

Epic

**Epic CHS CareLink** 



# Introduction

**Epic CHS CareLink** helps you build upon your population health management strategy and share patient information with providers who don't use the same EHR platform. With **Epic CHS CareLink** you can:

- Access attributed beneficiary lists for CHP ACO and other CHP commercial contracts.
- View quality performance data.
- Identify patients for outreach and care gap closure.
- Close select **Care Gaps** even if your office uses a non-**Epic** electronic health record.

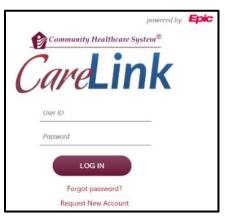
# **Help Information**

Assistance with login or password:

- Call 219-392-7384 in Munster and East Chicago
- Call 219-947-6999 in Hobart and Portage

# **CareLink Login**

- 1. Go to the following link: <u>https://chsCareLink.comhs.org/CHSLink/common/epic\_login.asp</u>
- 2. Use your CHS User ID and Password to login.



- 3. In the **Department** search box, locate your office or clinic.
- 4. Click to Accept. \*\*<u>It is critical that you log into your specific department/location</u>. If you do not certain items will not function correctly or appear correctly in this workflow.







# **CareLink Welcome Screen**

After successful login, the CareLink Welcome Screen will open, from here you can:

- Select patients
- Open Chart Review
- View Dashboards

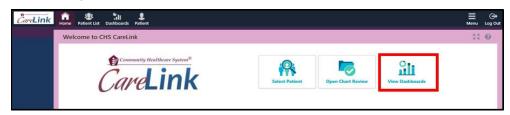
| CareLink | A<br>Home | Ratient List | <b>Sili</b><br>Dashboards | 2<br>Patient |                |   |               |                   |                 | Menu       | ⊖<br>Log Out |
|----------|-----------|--------------|---------------------------|--------------|----------------|---|---------------|-------------------|-----------------|------------|--------------|
|          | Wel       | come to C    | CHS CareLi                | nk           |                |   |               |                   |                 | 8.8<br>2 3 | 0            |
|          |           | (            | Car                       | nunity Heal  | thcare System® | S | elect Patient | Open Chart Review | View Dashboards |            |              |

# **CHP ACO Quality Dashboards**

**Providers, Office Managers** and **Office Staff** use population **Dashboards** as a tool to gauge their overall performance against key metrics, keep track of attributed patients, identify at-risk patients, and assist in **Care Gap** outreach processes.

#### **For Providers:**

1. To open and view your **Dashboards**, click the **View Dashboards** icon.



- 2. Click the Dashboard drop-down arrow.
- 3. Use the Dashboard search box or select a Dashboard from your Favorite Dashboards list.
- 4. Select your CHP ACO Quality Provider Dashboard or CHP ACO Quality Registry Dashboard.







- 5. The **CHP ACO Quality Provider Dashboard** and **CHP ACO Quality Registry Dashboard** open to display a graphical summary of **ACO** quality measures.
  - By default, CHP ACO Quality Provider Dashboards reflect the measures of the provider who is currently logged into CareLink.



# **CareLink Reports**

To run your **Care Gaps** report from **CHP ACO Quality Provider dashboard**:

- 1. Scroll to the HP Link Care Gaps section.
- 2. Click the My Patient Care Gaps link to run your Care Gap report.

| CHP ACO Qua       | ality Provider Dashbo  | ard <del>•</del> |
|-------------------|--|------------------|
| ACO Mental Health |  |                  |
| HP Link Care Gaps | Depression Remission<br>at Twelve Months:<br>Adults Ages 18 and<br>Older<br>Providers:<br>Click this link to<br>run your Care<br>Gap report. |                  |





## **Office Managers and Staff:**

To run Care Gap reports from the CHP ACO Quality Manager Dashboard.

