5
RESOLVED: The Acute Case Management Worklist is occasionally getting an error message and will not load.	5
Important Reminders	5
DO NOT automatically click Yes. Yes, should only be selected if the patient has needs and wishes to have help.	5

If a patient is admitted from the ED and the SDoH form was completed, nursing should review the questions and if applicable, ask the patient if they would like assistance with any of their needs. 6

Opioid Toolkit

Frequently Asked Questions

Why does the PDMP/Opioid Review component state None Found under Opioid Treatment Agreement (last 365 days) when my patient has one?

Can MAs and Nurses use the Mark as Reviewed button in the new PDMP/Opioid Review MPage component?.....

Known Issues & Updates

Effective 2/7/25 Primary Pain Management Provider will be Last Charted Value (LCV).

Lumeon/CMOT

Frequently Asked Questions

Who will be available to support CMOT on Friday 2/7 and Monday 2/10?

Do I need to complete the task orders that are entered from CMOT during the MDR?

[Click here for the latest Registration, Scheduling, Referral Management, Experian, Charge Management, and other Revenue Cycle updates!](#)

Social Determinants of Health (SDoH Optimization)

Frequently Asked Questions

Do I need to fill out the Social Needs Opt Out/Unable to Respond section if I have completed the Social Determinants (PRAPARE) section?

- **No.** The Social Needs Opt Out/Unable to Respond section should only be documented if:
- The patient refuses to respond to the questions.
 - Answer the first question **Patient Opted Out of Screening**.
 - Answer the third question **Opt Out Respondent Relationship to Patient**.
 - The patient is unresponsive, confused, intubated, etc. and not able to answer the question and there is no family member present to answer the question.
 - Answer the second question **Patient is Unable to Complete Screening and Does Not Have a Caregiver to Respond on their Behalf**.

Social Needs Opt Out/Unable To Respond		
<i>Note: The following questions are separate from the social needs assessment questions in the section above.</i>		
Patient Opted Out Of Screening	Patient Is Unable To Complete Screening And Does Not Have A Caregiver To Respond On Their Behalf	Opt Out Respondent Relationship To Patient
<input checked="checked" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Self <input type="radio"/> Father <input type="radio"/> Brother <input type="radio"/> Spouse <input type="radio"/> Daughter <input type="radio"/> Caregiver <input type="radio"/> Significant other <input type="radio"/> Son <input type="radio"/> Other: <input type="radio"/> Mother <input type="radio"/> Sister

Who requires the SDoH (PRAPARE) form to be completed?

- CMS now requires SDoH Screening for all inpatients. As part of the implementation of this project, NLH selected the PRAPARE Screening Tool as it is evidence-based and provides information on various determinates that negatively impact health.
- You are only required to answer the questions highlighted in yellow at the top of the form as these are items federally mandated for reporting to CMS. Additionally, any positive screen can be coded as a co-morbidity.
- We have received inquiries about removing any question not currently required. We appreciate the questions and understand the rationale for asking; however, this form has a copyright, therefore we have to publish the document in its entirety.

SDoH Optimization/ Opioid Toolkit/Lumeon

Can “Unable to Obtain” be added to the SDoH form for situations in which the patient is unresponsive and there are no family members present?

- No. The Social Needs Opt Out/Unable to Respond section should be filled out. This is located directly below the Social Determinants (PRAPARE) section.

Social Needs Opt Out/Unable To Respond

Note: The following questions are separate from the social needs assessment questions in the section above.

Patient Opted Out Of Screening

☒ Yes
☐ No

Patient Is Unable To Complete Screening And Does Not Have A Caregiver To Respond On Their Behalf

☐ Yes
☐ No

Opt Out Respondent Relationship To Patient

☐ Self
☐ Spouse
☐ Significant other
☐ Mother
☐ Father
☐ Daughter
☐ Son
☐ Sister
☐ Brother
☐ Caregiver
☐ Other:

Why am I seeing more on the SDoH MPage component than what is answered on the SDoH form?

- More information is pulled into the SDoH component to gather all social information in one location to reduce time spent looking through the chart for information.
 - Click [here](#) to see the crosswalk for other information that pulls into the SDoH MPage Component.

Can the word “Prapare” be removed from the form, so it is less confusing?

- No, this is a copyrighted form and the word Prapare cannot be removed.

Will the auto text /sdoh_prapare pull into both Dyn Doc and PowerNotes?

- Yes, all answered fields will pull into the auto text table.

Why does my patient still have the old SDoH form?

- If a patient was admitted before February 3, 2025, the old form will still appear in the chart. The new SDoH forms will only show on those patients admitted on or after February 3, 2025.

How will the ED know if the patient has not been asked the SDoH questions in the last year?

- The Social Determinants Assessments component in the ED Nursing workflow tab (MPage) will display a date of when each question was asked.
 - If the patient has not had a complete SDoH Assessment in the last year, the Social Determinants of Health (PRAPARE) questions need to be asked.

