# CareGuides

December 20, 2013

**Empowering Extraordinary Patient Care**
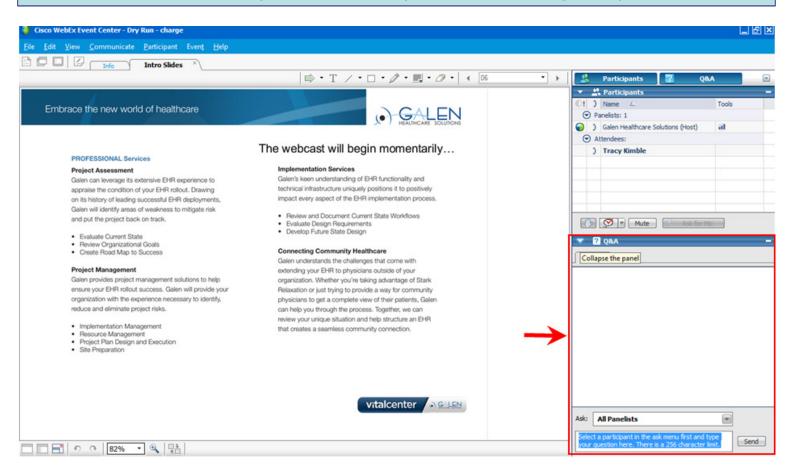
# Presenters

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- ❖ 15+ years of Healthcare Experience

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**Please use the Q&A panel to ask questions during the presentation.**

# Objectives

❖ **Define a CareGuide**

❖ **Outline CareGuide Content Creation**

❖ **Discuss Setup and Editing of CareGuides**

❖ **Review the Process for Updating CareGuides**

❖ **Highlight Implementation Considerations**

❖ **Demonstrate CareGuide Admin**

❖ **Demonstrate CareGuide Functionality**

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# What is a CareGuide?

**CareGuides are defined by Allscripts as:**

- Pre-defined problem-based order sets that enable providers to quickly create a plan of care and build the health management plan for a specific problem

- Each CareGuide deals with a specific clinical presentation

- They facilitate the rapid entry of prescriptions, orders, and follow-up items for a patient encounter

- The process of order selection also builds a customized patient education handout that includes a fixed text monograph about the condition or health maintenance topic that the template addresses

# Why Use CareGuides?

- **Powerful tool for physicians, especially for new adopters**

- **Provides a general structure for standardization of care**

- **Meaningful Use (Patient Education, CPOE, Clinical Decision Support Intervention)**

# Types of CareGuides

**There are four different types of CareGuides**

1. **Symptom Based**

2. **Diagnosis Based**

3. **Procedure Based**

4. **Health-Maintenance Based**

# What Makes up a CareGuide?

**CareGuides consist of:**

- **Medications**

- **Orders**

  - **Consults, Referrals & Follow-up orders**

  - **Labs, Procedures & Radiology**

  - **Patient Precautions & Patient Instructions**

- **Guidelines for any medication or non-medication orders**

- **Monographs**

# Monographs

- ❑ **Careguides also have a standard question and answer monograph**

- ❑ **Written at the 5th to 7th grade reading level.**

- ❑ **Can choose to replace the standard monographs with a free-text monograph**

- ❑ **Spanish –translated monographs are available.**

# Guidelines

❑ **Information in Guidelines is for the ordering user or prescriber of the medication to review**

❑ **There are two types of Guidelines**

▪ **Item – apply to order reminders, instructions, follow-ups and referrals**

▪ **Template – can be used for any item on a CareGuide**

❑ **Users will see a red exclamation point next to an item in the CareGuide when a Guideline is available**

❑ **Guidelines can be accessed by right-clicking on the item with the exclamation point and selecting Guidelines**
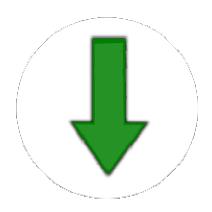
# Development of CareGuide Content

- ❖ Clinical Practice Guidelines
- ❖ Expert Panel Recommendations
- ❖ Standards of Care
- ❖ Expert Opinion

## Gaining Access to CareGuides

1. Contact Allscripts to purchase CareGuides

2. Get CareGuide Content installed onto your system - CareGuides can now be installed by your internal technical resource

# Setting up CareGuides

**Complete OID to OCD Mapping**

•**This is often completed during the Orders implementation process.**

•**You can view the previously delivered Galen webcast on the CareGuide Enablement tool from the Galen wiki – we will provide the address at the end of this webcast.**

> **NOTE: It is not required for a client to be using Orders in order to implement CareGuides, but it is recommended.