1. Select CHP ACO Quality Manager Dashboard

| My Dashboards                       |   |
|-------------------------------------|---|
| Search for reporting content»       | Q |
| ★ Favorite Dashboards               |   |
| ★ CHP ACO Quality Manager Dashboard |   |

2. Scroll to the HP Link Care Gaps section.

3. Click on **My Patients Care Gaps** to run your department's care gap report. \*\*\* Please note, there are metric specific reports that can be used if your **My Patients Care Gaps** report is too large to load.

| Dashboards   | K 2 |
|--|-----|
|  | :   |
| d'anne i ser   |     |
| 6-100 (CONT)   |     |
| HP Link Care Gaps<br>My Patient Care Gaps Report<br>CareLink Gap Report Breast Cancer Screening<br>CareLink Gap Report Screening for Future Fall Risk<br>CareLink Gap Report Screening for Future Fall Risk<br>CareLink Gap Report Colorectal Cancer Screening<br>CareLink Gap Report Hemoglobin A1c Control<br>CareLink Gap Report Influenza Immunization |     |





- 4. After running the report, a list of patients with **Care Gaps** displays with a status of **Met** or **Not met**.
- 5. To view individual patient Care Gaps, click on the Chart icon to open Chart Review.

| СН          | S My Patien  | t Care G | aps        |     |            |                    |                        |                           |                   | <b>ē</b> 0    |
|-------------|--------------|----------|------------|-----|------------|--------------------|------------------------|---------------------------|-------------------|---------------|
| EED E       | xport        |          |            |     |            |                    |                        |                           |                   |               |
|             | Patient 🔺    | Age      | DOB        | PCP | Risk Score | Depression Outcome | Blood Pressure Outcome | Colorectal Cancer Outcome | Fall Risk Outcome | ACO Influenza |
| <b>&gt;</b> | Aco17, Test1 | 32 y.o.  | 05/01/1987 |     |            | Not met            |                        |                           |                   |               |
| <b>*</b>    | , rest2      | 32 y.o.  | 04/01/1987 |     |            | Not met            |                        |                           |                   |               |
| <b>*</b>    | Aco17, Test3 | 32 y.o.  | 03/01/1987 |     |            | Not met            |                        |                           |                   |               |
| <b>*</b>    | Aco18, Test1 | 34 y.o.  | 04/01/1985 |     |            | Excl               |                        |                           |                   |               |
| <b>*</b>    | Aco18, Test2 | 33 y.o.  | 05/01/1986 |     |            | Met                | Not met                |                           |                   |               |
|             | Aco18, Test3 | 35 y.o.  | 08/03/1984 |     |            | Met                |                        |                           |                   |               |
| <b>*</b>    | Aco19, Test1 | 69 y.o.  | 07/01/1950 |     |            | Not met            |                        | Not met                   | Not met           |               |

# **Taking Action on Care Gaps**

1. Click Care Gaps on the top right hand side of the screen

| Chart Review | Resu  | ilts Revie | w Fl  | owsheets | Allergies  | Histories  | Growth | Charts Car | e Gaps       |      |           |   |
|--------------|-------|------------|-------|----------|------------|------------|--------|------------|--------------|------|-----------|---|
| Chart Re     | view  |            |       |          |            |            |        | Search C   | hart         |      | P 20 👁    | 0 |
| Encounters   | Notes | Labs       | Micro | Imaging  | Procedures | Cardiology | ECG    | Neurology  | Other Orders | Meds | Surgeries | 4 |
|              |       |            |       |          |            |            |        |            |              |      |           |   |
|              |       |            |       |          |            |            |        |            |              |      |           |   |
|              |       |            |       |          |            |            |        |            |              |      |           |   |
|              |       |            |       |          |            |            |        |            |              |      |           |   |
|              |       |            |       |          |            |            |        |            |              |      |           |   |
|              |       |            |       |          |            |            |        |            |              |      |           |   |
|              |       |            |       |          |            |            |        |            |              |      |           |   |
|              |       |            |       | 1000     |            |            |        |            |              |      |           |   |
|              |       |            |       |          |            |            |        |            |              |      |           |   |
|              |       |            |       |          |            |            |        |            |              |      |           |   |

This will open the patient's **Care Gaps** list. From this list, you can take the following actions on each **Care Gap**:

- Resolved
- Postponed
- Discontinued

| Cha | rt Review       | Care Everywhere         | Results Review     | Flowsheets                 | Allergies | Proble   | em List               | Medications | Care G                 | aps         | •• |   |
|-----|-----------------|-------------------------|--------------------|----------------------------|-----------|----------|-----------------------|-------------|------------------------|-------------|----|---|
|     | Ethan Male, 71  | Rabb<br>y.o., 9/22/1947 | MRN: E851          | Active Rosters:<br>PCP: Me | ACO       |          | Allergies<br>Not on F |             | Access ends<br>(Never) |             | 0  | • |
| s ( | Care Gaps       |                         |                    |                            |           |          |                       |             |                        | 8.2<br>16 3 | ē  | 0 |
| D R | lesolve selecte | d                       |                    |                            |           |          |                       |             |                        |             |    |   |
|     | Care Gap        |                         |                    | Status                     | Du        | e Date 🔺 | Last                  | 4           |                        |             |    | ^ |
|     | Screening f     | or High Blood Pres      | sure and Follow Up | Overdu                     | Je 09/    | 22/1965  |                       | ₽           | ();                    | 0           | 10 |   |





# How to Resolve (Close) a Care Gap

1. From the Care Gap screen, select the gap, then click Resolve button.

| Active Rosters: ACO<br>PCP: Me | Screening for High Blood Pressure and Follow Up Overdue 05/01/2005 | Þ | Q | 0 | 4 |
|--------------------------------|--|---|---|---|---|
| PGP. me                        |  |   |   |   |   |

- 2. Enter Resolved On date
- 3. Click **Add Files** to upload patient documentation.
  - Select the file with the patient's documentation.
  - Click Type drop-down, select HP Care Gap documentation Scan. <u>\*\*\*If you do not see this</u> <u>document type available, do not move forward, you will need to cancel, log out and log back in</u> <u>choosing your department/location.</u>
- 4. Click Resolve button.

| Resolve Postpor     | e Discontinue        |           |          |
|---------------------|----------------------|-----------|----------|
| Documentation       | _                    |           | _        |
| Add files           |                      |           |          |
|                     |                      | ×         |          |
| Ø                   | JDoe Influenza.doc   | Ĩ         |          |
| -                   |                      |           |          |
| Type<br>HP Care Gap | documentation - Scan | ~         |          |
| Description         |                      |           |          |
|                     |                      |           |          |
| 333 KB (10.0 ME     | 3 Allowed)           | 1 File () |          |
|                     |                      |           |          |
|                     |                      | 🕞 Resolve | × Cancel |





#### How to Re-open a Care Gap

- 1. On the **Care Gaps** screen, click on the **Manage History** button of the **Care Gap** you want to re-open.
- 2. Select the trash can icon to remove previously closed **Care Gap**.

| Home Patient List Dashboards          | Rabb, Ethan                                   |                         |                           | •               | Menu Log Out                 |
|---------------------------------------|---|-------------------------|---------------------------|-----------------|------------------------------|
|                                       | Chart Review Care Everywhere Results Revi     | ew Flowsheets Allergies | Problem List Medications  | Histories Care  | Gaps •••                     |
|                                       | Second Care Gaps                              |                         |                           |                 | 53 <b>@ 0</b>                |
|                                       | Resolve selected                              |                         |                           |                 | Default filter               |
| Ethan Rabb                            | Care Gap                                      | Status                  | Due Date A Last Completed |                 |                              |
| Male, 71 y.o., 9/22/1947<br>MRN: E851 | Depression Screening and Follow Up            | Overdue                 | e 09/22/1959              | D> Q            | 0 5                          |
| Active Rosters: ACO<br>PCP: Me        | Future Fall Risk                              | Overdue                 | e 09/22/2012              | D> Q            | ⊘ ≒                          |
| ALLERGIES<br>Not on File              | INFLUENZA VACCINE                             | Overdue                 | e 09/01/2018              | D> (9)          | <b>⊘</b> ⇒                   |
| ACCESS ENDS<br>(Never)                |   |                         |                           |                 |                              |
| (vere)                                | □ Screening for High Blood Pressure and Follo | w Up Not Due            | 03/12/2020 03/12/2019     | Resolve Postpor | e Disconti Manage<br>History |

|                          | Chart Review                                    | Care Everywhere | Results Review | Flowsheets    | Allergies | Problem List | Medications | Histories | Care Gaps |             |
|--------------------------|---|-----------------|----------------|---------------|-----------|--------------|-------------|-----------|-----------|-------------|
|                          | Sare Gaps                                       | Manage Histo    | ory            |               |           |              |             |           | R I<br>M  | •••         |
|                          | Screening for High Blood Pressure and Follow Up |                 |                |               |           |              |             |           |           |             |
|                          | Date  |                 | Details        |               |           |              |             |           |           | _           |
| Ethan Rabb               | 03/12/2019                                      |                 | HP LINK        | BLOOD PRESSUR | E         |              |             |           |           | च<br>emove  |
| Male, 71 y.o., 9/22/1947 |   |                 |                |               |           |              |             |           | н         | iemove<br>A |
| MRN: E851                |   |                 |                |               |           |              |             |           |           | · v         |

