CareConnections Outcomes System
Collecting Assessments on a Tablet

Tablet Setup

Any tablet that can access a web page can be used. The assessments are web-based (i.e. just visit the web page and log in). Create a shortcut to the CareConnections Kiosk page (https://kiosk.careconnections.com).

In Chrome:

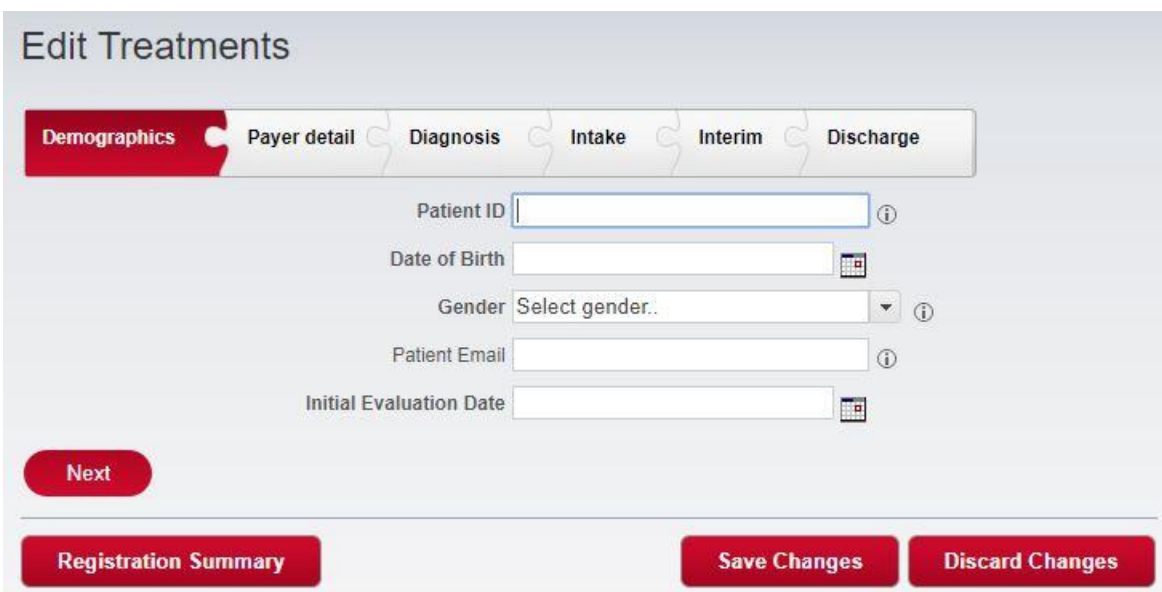
1. Got to the three dots in the upper right
2. Select "More tools"
3. Select "Add to desktop"

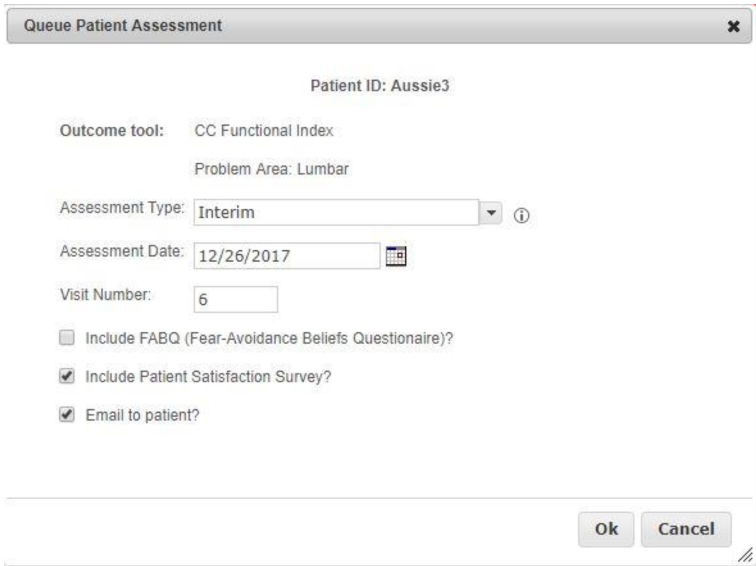
For other browsers, perform a Google search, "How to set a shortcut in …" (Enter the name of your browser).

