

# Care Management Workflow

February 7, 2023

# Agenda

- HomeBase: Grace Ruiz, CAMBA
- Updates & Reminders
  - Care Plan signature
  - Transition of Care
- Care Manager Check In: Back to Basics

HomeBase:  
CAMBA

Welcome  
Grace Ruiz

# Care Plans and Signatures

- BHH policy requires a signature every six months
- What does that mean?
- Why do we ask for a signature?
- How do we talk about the care plan?

# Transitions of Care

Updates to the Clinical Event Notifications

# Foothold Technology

## Linking Clinical Events to Encounters

Patients / Julius Batz (anonymized) / New Encounter

Encounter Date: 12/12/2022

Mode: Phone

Is this in response to an admission or discharge?: Yes

Core Service: Comprehensive Transitional Care

Did you reach anyone?: Yes

Who did you talk to?: Patient, Family Member or Friend

Was this a care conference?: No

Notes: Parent shared the reason for the member's hospitalization and help they need with scheduling a follow up appointment, post discharge.

Active Care Plan Tasks (0) Clinical Events (1)

Select all clinical events mentioned in this Encounter: 1 clinical event selected

- Clinical Event 1 alert Created On 10/27/2021
  - 10/27/2021 - Emergency Admit
- Clinical Event 1 alert Created On 8/20/2021
  - 8/20/2021 - Outpatient Visit
- Clinical Event 1 alert Created On 8/12/2021
  - 8/11/2021 - Outpatient Visit
- Clinical Event 1 alert Created On 8/12/2021
  - 8/11/2021 - Outpatient Visit
- Clinical Event 2 alerts Created On 8/11/2021
  - 8/11/2021 - Emergency Admit
  - 8/11/2021 - Emergency Discharge

When creating an encounter this way, Users can note a new tab to the right of encounter note with the ability to link to the Clinical Event. By default, the event itself will be shaded a gray color to reflect the linkage.

# Foothold Technology

## Merging Clinical Alerts to Events



There will be an option to set the status of this merged clinical event before the merge is confirmed.

### Merge Selected Clinical Events ✕

You have selected 2 clinical events to merge. By confirming this action, you understand that all selected clinical events and the existing follow-up encounters will be merged together.

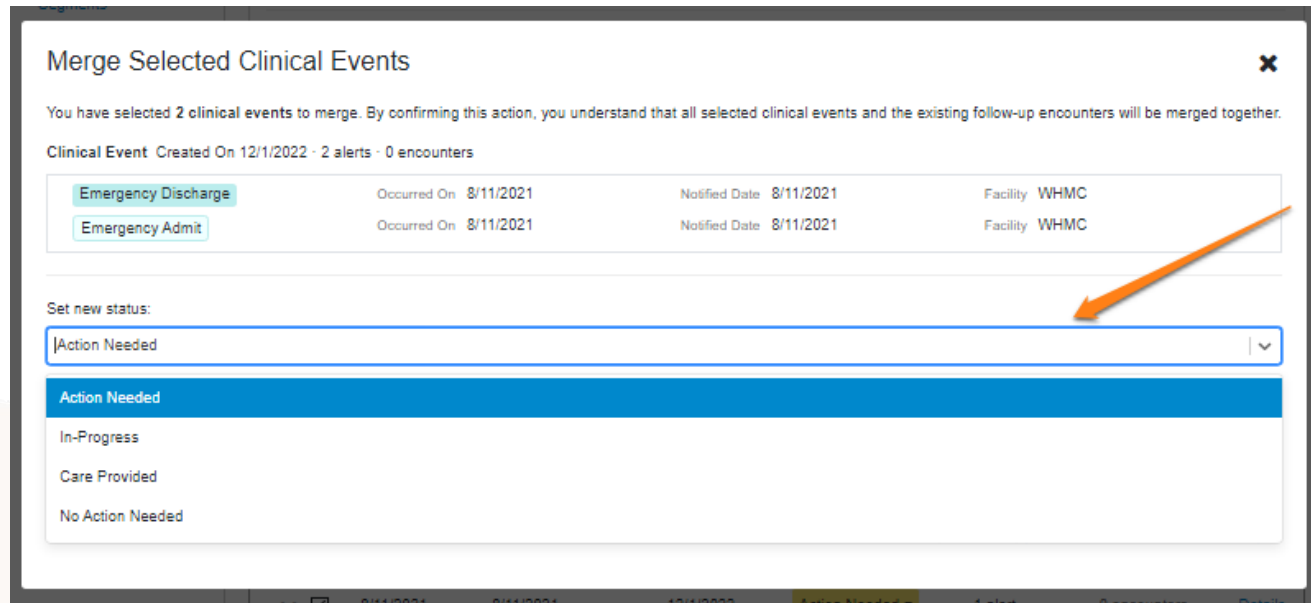
Clinical Event Created On 12/1/2022 · 2 alerts · 0 encounters

Emergency Discharge	Occurred On 8/11/2021	Notified Date 8/11/2021	Facility WHMC
Emergency Admit	Occurred On 8/11/2021	Notified Date 8/11/2021	Facility WHMC

Set new status:

|Action Needed | ▾

- Action Needed
- In-Progress
- Care Provided
- No Action Needed



# Care Manager Check In: Back to Basics

- How would you describe your role?
- When asked – what do you say you do as your job?



## Care Manager Check In:

- What Topics do you want us to cover to help YOU?

Questions?

THANK YOU FOR JOINING US  
TODAY!

Next CM Workflow:  
TUESDAY, March 7, 2023  
Information Session Topic:  
TBA