Social Determinants Assessments

+ ▼ All Visits Last 6 months Last 1 years Last 18 months

Today 12:54 DEC 17, 2024 11:12

▼ Housing Instability & Homelessness

Housing Si... -- I have housing

▼ Financial Insecurity & Material Hardship

Gone With... Food --

Who assists the WIC patient if they respond they would like assistance?

- AMB Care Management will receive this notification in a Power Insight Report and will contact the patient.

Why am I seeing a task on both the Acute Case Management Worklist and the Care Management Multipatient Task List (MPTL)?

- Both the Acute Case Management Worklist and the MPTL use the same task type.
 - If the task is cleared from either one, it will automatically clear for the other one too.

If I select yes, the patient would like help in the AMB setting, who will contact them?

- During the SDoH assessment, if a patient states they would like assistance, a task fires to an Insight Report for the AMB Care Managers to pull and contact the patient directly to assist them. This process is applicable to Family practice, Peds, Specialty Clinics, and the WIC.

Known Issues & Updates

NEW: Effective late afternoon on Wednesday, February 12, 2025, Yes and No have changed places in the question **Would you like help with ANY of the barriers you have identified today?**

- The AMB Care Managers have received numerous requests for assistance in which there are no identified barriers.
- Please take the time to read the responses before automatically selecting the first response.

Would you like help with ANY of the barriers you have identified today?

ED is excluded from asking this question. For all other locations, patients will receive assistance from care management with a "Yes" response.

☐ No ☐ Yes

RESOLVED: The first question for Social Determinants (PRAPARE) in TONIC is not populating in the EHR.

- All Social Determinants (PRAPARE) questions are now populating in the EHR.

RESOLVED: The Acute Case Management Worklist is occasionally getting an error message and will not load.

- If you get the error message, log out and log back in. If this does not resolve the issue, place a ServiceNow ticket.
 - We do not expect this to be an ongoing issue.

Important Reminders

DO NOT automatically click Yes. Yes, should only be selected if the patient has needs and wishes to have help.

- PLEASE read the question before selecting a response.

- Today, the AMB Care Managers had 40 requests for assistance. In reviewing the charts, 15 of the 40 had no barriers. This took time to open each chart. This is time they could have used in assisting patients.

If a patient is admitted from the ED and the SDoH form was completed, nursing should review the questions and if applicable, ask the patient if they would like assistance with any of their needs.

- If the patient wishes to have assistance, click the Yes radial button.

Opioid Toolkit

Frequently Asked Questions

Why does the PDMP/Opioid Review component state None Found under Opioid Treatment Agreement (last 365 days) when my patient has one?

- Opioid Treatment Agreements completed prior to February 3, 2025, are on paper and scanned into the EHR. The component is not able to pull from scanned documents.
- Patients with a current Opioid Treatment Agreement should have the documentation completed in the Opioid Treatment Agreement section of the Controlled Substance Management form.

Can MAs and Nurses use the Mark as Reviewed button in the new PDMP/Opioid Review MPage component?

- No, even though the buttons are available for everyone, only providers can attest that the PDMP has been reviewed to meet that measure and transmit that information to the State.

Known Issues & Updates

Effective 2/7/25 Primary Pain Management Provider will be Last Charted Value (LCV).

The screenshot shows the 'Opioid Treatment Agreement' form. At the top, it says 'Opioid Treatment Agreement History'. Below that, it lists 'Last Updated Opioid Treatment Agreement' with details: 'Opioid Treatment Agreement Start Date: 02/06/24 (02/07/25 14:28:00)', 'Opioid Treatment Agreement Expire Date: 02/06/25 (02/07/25 14:28:00)', 'Opioid Treatment Agreement: Opioid Treatment Agreement Current (02/07/25 14:28:00)', and 'Primary Pain Management Provider: TEST MD, PROVIDER (02/07/25 14:28:00)'. The form has several sections: '*Opioid Treatment Agreement Start Date' with a date picker set to 02/06/2024; 'Opioid Treatment Agreement Expiration Date' with a date picker set to 02/06/2025; '*Opioid Treatment Agreement' with radio buttons for 'Current' (selected), 'Terminated with cause', and 'Expired'; '*Primary Pain Management Provider' with a text field containing 'TEST MD, PROVIDER'; 'Secondary Pain Management Provider' with an empty text field; 'Primary Pharmacy' with an empty text field; and 'Opioid Treatment Agreement Comment' with an empty text field. A red box highlights the 'Primary Pain Management Provider' field.

Lumeon/CMOT

Frequently Asked Questions

Who will be available to support CMOT on Friday 2/7 and Monday 2/10?

➤ **On Site Support:**

- H3 & P6: Gina Gillette, Nurse Manager (ggillette@northernlight.org)
- G4: Erin Bell, Nurse Manager (ebell@northernlight.org)
- Kim Moreau, Director of Care Management (kimoreau@northernlight.org)

➤ **Virtual Support (via email or Microsoft Teams)**

- Greg Etienne, Optum Project Manager (gregory.etienne@optum.com)
- Derrick Yang, Optum Project Manager (derrick_yang@optum.com)

Do I need to complete the task orders that are entered from CMOT during the MDR?

- No, these orders will autocomplete once the task is marked as Done or Not Done.