At the beginning of your workday, turn on the tablet and tap the shortcut. The login page should load.

Workflow for collecting assessments

1. **New Registrations.** When a patient calls to make an appointment, attempt to collect their email address. Let them know they will get an email with something like the following script:
    a. "Here at ABC Clinic we email out an assessment that you take before your appointment that will give us a good overall idea of how you're doing. You'll take it again from time to time during your treatment so you and your therapist can keep track of the progress you're making. If you don't manage to fill it out at home you can do it on a tablet once you get to the office."
    b. Enter patient into CareConnections:
        i. Click the red "New Registration" button
        ii. Fill in the fields in the first section as appropriate
        iii. Click "Save Changes"

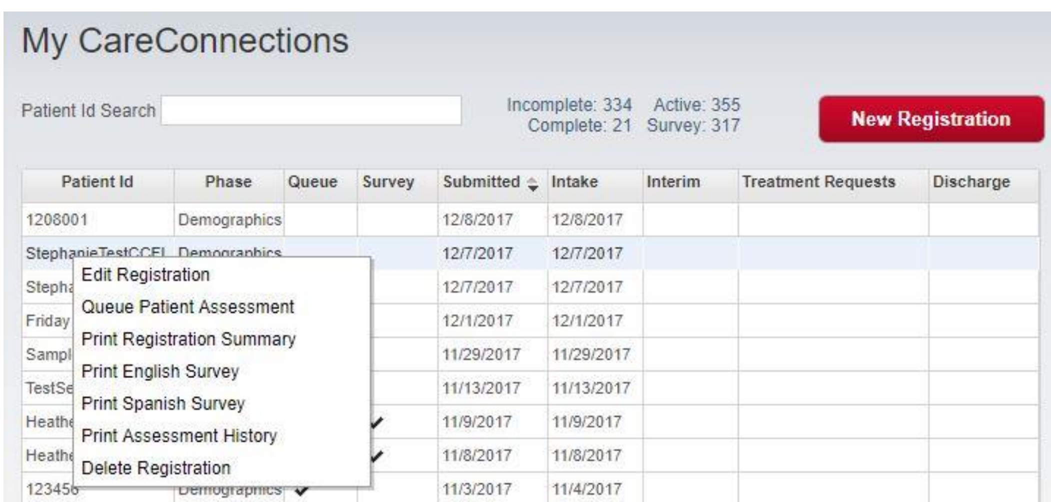




2. **Chart Check.** Do your chart check no later than the afternoon before the following day. Build a list on a sheet or spreadsheet of who needs what type of assessment. Note the patient, DOB, and assessment type needed (from your EMR). Leave a space for the four-letter kiosk (tablet) access code from CareConnections.

Patient	DOB	Assessment Type	Four letter access code
Mary Jones	12/15/1955	Eval	
John Smith	10/13/1941	Interim	
Susie McDonald	09/03/1977	Discharge	

a. Before you can get an access code, you need to queue an assessment. Log in to CareConnections and click on the "Treatment Registrations" link (far left). Find your first patient in the list by searching for them in the "Patient Id Search" box at the top of the list. Right-click on their row and select "Queue Patient Assessment."



i. Select the type of assessment. New patients will default to Evaluation and you can select which tool to use. Patients who have been seen before will have the option to do an interim or discharge assessment.

ii. If assessment type is anything other than an evaluation, you can add the Patient Satisfaction Survey. You don't have to wait until discharge, but you do want patients to have been undergoing treatment long enough to give you useful information. Thirty days is a nice benchmark for a minimum.

iii. Click Ok

b. Find the four-letter access code:
   i. Click on the Patient Assessment Queue link on the far left (under Treatment Registrations)
   ii. Find the patient and look at the last column "Patient Login"
   iii. Add it to your spreadsheet or notes for the day

Patient Id	Problem Area	Assessment	Survey	Patient Login
StephanieTest	AM-PAC	Evaluation		aboq
Sample	Lumbar	Interim		enue
123456	AM-PAC	Evaluation		afes
BMS Revflow	Lumbar	Interim	✔	imiy
99999	AM-PAC	Evaluation		uxji

