

Health Care Home Risk Stratification Tool User Guide

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1. Identification of Potential Health Care Home Patients

Potentially eligible HCH Patients are identified from a practice scan that automatically extracts anonymous data from patient records within the practice clinical software, and draws out a list of potentially eligible patients for the practice to work with.

1. Click on the Precedence Connector icon (located in your task bar next to the date and time) and select **Extensions** (Fig 1)
2. Click **Potential HCH Patients..** (Fig 2)
3. Select a location to store the CSV file of potential patients and the scan will begin.
Please note this may take some time. The extension will show the progress.
4. Once complete, the CSV file can now be opened in Excel and will show the list of potential patients (Fig. 3)
5. The practice can now use this list to recruit potentially eligible patients to the Health Care Homes Model.

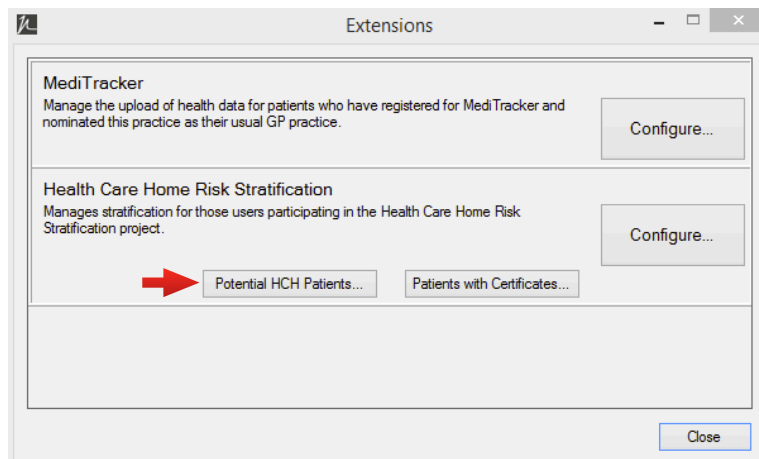
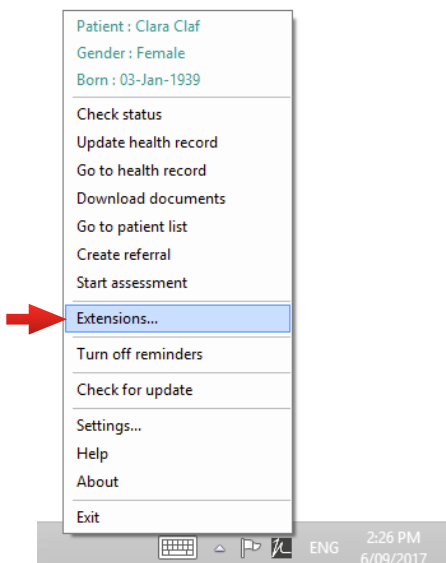


Figure 2: Extensions Pop Up

Figure 1: Precedence Connector Menu

	First name	Last name	Gender	Date of birth	Medicare no	Risk	Error
1	Clara	Claf	Female	3-Jan-39	3614592461	9.87	
2	Donald	Duckie	Male	11-Feb-84	4710914029	9.87	
3	Raymond	Green	Male	14-Mar-80	5049185681	9.87	
4	Steven	Green	Male	14-Mar-89	2877333381	9.87	
5	Susan	Green	Female	15-Mar-80	2485407801	9.87	
6	Courtney	Jackson	Female	3-Apr-31	4378152401	9.87	
7	Janet	Jackson	Male	3-Apr-31	3634564181	9.87	
8	Johnny	Jackson	Male	3-Apr-31	6904412821	9.87	
9							

Figure 3 : Potential Patients List CSV

2. Eligibility Notification

Each provider will need an account with Precedence and the Precedence Connector installed and setup on their machine (refer to installation guide).

1. When a patient record is opened in the practice software, the Precedence connector automatically scans whether the patient may be eligible for the Health Care Home Model of Care. If potentially eligible, a pop-up will appear (Fig 4)

Note: This pop-up will only appear once for each patient

2. To start the Assessment click **Start Assessment** (Fig 4)
3. If you have closed, or do not get the pop-up for the eligible patient you can still start the assessment. With the patient record open, click on the Precedence Connector icon (located in your task bar next to the date and time) and select **Start Assessment** (Fig 5)
4. A Browser window will now open with a consent question to begin the assessment

Note: Please refer to page 9 for additional assessment of patients who are not automatically considered eligible.

