

Introduction

Epic Powers Health 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 **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: https://chsCareLink.comhs.org/CHSLink/common/epic_login.asp
- 2. Use your CHS User ID and Password to login.

Powers HEA	LTH.
Care	nk
User ID	

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</u> <u>department/location</u>. If you do not certain items will not function correctly or appear correctly in this workflow.

Epic	
O Powers HEALTH.	
CareLink	
Department	
CHS COMMUNITY [1103010110,O	
ACCEPT	
CANCEL	



CareLink Welcome Screen

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

- Select patients
- 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



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.





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

1. Select 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	N 20 N 20 N 20 N 20 N 20 N 20 N 20 N 20
CHP ACO Quality Registry ID: CHS MSSP ACO RE 9	:
17 - 100 - 1	
HP Link Care Gaps My Patient Care Gaps Report CareLink Gap Report Breast Cancer Screening CareLink Gap Report Screening for Future Fall Risk CareLink Gap Report Screening for Future Fall Risk CareLink Gap Report Colorectal Cancer Screening CareLink Gap Report Hemoglobin A1c Control 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.

CH	IS My Patien	t Care G	Saps							e 6
Ð	Export									
	Patient 🔺	Age	DOB	PCP	Risk Score	Depression Outcome	Blood Pressure Outcome	Colorectal Cancer Outcome	Fall Risk Outcome	ACO Influenza
*	Aco17, Test1	32 y.o.	05/01/1987			Not met				
)	, Test2	32 y.o.	04/01/1987			Not met				
	Aco17, Test3	32 y.o.	03/01/1987			Not met				
)	Aco18, Test1	34 y.o.	04/01/1985			Excl				
	Aco18, Test2	33 y.o.	05/01/1986			Met	Not met			
1	Aco18, Test3	35 y.o.	08/03/1984			Met				
)	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 Fk	owsheets	Allergies	Histories	Growth	Charts Car	e Gaps			
Chart Rev	view							Search C	hart		P 20 @	• (
Encounters	Notes	Labs	Micro	Imaging	Procedures	Cardiology	ECG	Neurology	Other Orders	Meds	Surgeries	

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	•••	ļ
	Ethan Male, 7	Rabb 1 y.o., 9/22/1947	MRN: E851	Active Rosters: PCP: Me	ACO		Allergies Not on F	lle	Access ends (Never)		0	
\$ (Care Gaps									, K	: e	0
D	tesolve select	ed										
	Care Gap			Status	Du	ie Date 🔺	Last					~
	Screening	for High Blood Pres	sure and Follow Up	Overdu	e 09,	/22/1965			Q.	0	5	
												~



How to Resolve (Close) a Care Gap

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

			_			
Active Rosters: ACO PCP: Me	□ Screening for High Blood Pressure and Follow Up	Overdue 05/01/2005	\square	Q	0	5

- 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	Postpone	Discontinue		
Docum	entation			1
	dd files		•	
	۵	JDoe Influenza.doc	Ĵ	
	ype HP Care Gap do	cumentation - Scan		
	escription			
333	KB (10.0 MB AI	lowed)	1 File ①	
555	TO THE A	onong		
			🞝 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									Me	inu Lo	og Out
			Chart Review	Care Everywhere	Results Review	Flowsheets	Allergies	Problem List	Medications	Histories	Care G	aps	•••	
			Section 2 Care Gaps									К.Я. 2 М	ē (
	U		Resolve select	ed									efault filt	er
Ethan	Rabb		Care Gap				Status	Due Date 🛦	Last Completed					
Male, 71 MRN: E8	y.o., 9/22/1947 351	7	Depression	n Screening and Foll	ow Up		Overdue	e 09/22/1959		D	Q.	0	5	
Active R PCP: Me	osters: ACO		Future Fall	Risk			Overdue	e 09/22/2012		D	(2)	0	5	
ALLERGI Not on F	ES File		INFLUENZ	A VACCINE			Overdue	e 09/01/2018		D	Q	0	5	
(Never)	ENDS		□ Screening	for High Blood Press	sure and Follow U	p	Not Due	e 03/12/2020	03/12/2019	Resolve	Q Postpone	O Disconti.	Manage History	



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

Remove Resolution			
\rm 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	ue since 05/	01/1999.		
Postpor	ne until			
Reason			~	
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				
Postp Date Post	Postponed by Trevor J Marcotte, DO on 3/18/2019: Discuss at a Later Date					
The c	lue date for t	his care gap will be reset to 10/9/1966.				
read	y for screening	×				
		Remove X Cancel				



How to Discontinue a Care Gap

*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.

TVC U	n
P	scial Disability
Con	nent

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.

Resolve Postpone Resume									
Last completed on 02/04/2019.									
Discontinued by Trevor J Marcotte, DO on 3/12/2019: Physcial Disability									
Comment Ready for screening ×									
Resuming this care gap will recalculate the due date based on the standard	frequency.								
	ancal								
l ⇒ kesume × C	ancer								

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 ru





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	A Home	Submitted CRM	R Patient List	511 Dashboards	P atient	Admin					Menu	🕞 Log Out
	Welcome to Powers Health CareLink									15 J	0	
	Powers HEALTH. CareLink						Select Patient	Open Chart Review	My Groups	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	up										• 0
Select Patient	Advanced Search	Recent Patients									
Enter search criteria for the patient you are looking for and click Search. If you don't have enough information to specify an individual patient, CHS CareLink will display a list of partial matches, 50 at a time.											I matches, 50
			Name/MR	N: smith j		×					
			22	N		Sex	¥				
			Birth dat	e.							
				🗆 My Patie	ints		Use Sounds-Like				
									5	Search	👌 Clear
Patient Search Res	ults: 1 patient records										
%	PA	TIENT NAME A				MRN		ID Type		Sex	^
92.41%	SM	ITH, IAMIE				E475		EPI		М	v