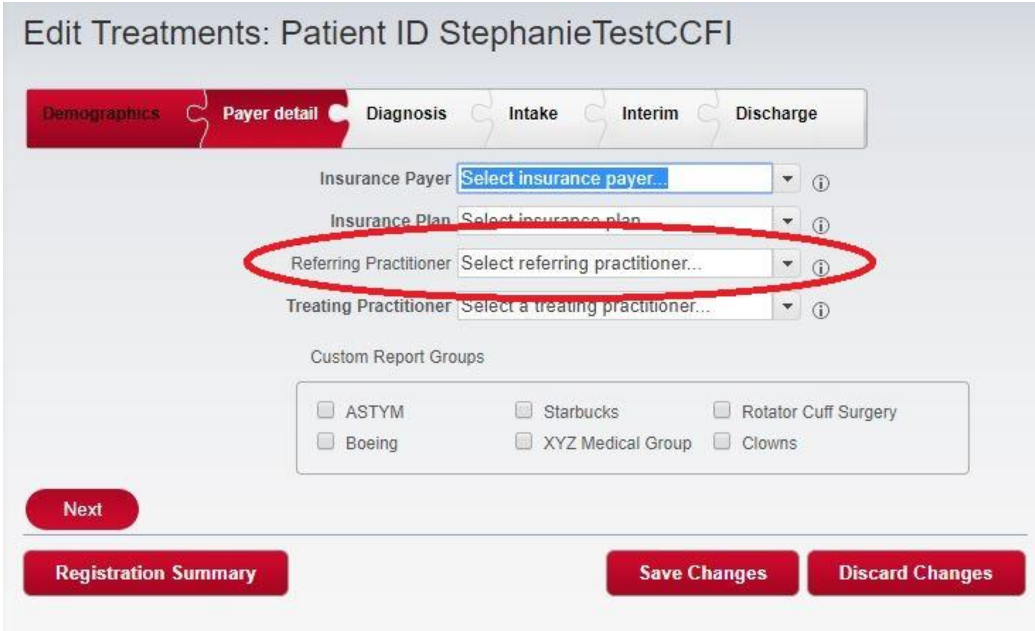
Patient	DOB	Assessment Type	Four letter access code
Mary Jones	12/15/1955	Eval	abcd
John Smith	10/13/1941	Interim	efgh
Susie McDonald	09/03/1977	Discharge	ijkl

3. **Administering Assessments**. Right before the patient appointment, log patient in on your tablet by entering their code and DOB. If you can't log them in, verify they took the eval in CareConnections by finding them under the Treatment Registrations page. If they have taken the assessment, the check mark in the "Queue" column will be gone. Otherwise you can log them in and hand them the tablet when they arrive. Larger and/or busier clinics may need two tablets.

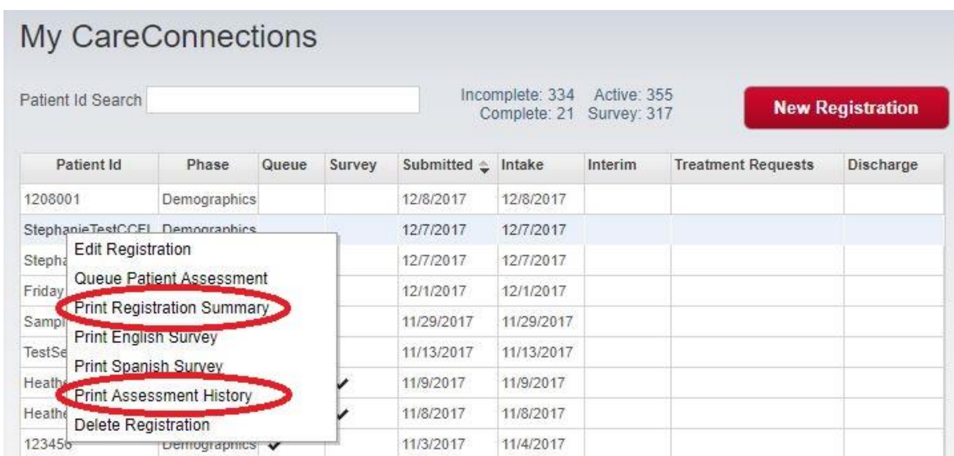
Patient Id	Phase	Queue	Survey	Submitted	Intake	Interim	Treatment Requests	Discharge
1208001	Demographics			12/8/2017	12/8/2017			
StephanieTestCCFI	Demographics			12/7/2017	12/7/2017			
StephanieTest	Demographics	✔		12/7/2017	12/7/2017			
Friday Demo	Intake			12/1/2017	12/1/2017			