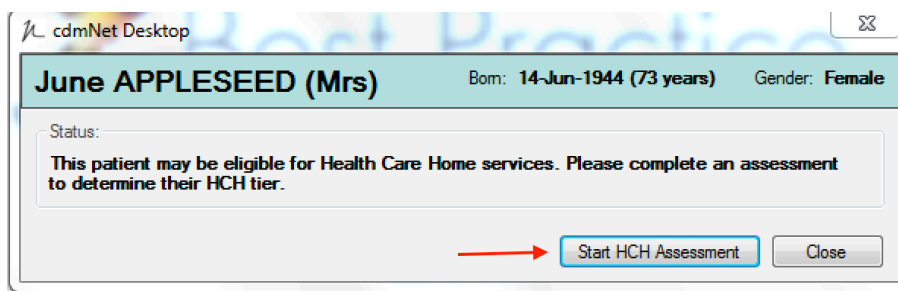


Figure 4: HCH Pop Up

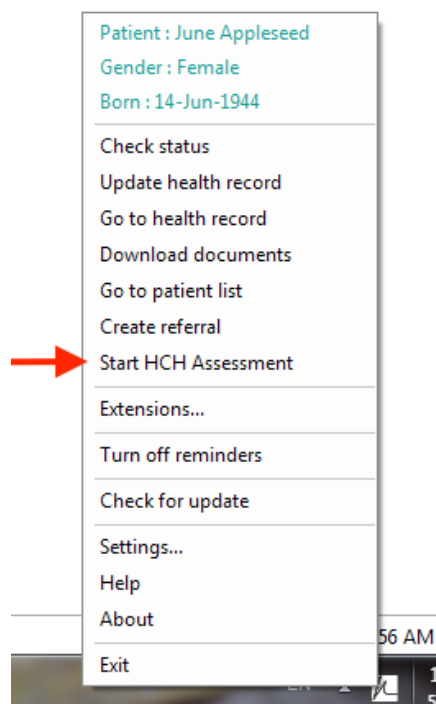


Figure 4: HCH Pop Up

3. Patient Consent

Before beginning the assessment, patient consent to enrolling in the Health Care Home trial and the use of their anonymous data must be obtained.

1. After explaining the process to the patient, tick the check box (Fig 6)
2. To start the Assessment click **Continue** (Fig 6)

Complete Assessment: Consent

From: Dr Mavis Black
Date: 22-Sep-2017 12:51 PM (Australia/Melbourne)

The patient, if eligible, consents to participate in the Health Care Home *(Required to continue.)* ⓘ

Cancel Continue

Figure 6: Patient Consent

4. Completing the Assessment

The Hospital Admissions Risk Program Risk Calculator (HARP) Assessment can now be completed. Parts of the assessment are pre-filled where possible using information extracted from the practice software.

1. Complete the remaining sections of the Assessment using the Check Boxes.
2. To cancel the Assessment, select **Cancel** (Fig 7). All patient information will be removed. To complete a HARP Assessment for the patient you will need to start the process again.
3. Once the Assessment is complete, select **Finish** to proceed to the the HCH Risk certificate.

The screenshot displays the 'cdmet' web application interface. At the top, there is a navigation bar with links for Patients, Appointments, Reports, Surveys, Resources, Preferences, Help, and Log Out. The user is logged in as Dr Heather Lomey (GP). Below this, a patient profile for Clara CLAF is shown, including her birth date (3-Jan-1939), gender (Female), Medicare number (3614 59246 1), DVA status (QWAR1990 — Gold), and IHI status (None Recorded). The main content area is titled 'Create Assessment: Hospital Admission Risk Program (HARP)' and includes a brief description of the assessment's purpose. The assessment is divided into 'PART A: CLINICAL ASSESSMENT', which is further divided into two sections: '1. Presenting Clinical Symptoms' and '2. Service Access Profile'. Under '1. Presenting Clinical Symptoms', there are five checkboxes with the following text: 'Diagnosis of Chronic Respiratory condition such as COPD, Paediatric asthma' (checked), 'Diagnosis of Chronic Cardiac condition such as CHF, Angina' (unchecked), 'Diagnosis of Complex care needs in frail aged such as dementia, falls, incontinence' (unchecked), 'Diagnosis of Complex care needs in people under 55yrs such as mental health issues' (unchecked), and 'Co-morbid diagnosis of diabetes and/or renal failure and/or liver disease' (checked). The score for this section is 2. Under '2. Service Access Profile', there is a prompt to 'Mark each service access issue that the patient presents:'. At the bottom right of the form, there are two buttons: 'Cancel' and 'Finish'. A red arrow points to the 'Cancel' button.

