

Project title:

Clinical Case Management

Submitter's name, title, and contact information:

Charron Andrus, Technical Project Manager (cmandrus@ucdavis.edu 916-703-2968)

Names of project leader(s) and team members:

Project Manager: Charron Andrus

Project Team: Jeff Lott, Christopher Allen, Monette Labasbas, Tatyanna Linnik, Michael O'Brien, Kathleen Schroyer, and Puneet Gill

A simple short statement (even just one sentence) summarizing what the project does:

Implementation of Inpatient Clinical Case Management workflows and documentation for performing discharge planning, Allscripts (InterQual/CERMe) integration (clinical criteria review), secondary review, and payor communication.

Project narrative that describes the problem being solved and the project goals:

The ability to launch, perform the reviews, and have the clinical information saved into Epic removes the need for nursing staff to log into Allscripts from a web browser; while also giving physicians, support staff and financial analysts' access to the information. This also allowed for the monitoring of staff productivity and improved reporting.

Tells how the solution has impacted customers/users:

The solution provides nurses and their managers the ability to easily monitor patients based on reviews due, risk score, and discharge orders placed from customized patient lists. While also giving them reporting capabilities that did not exist previously surrounding case load, timely completion of reviews, and other key case management metrics.

-Jennifer McFall, a case manager with PCS, welcomed the ease of the new Note and the ability for the treatment team to easily view this critical information, which wasn't possible before.

Explain how project success was measured:

1. Number of nurses using the functionality
2. Decrease in the amount of dollars and days in Accounts Receivables that was attributed to the Utilization Review process.

Highlights collaborations with other locations, departments, or teams:

This project required the collaboration of several IT departments: Epic Applications, Departmental Services Group, and the EMR Technical Team. However it also required that we work closely with the

Health Information Management team to ensure that disclosures were appropriate and being monitored. From the business side, because the tool is collaborative and used by both our Inpatient nurses and their Care Services Innovation Case Manager counterparts, collaboration in decision making was required by Patient Care Services and Managed Care. We also worked closely with the Healthy Planet (population health and ambulatory case management) team to ensure that information flowed from the inpatient to outpatient setting, with our end goal being a seamless continuum of care.

Provides the timeframe of deployment:

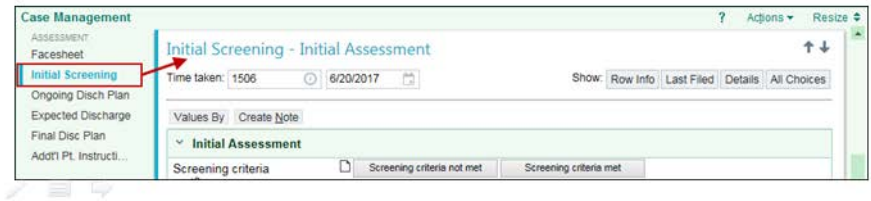
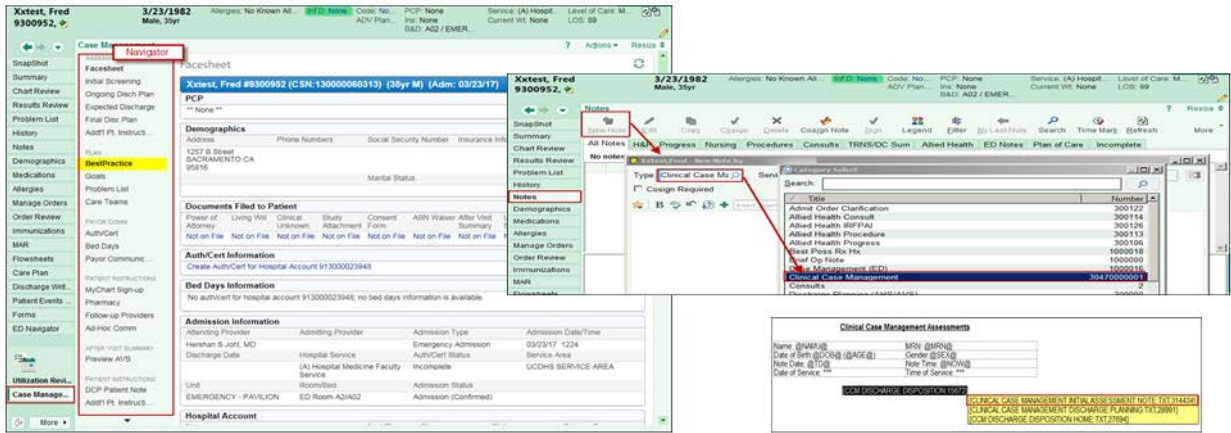
The project kicked off October 17, 2016 with an aggressive deployment timeframe of 7 months. Due to staffing shortages the project came in 1 month late but still under budget on June 26, 2017.

