Enhancing Outreach to UM Center for Diabetes and Endocrinology Patients using CRISP Smart Alert

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The Problem with previous workflow

The Solution (Smart Alerts)
- Timely Follow Up Diabetes Only
- Timely Follow Up Diabetes Primary+Secondary

How To Apply And Use the Smart Alert
identified Problem

Problem: Prior to having the Smart alert, we had to review every patient who had a hospital or ED discharge and review EHR patient information to find those who had diabetes-related encounters.

Time consuming
- Multiple clicks for each patient
- Average of 100 patients/week
- Had to touch each patient record to determine reason for the visit based on discharge diagnoses (Found many visits that were not related to diabetes i.e. Motor vehicle accident, broken limb, cancer treatment etc.)
Time Savings

Before Smart Alert
60 patients

After Smart Alert
4 patients
UMMC Center for Diabetes and Endocrinology reached out to CRISP Account Executive for assistance with improving this workflow.

CRISP evaluated the timing of receiving Discharge Diagnoses via ADT data and approved UMMS as sending >=95% at the time of discharge.

CRISP Created a Smart Alert using 837 ICD-10 codes related to Diabetes.

Audacious Inquiry (Ai) built the ENS Smart Alert using the list of ICD-10 codes and CRISP applied the Smart Alert to our panel of patients.
1. A patient is discharged from the hospital or ED with a diagnosis of particular interest
2. The discharge diagnoses (ICD-10 codes) are sent at discharge or within 24 hours (TIMELY)
3. A Smart Alert filter is used by ambulatory staff using ENS PROMPT to limit encounter notifications to patients whose discharge diagnoses were related to certain conditions (i.e. Diabetes)
4. Staff outreach to patients to schedule follow-up care
How to apply the Smart Alert filter:

1. Log in to the CRISP Unified Landing Page (ULP)
2. Select ‘ENS PROMPT’
3. Select your panel
4. Enter ‘Smart’ in the ‘Add Filter’ box, and select ‘Smart Alert Rule’
5. Select ‘contains’
6. Type ‘Diabetes’ Press enter.
How to Use the Smart Alert - Continued

Smart Alert Names:

Timely Follow Up Diabetes Primary Only – looks at Primary discharge diagnosis for the visit only

Timely Follow Up Diabetes Primary+Secondary – looks at Primary and Secondary discharge diagnoses for the visit

May use the ‘Custom Filter Name’ box and green ‘disk’ save button to save the filter for ease of use in the future.

Saved Custom Filters are available in the dropdown
Select an encounter

The Smart Alert Rule Type name will be displayed in the detailed ENS section.
IF YOU ARE INTERESTED IN THIS SMART ALERT

Ask your CRISP Account Executive if your ADT discharge diagnosis data is timely (received at discharge or within 24 hours)

If yes,

Ask them to **apply** the Timely Follow-up Diabetes Smart Alert to your panel(s) which means it would be available for use on your panel.
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