Figure 7: HARP Assessment


5. Risk Stratification Certificate

Once the Assessment is complete a Health Care Home Certificate will be shown in the browser if the HARP score was ≥ 5 .

An assessed HARP scores of 5 or greater means the patient is eligible for the Health Care Home program. Once the assessment is complete, the Risk Stratification Tool will display the Health Care Homes certificate in the browser. This document confirms a patient's eligibility and states the patient's Risk Tier along with other information required for enrolment

You must download the certificate to retain a copy of the Certificate Number. If you do not download the certificate you will need to repeat the assessment to obtain a certificate number for the patient

1. Download the certificate to your computer by selecting **Download Certificate** (Fig 8)
2. The certificate has been downloaded to your practice import folder within your practice software.
3. Close the certificate by selecting **Close** (Fig 8)
4. Patient information has now been removed from the Risk Stratification Tool. This can now be actioned in to the patient record in your practice software as per usual processes.



cdmyet Patients | Appointments | R

Health Care Home Risk Stratification Certificate

Certificate Number:	00000000000066309620
Creation:	6-Sep-2017
Expiry:	6-Sep-2018
<hr/>	
Name:	Clara Claf
Date of Birth:	3-Jan-1939
Gender:	Female
Medicare Number:	3614 59246 1
DVA Number:	QWAR1990 — Gold
<hr/>	
Risk Stratification Score:	9.87
HARP Score:	7
Risk Tier:	Tier 1

Figure 8: Certificate

7. Patients with Certificates

The Risk Stratification Tool can produce a list of assessed patients with Health Care Homes Certificates. This may assist you to compare lists of potential, assessed or enrolled patients.

1. Click on the Precedence Connector icon (located in your task bar next to the date and time) and select **Extensions** (Fig 9)
2. Click **Patients with Certificates** (Fig 10)
3. Select a location to store the CSV file of patients with certificates and the scan will begin. *Please note this may take some time. The extension will show the progress.*
4. Once complete, the CSV file can now be opened in Excel and will show the list of patients the practice has that have completed the Assessment and received a HCH Certificate. This list

