



UNIVERSITY *of* MARYLAND
MEDICAL CENTER

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

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UM Center for Diabetes and Endocrinology Agenda

- 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.

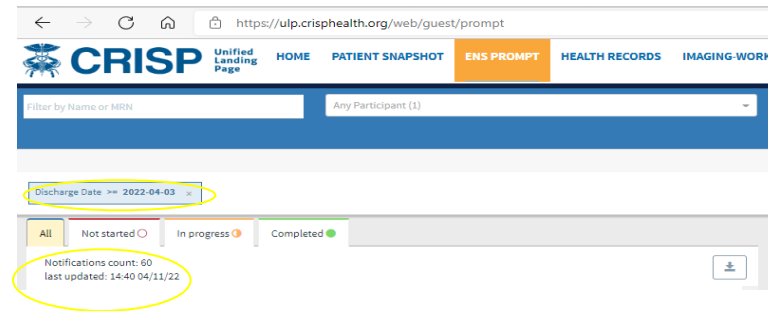
Time consuming

- 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.)

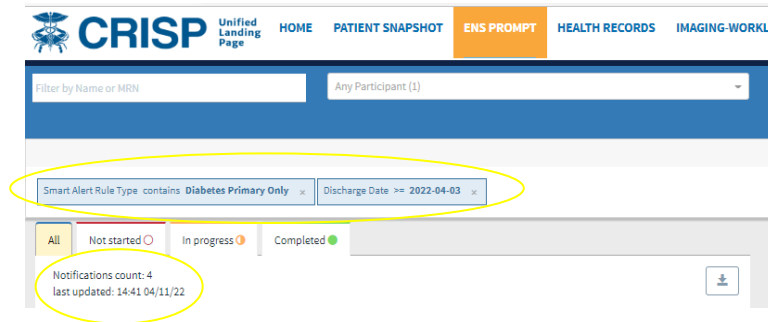


Time Savings

Before Smart Alert
60 patients

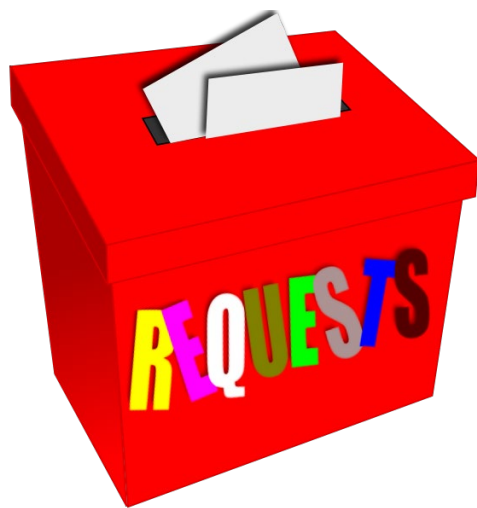


After Smart Alert
4 patients



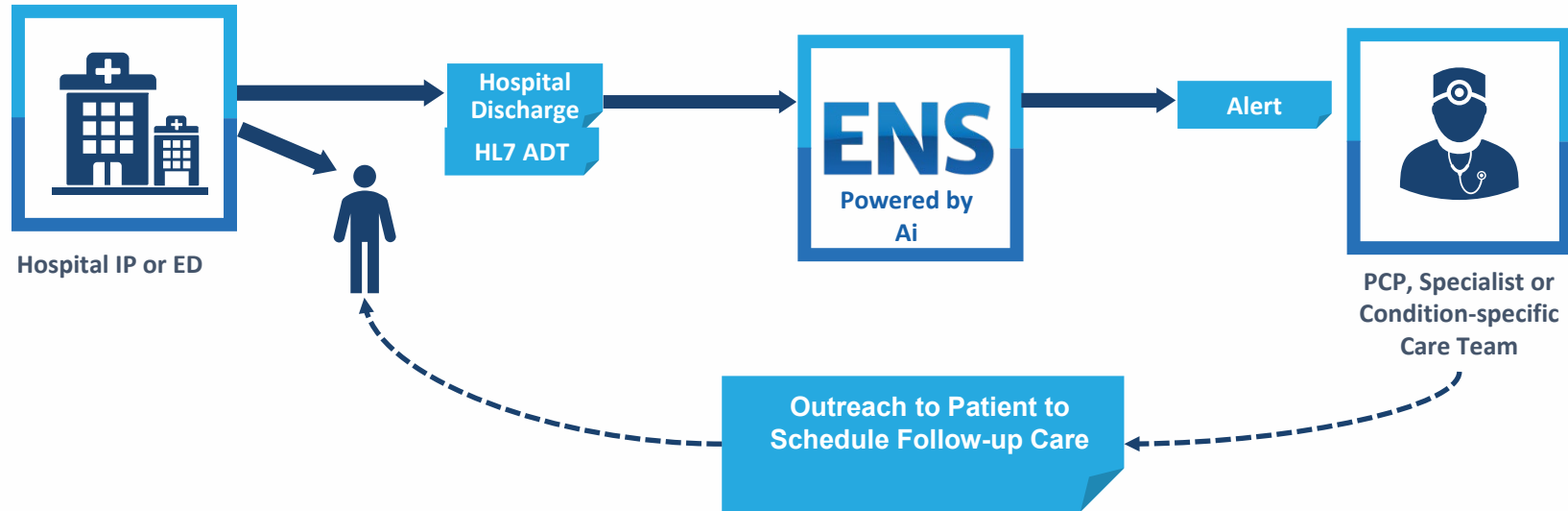
Process for Smart Alert Request

- 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 $\geq 95\%$ 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