**Within CareGuide Admin, save the Allscripts-delivered CareGuides as Enterprise**

> **NOTE: If Providers are reviewing CareGuides on the front-end, the CareGuides will need to be Active within the Enterprise section of CareGuide Admin.

# CareGuide Preferences

**Print Patient Education**

- Always – Patient education material always prints regardless of whether a CareGuide template is associated during a patient encounter.

- Only if CareGuide Associated – Patient education material only prints if a CareGuide template is associated during the patient encounter.

- Never – Patient education material never prints automatically.  It will only print if the user manually chooses to print from the Encounter Summary window.

# CareGuide Preferences

**CareGuide Default Opening Section**

- All – All CareGuide sections display in the ACI when the CareGuide section is opened.

- Follow-up/Referrals – Only Follow-up and Referral sections display in the ACI when the CareGuide section is opened.

- Instructions – Only the Instructions section displays in the ACI when the CareGuide section is opened

- Medications – Only the Medications sections displays in the ACI when the CareGuide section is opened

- Orders – Only the Orders sections displays in the ACI when the CareGuide section is opened

# CareGuide Preferences

**Allow Advanced Personal Editing of CareGuide Templates**

- N (Do Not Allow): If set to N providers have the following CareGuide editing abilities:
    - Save selections as defaults (i.e. labs a provider prefers, medications, problems, etc.)
    - Edit the SIGs for the medications and variables (i.e. provider prefers for patient to check temp twice daily instead of once). Providers would be able to save this default
    - Add customized guidelines and save to a personal template.
    - Set a default opening section and save to a personal template.
    - Add ad hoc items for the current patient (from the ACI only). These ad hoc are not saved to a personal template.
- Y (Allow): If set to Y the providers will have the following in ADDITION to the N abilities:
    - Add new orderable items and save them to the template
    - Delete items or headers
    - Edit headers
    - Rearrange items or headers

# Editing CareGuides

**Prior to editing CareGuides, a copy of the original CareGuide should be made and saved as a Draft with a new display name that distinguishes the CareGuide from the delivered CareGuide.  (i.e. Galen Anxiety Disorder).

- Enterprise CareGuides
    - Edited from TWAdmin→ CareGuide Admin→ Enterprise
    - Delivered templates can only be edited AFTER they are moved to the Enterprise tab (right click on CareGuide from Enterprise tab and select Edit).
- Personal CareGuides
    - Can be edited by an analyst or physicians
    - Edited from TWAdmin→ CareGuide Admin→ Personal **OR**
      Phys Admin→ By Module→ Base→ CareGuide Template Management

# What Properties of CareGuides are Editable?

CareGuide properties can be edited from CareGuide Admin within the TWAdmin workspace.  The editable properties include:

- Changing the Display Name of a CareGuide

- Changing the order of different orderable items

- Adding/Deleting Orderable items

- Adding/Deleting Menu Items

- Editing the Monograph

- Creating a Free Text Monograph

- Making the CareGuide accessible to certain ages/genders

- Linking Problems to CareGuides (At least one problem must be linked to a CareGuide for it to be accessible to users)

# Maintaining up to Date CareGuides

**CareGuide updates are downloaded from the Allscripts FTP server. The latest released version is 2013-1.**

**Directions can be found in the <u>CareGuide Delivery Instructions</u>:**

- Step-by-step instructions on installing the different CareGuide Content Updates.

- Can be found under: SupportForce → Product Documentation → Allscripts Enterprise EHR → Clinical Content → CareGuide Releases

# Implementation Suggestions

❖ **Prioritize by starting small**
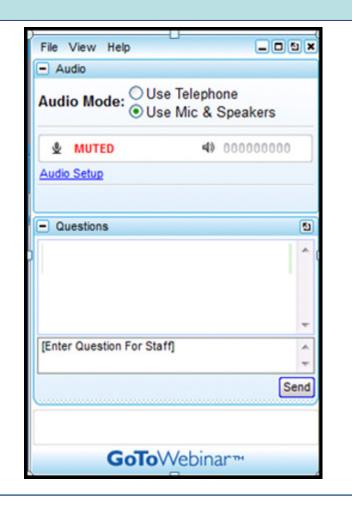
❖ **Minimal edits, if it all**

❖ **Promote, promote, promote!**

**Visit the Galen wiki for additional reference material on CareGuides:**

**http://wiki.galenhealthcare.com/Main_Page**

# Q & A

http://wiki.galenhealthcare.com/Webcasts

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Thank you for joining us today.
For additional assistance contact us through our website at
www.galenhealthcare.com