- 3. In the **Remove Resolution** window.
- 4. Enter a **Comment** for re-opening the **Care Gap**.
- 5. Click **Remove** button.

| Remove Resolution |              |  |          |          |  |  |  |  |  |  |
|-------------------|--------------|--|----------|----------|--|--|--|--|--|--|
| () Comment:       | Not complete |  |          | ×        |  |  |  |  |  |  |
|                   |              |  |          |          |  |  |  |  |  |  |
|                   |              |  |          |          |  |  |  |  |  |  |
|                   |              |  | - Remove | 🗙 Cancel |  |  |  |  |  |  |





#### How to Postpone a Care Gap

**Care Gaps** can postponed for a variety of reasons; for example, if the patient is currently ill, you would postpone the flu shot or other immunizations.

- 1. To **Postpone** a care gap, click the **Postpone** button for the **Care Gap**.
- 2. Enter the date for which you want to postpone the **Care Gap**.
- 3. Select Reason from the drop-down list, and
- 4. Click Postpone.

| Resolve | Postpone                  | Discontinue |   |          |          |  |  |  |  |  |
|---------|---------------------------|-------------|---|----------|----------|--|--|--|--|--|
| Overd   | Overdue since 05/01/1999. |             |   |          |          |  |  |  |  |  |
| Postpor |                           |             |   |          |          |  |  |  |  |  |
| Reason  |                           |             |   | V        |          |  |  |  |  |  |
| Comme   | ent                       |             |   |          |          |  |  |  |  |  |
|         |                           |             |   |          |          |  |  |  |  |  |
|         |                           |             |   |          |          |  |  |  |  |  |
|         |                           |             |   |          |          |  |  |  |  |  |
|         |                           |             | [ | Postpone | × Cancel |  |  |  |  |  |

#### How to Restore a Postponed Care Gap

- 1. To restore the original due date for a **Postponed** care gap, click the **Postpone** button for the **Care Gap.**
- 2. Click Remove Postpone button.
- 3. Enter a **Comment** for why the due date was restored.
- 4. Click Remove.

| Resolve   | Postpone Discontinue                                       |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|--|
| Postponed by Trevor J Marcotte, DO on 3/18/2019: Discuss at a Later<br>Date<br>Postpone <a href="https://www.example.com">Remove Postpone</a> |  |  |  |  |  |  |  |  |  |  |
|   | The due date for this care gap will be reset to 10/9/1966. |  |  |  |  |  |  |  |  |  |
|   | Comment<br>ready for screening ×                           |  |  |  |  |  |  |  |  |  |
|   |  |  |  |  |  |  |  |  |  |  |
|   |  |  |  |  |  |  |  |  |  |  |
|   |  |  |  |  |  |  |  |  |  |  |
|   |  |  |  |  |  |  |  |  |  |  |
| Remove X Cancel   |  |  |  |  |  |  |  |  |  |  |





#### How to Discontinue a Care Gap

| Resolve Postpone Resume   |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|
| Last completed on 02/04/2019.   |  |  |  |  |  |  |  |  |
| Discontinued by Trevor J Marcotte, DO on 3/12/2019: Physcial Disability               |  |  |  |  |  |  |  |  |
| Comment<br>Ready for screening  |  |  |  |  |  |  |  |  |
|   |  |  |  |  |  |  |  |  |
|   |  |  |  |  |  |  |  |  |
|   |  |  |  |  |  |  |  |  |
|   |  |  |  |  |  |  |  |  |
|   |  |  |  |  |  |  |  |  |
| Resuming this care gap will recalculate the due date based on the standard frequency. |  |  |  |  |  |  |  |  |
| 🛱 Resume 🗙 Cancel   |  |  |  |  |  |  |  |  |

# \*please note: only discontinue a care gap if there is clinical documentation supporting exclusion from this metric

When a **Care Gap** is **Discontinued**, it's prevented from ever coming due, but remains in the list of the patient's **Care Gaps** for clinical reference.