a. Script for evaluations:
   i. "Hello Ms. Jones. Here at ABC Clinic we have you do an assessment that will give us a good overall idea of how you're doing functionally. You'll take it again from time to time during your treatment so you and your therapist can keep track of the progress you're making.
b. Script for interim:
   i. "Welcome back Ms. Jones. It's time to check in on your progress with another assessment."
c. Add-on for Patient Satisfaction Survey:
   i. "This time we've included our patient satisfaction survey, so there will be several additional questions."
d. Add on for FABQ:
   i. "There are a few additional questions about how your pain is effecting you."
e. Add on for PSFS:
   i. "There are a few questions on there where you can put in some of your own goals for therapy. Only one is required but you can do up to three. Goals might include things like being able to reach the top shelf in your kitchen, picking up your grandchild, or running a 5k."

4. **Demographics > Payer detail > Diagnosis > Intake**. This is the puzzle piece section that you will fill out once the therapist has seen the patient and given them a diagnosis.
    a. Double-click on the patient row in Treatment Registrations.
    b. Follow the prompts to fill out the requested information until you finish and save at the Intake section. We strongly recommended that you include the optional Referring Practitioner information because management can use that information to market to referral sources.



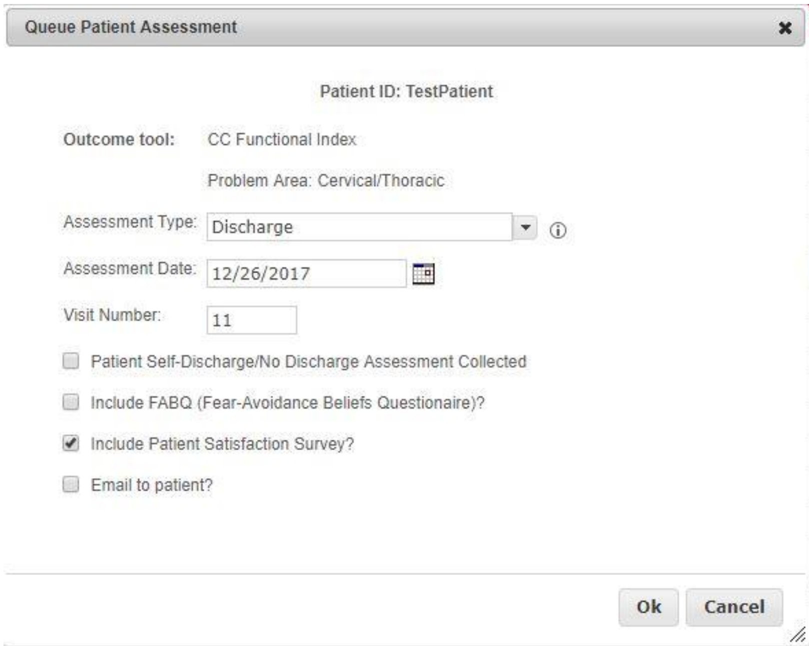
    c. If you are keeping the Assessment History and/or the Registration Summary as an e-document in your EMR, return to the Treatment Registrations page and right-click on the patient's row. You will have options to print either document, which will open in a new tab with a "Save as Pdf" option. Download to your computer and upload to your EMR.