Briefly describes the technology utilized:

- Epic as the primary Electronic Medical Record software
- McKesson’s Allscripts to interface with Epic and provide the clinical documentation (InterQual/CERME)
- Right Fax for the health plan and provider/facility documentation.

Optional: Provides relevant screenshots or urls (included in the 5 page limit)

IP CCM Navigator and Discharge Planning



IP CCM InterQual

Xttesthospice, Janet 5/19/1948 Female, 69yr
 9301595, Allergies: Unknown, M.D.N., Code, POP: Mark Velm, Service: (A) Ho., Level of Care: ADV PL, Ins: MEDICARE, Current Wt: None, LOS: 32, B/D: 8/13/01 / E

Utilization Review

New Book View Edit Episode

No auth/cert specified for this admission No further reviews needed

No reviews on file for this admission

Additional Notes

Utilization Rev...

New Review

Select desired criteria tool:

InterQual®

Patient Name: ID: XTTESTHOSPICE, BEDPLANNING / 9301595

Review # New Review Product Subset

InterQual® Products: LOC:Acute Adult, LOC:Acute Pediatric, LOC:Rehabilitation, CP-Procedures

Content Versions: InterQual 2016

Categories: All Categories, Medical, Surgical, Quality Indicator, Checklist

Keyword(s): Medical Code(s):

Find Subsets Clear Search

Notes	Subset Description	Product	Content Version
<input checked="" type="checkbox"/>	Acetaminophen Overdose	LOC:Acute Adult	InterQual 2016
<input checked="" type="checkbox"/>	Acute Coronary Syndrome (ACS)	LOC:Acute Adult	InterQual 2016
<input checked="" type="checkbox"/>	Anemia/Blending	LOC:Acute Adult	InterQual 2016
<input checked="" type="checkbox"/>	Anticoagulation	LOC:Acute Adult	InterQual 2016
<input checked="" type="checkbox"/>	Arrhythmia	LOC:Acute Adult	InterQual 2016
<input checked="" type="checkbox"/>	Aspiration	LOC:Acute Adult	InterQual 2016
<input checked="" type="checkbox"/>	Carbon Monoxide Poisoning	LOC:Acute Adult	InterQual 2016
<input checked="" type="checkbox"/>	Cholecystitis	LOC:Acute Adult	InterQual 2016
<input checked="" type="checkbox"/>	COVID	LOC:Acute Adult	InterQual 2016
<input checked="" type="checkbox"/>	Cytic Fibrosis	LOC:Acute Adult	InterQual 2016
<input checked="" type="checkbox"/>	Deep Vein Thrombosis	LOC:Acute Adult	InterQual 2016
<input checked="" type="checkbox"/>	Diabetes Mellitus	LOC:Acute Adult	InterQual 2016
<input checked="" type="checkbox"/>	Diabetic Ketoacidosis	LOC:Acute Adult	InterQual 2016
<input checked="" type="checkbox"/>	Epilepsy	LOC:Acute Adult	InterQual 2016
<input checked="" type="checkbox"/>	Extended Stay	LOC:Acute Adult	InterQual 2016

Next