- 1. To **Discontinue** a Care Gap, click Discontinue button for the Care Gap.
- 2. Select a **Reason** from drop-down list.
- 3. Click Discontinue.

| Resolve Postpone Discontinue  |         |
|---|---------|
| Last completed on 02/25/2019.   |         |
| Reason Physcial Disability  |         |
| Comment   |         |
|   |         |
|   |         |
|   |         |
|   |         |
|   |         |
|   |         |
| Discontinued care gaps will appear in the nationt's chart but will never become | me due. |
| Click to discontinue this care gap and close                                    | _       |
| O Discontinue X Cano  | el      |

#### How to Resume a Discontinued Care Gap

- 1. From the patient's Care Gap screen, click Resume button for the Care Gap that was Discontinued.
- 2. Provide a **Comment** for resuming the care gap.
- 3. Click Resume.





# **ACO Reports**

# **Running ACO Reports**

# **Providers**:

Click the appropriate link to view patients with **ACO** attributed population **Care Gaps**.

# **Office Managers and Staff:**

• As with Care Gap reports, click on the report you would like to run

| ACO Reports                    |    |
|--------------------------------|----|
| ACO: Breast Cancer Screening   |    |
| ACO: Colorectal Cancer Screeni | ng |





# **Chart Review**

**Chart Review** is a tool available through **CareLink** that gives providers access to patient-specific health information and activities related to the selected navigation tab. From Chart Review, providers have access to information related to **Encounters, Note, Labs**, etc.

1. To view a patient's chart, click on **Open Chart Review** icon from the welcome screen.

| CareLink | n<br>Home | List      | <b></b><br>Dashboards | 2<br>Patient             |   |                |                   |                 |       | ⊖<br>Log Out |
|----------|-----------|-----------|-----------------------|--------------------------|---|----------------|-------------------|-----------------|-------|--------------|
|          | We        | come to ( | CHS CareLi            | nk                       |   |                |                   |                 | 8 N N | 0            |
|          |           | (         | Car                   | minity Healthcare System | k | Select Patient | Open Chart Review | View Dashboards |       |              |

- 2. Search for your patient in the **Patient Lookup** window.
- 3. Select a tab to view patient health information.

| Chart Review                   | Care Everywhere           | Results Review       | Flowsheets           | Allergies              | Problem List      | Medicatio  | ns Histories         | Growth Charts         | Care Gaps          |               |             |    |
|--------------------------------|---------------------------|----------------------|----------------------|------------------------|-------------------|------------|----------------------|-----------------------|--------------------|---------------|-------------|----|
| Patient Look                   | aup                       |                      |                      |                        |                   |            |                      |                       |                    |               | ē (         | 9  |
| Select Patient                 | Advanced Search           | Recent Patients      |                      |                        |                   |            |                      |                       |                    |               |             |    |
| Enter search cri<br>at a time. | iteria for the patient yo | u are looking for an | d click Search. If j | you don't hav          | e enough informat | ion to spe | cify an individual ; | oatient, CHS CareLink | k will display a l | ist of partia | al matches, | 50 |
|                                |                           |                      | Name/MRM             | k <mark>snith j</mark> | ×                 |            |                      |                       |                    |               |             |    |
|                                |                           |                      | 822                  | Ł                      |                   | Sex        | <b>v</b>             |                       |                    |               |             |    |
|                                |                           |                      | Sirth date           | e                      |                   |            |                      |                       |                    |               |             |    |
|                                |                           |                      |                      | My Patier              | its               |            | Use Sounds-Like      |                       |                    |               |             |    |
|                                |                           |                      |                      |                        |                   |            |                      |                       | 1                  | Search        | 🖞 Clear     | ]  |
| Patient Search Res             | sults: 1 patient records  |                      |                      |                        |                   |            |                      |                       |                    |               |             |    |
| %                              | PA                        | TIENT NAME A         |                      |                        | 1                 | ARN        |                      | ID Type               |                    | Sex           |             |    |
| 92.41%                         | SM                        | (ITH, JAMIE          |                      |                        | F                 | 475        |                      | EPI                   |                    | М             |             |    |
|                                |                           |                      |                      |                        |                   | _          |                      |                       |                    | _             |             | ,  |