5. Discharge.

a. Planned:

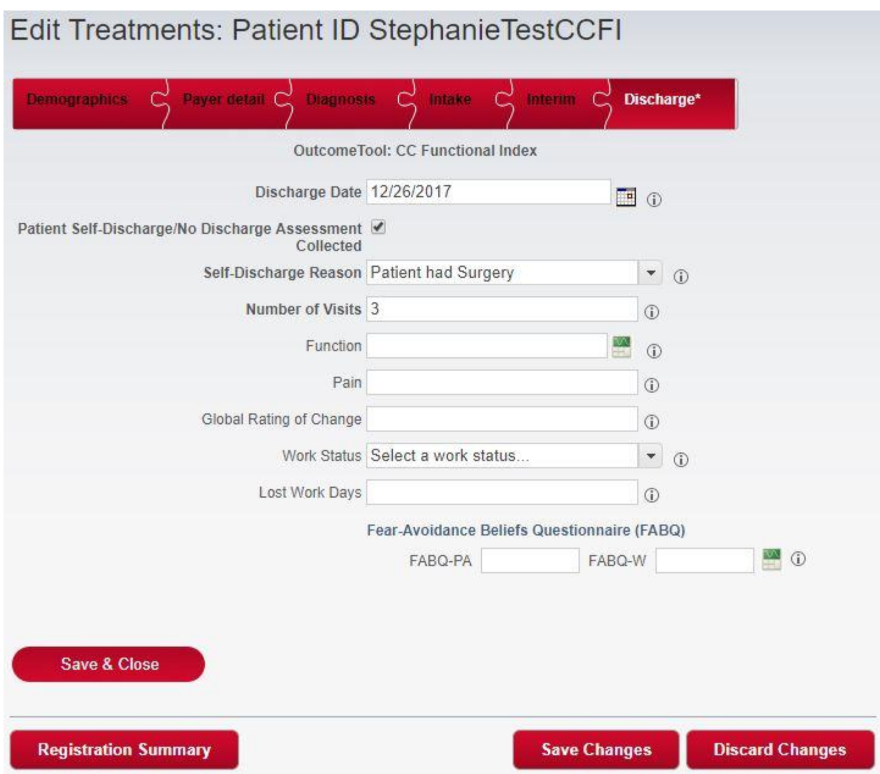
i. For planned discharges, you can queue them up just like interim except that you will select "Discharge" from the pull-down menu for assessment type. Include the Patient Satisfaction Survey if you haven't already.



b. Unplanned:

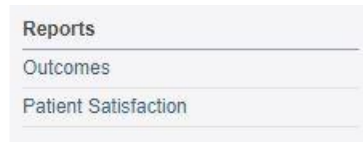
i. Either on an ongoing basis or for sure towards the end of the quarter, review patients that have not been seen recently or have drifted off. You will need to discharge them.

1. Find them by searching for them in "Treatment Registrations"
2. Double-click on them
3. Navigate to the last puzzle piece and fill out the relevant information



        4. A few tips:
            a. You have the option to change an interim assessment to a discharge assessment if an interim assessment has been collected previously.
            b. If you have a lot of unplanned discharges you will want to get in the habit of giving the Patient Satisfaction Survey after the first month or so of treatment.
            c. There is a Self-Discharge report based on the selections you make here. Try not to use the "Other" option too often. Understanding why patients are drifting off is important for the business and in crafting interventions.
            d. To completely discharge a patient, you MUST fill in the information to take their phase all the way to discharge. You cannot fully discharge a patient until you have filled out Payer detail, Diagnosis, and Intake sections (See #4).
    c. At the end of each quarter, CareConnections will remove all your discharged patients from your Treatment Registrations list and archive them. Their data will be included in the quarterly reports. You can always find past patients in the Advanced Search though.

6. **Reports.** We recommend that front office staff keep an eye on the quarterly Patient Satisfaction Reports, as there are questions on that survey about your facility and front office staff as a team. You have done all the work to collect the information, so look at how you are doing on the reports and set some goals for improvement (or throw yourselves a congratulatory party!!).
    a. Click on Patient Satisfaction under the reports header on the far left (Depending on your permissions in the system, you may or may not have access to this. Ask whomever is your account administrator for the practice).



    b. There are only a handful of ways to look at this data, so we recommend you check them all out and see which works best for you.