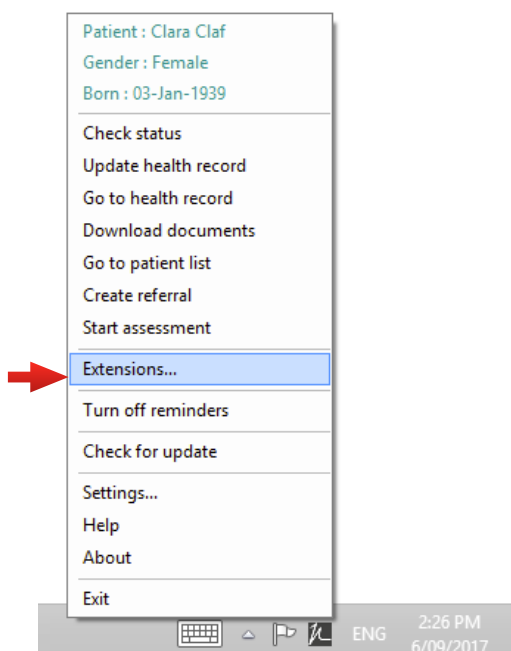


Figure 9: Precedence Connector Menu

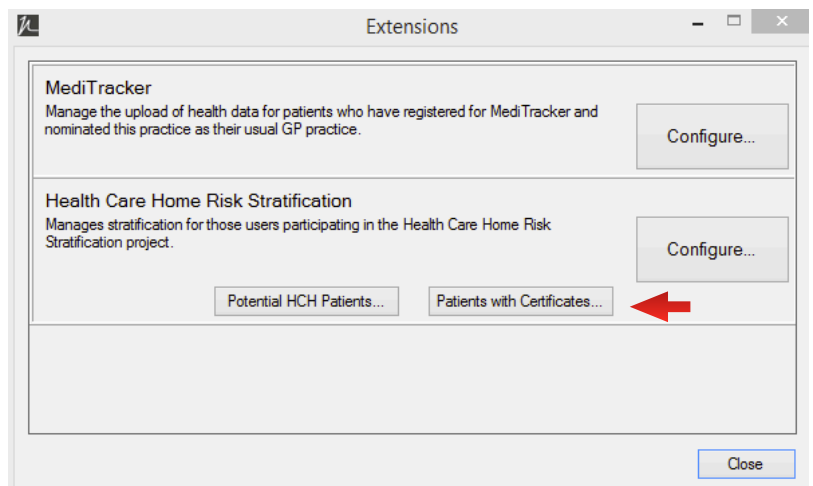


Figure 10: Extensions Pop Up

First name	Last name	Gender	Date of birth	Medicare no	Expiry date	Tier
Clara	Claf	Female	3-Jan-39	3614592461	6-Sep-18	Tier 1

Figure 11 : Patients with Certificates CSV

8 . Adding a patient who was not considered eligible

1. Click on the Precedence Connector icon (located in your task bar next to the date and time) and select **Start Assessment** (Fig 12)
2. As the patient was not determined to be at risk, the provider must mark that they consider them to be at risk and give a reason before noting patient consent and beginning the assessment (Fig 13).

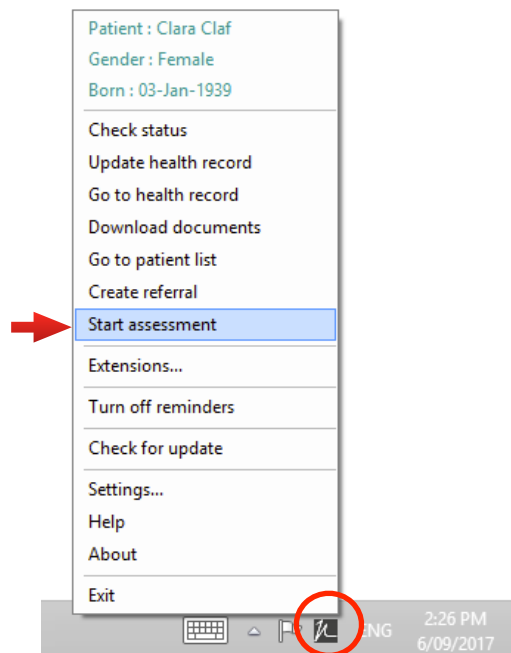


Figure 12: Start Assessment

Complete Assessment: Consent

From: Dr Mavis Black
Date: 22-Sep-2017 12:43 PM (Australia/Melbourne)

Note that this patient was not identified as 'at risk'. By continuing you acknowledge that:

- The patient's record has been reviewed and is current and accurate, and that omission from eligibility is not a matter of insufficient data.
- Your clinical assessment is that this patient meets the clinical level of risk for inclusion in the Health Care Home.

Please provide the reason. (Required to continue.)

Reason:

The patient, if eligible, consents to participate in the Health Care Home (Required to continue.) **i**

Figure 13 : Reason for enrolment and consent

9 . FAQs

Do I need to re-run the 'Potentially eligible Patients scan' if a patients condition changes or there is a new patient?

No, each time you open a patient in the practice software, it will scan whether the patient may be eligible. Repeat the potentially eligible patients scan if you want to check for new patients to contact and recruit to the HCH model.

I forgot to download the Certificate

You will need to repeat the assessment and obtain a new certificate.

Repeating an assessment for a patient with a certificate

To repeat an assessment for a patient who already has a certificate, you will need to repeat the assessment from the beginning. You will be issued a new certificate number.

Completing an assessment for an existing cdmNet patient

There is no difference in process if the patient already has a cdmNet health record. The risk stratification is completely separate to the care planning component of cdmNet.

When should I run the 'Potentially eligible patients scan'?

Run the scan at the end of a business day rather than during a busy time, due to the possibility that it may take some time to complete the initial scan.

Why are some patient factors not stored for repeat assessments?

Patient data that is not part of your medical records is only stored in the browser session for the assessment. This approach ensures sensitive patient data remains private. To maximise the pre-filling of the HARP assessment, ensure that your medical records are complete.

Precedence Support

For further assistance or technical support please contact the Precedence Help Desk.

Phone: 1300 236 638 between 8.30am and 7pm (AEST) Monday to Friday

Email: support@precedencehealthcare.com