Use Case: Timely Follow-up Based on Condition-Specific Diagnoses

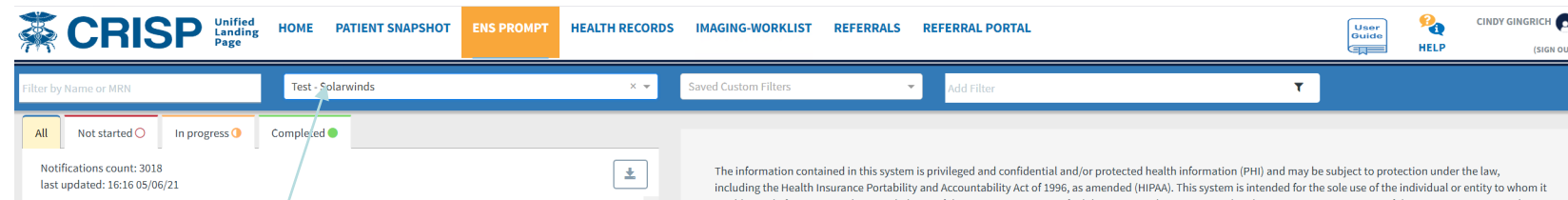


1. A patient is discharged from the hospital or ED with a diagnosis of particular interest
2. The discharge diagnoses (ICD-10 codes) are sent AT discharge or within 24 hours (TIMELY)
3. A Smart Alert filter is used by ambulatory staff using ENS PROMPT to limits encounter notifications to patients whose discharge diagnoses were related to certain conditions (i.e. Diabetes)
4. Staff outreach to patients to schedule follow-up care

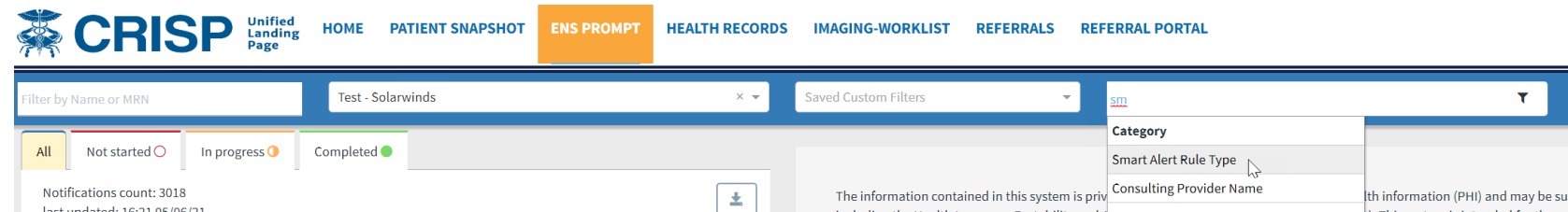
How to Use the Smart Alert

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

The screenshot displays the CRISP Unified Landing Page interface. The navigation bar includes links for HOME, PATIENT SNAPSHOT, ENS PROMPT (highlighted), HEALTH RECORDS, IMAGING-WORKLIST, REFERRALS, and REFERRAL PORTAL. Below the navigation bar, there is a search area with a 'Filter by Name or MRN' input field and a dropdown menu showing 'Any Participant (1)'. A 'Smart Alert Contains Diabetes Prim...' filter is active, and a dropdown menu is open, showing options: 'Smart Alert Contains Diabetes Primary & Secondary Diagnoses' (selected), 'Timely Follow Up Contains Diabetes Primary Only', and 'Diagnoses (1 filters)'. A 'Smart Alert Rule Type contains Diabetes' filter is also visible. At the bottom, there are status indicators for 'All', 'Not started', 'In progress', and 'Completed', along with a 'Notifications count: 6' and 'last updated: 16:06 04/07/22'.

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

Smart Alert in Use

The screenshot shows the CRISP web application interface. At the top, there is a navigation bar with the CRISP logo and various menu items: HOME, PATIENT SNAPSHOT, ENS PROMPT (highlighted), HEALTH RECORDS, IMAGING-WORKLIST, REFERRALS, and REFERRAL PORTAL. Below the navigation bar, there is a search and filter area. A dropdown menu is open, showing filter options: 'Smart Alert Contains Diabetes Prim...', 'Smart Alert Contains Diabetes Primary & Secondary Diagnoses', and 'Timely Follow Up Contains Diabetes Primary Only'. The main content area is divided into two sections. On the left, there is a list of encounters with columns for location, department, time, and diagnosis. The second encounter is highlighted in yellow and has a blue border. On the right, there is a detailed view of the selected encounter, showing 'DEMOGRAPHICS' and 'MOST RECENT EVENT' sections. The 'MOST RECENT EVENT' section contains a table with details about the event, including hospital service, discharge location, point of care, admit source, admit date/time, diagnosis description, discharge date/time, and smart alert rule type. The smart alert rule type is highlighted with a black box and an arrow pointing to it from the text below.

Filter by Name or MRN: Any Participant (1)

Smart Alert Rule Type: contains Diabetes

Smart Alert Contains Diabetes Prim... x

Smart Alert Contains Diabetes Primary & Secondary Diagnoses

Timely Follow Up Contains Diabetes Primary Only

Diagnoses (1 filters)

Notifications count: 6
last updated: 16:06 04/07/22

Select an encounter →

Location	Department	Time	Diagnosis
Greater Baltimore Medical Center	Emergency Department	04/05/2022 06:30 PM	ER Discharge Cutaneous abscess of neck
University of Maryland Medical Center Midtown Campus	Hospital	04/05/2022 03:01 PM	IP Discharge Other acute osteomyelitis, unspecified site
University of Maryland Medical Center Midtown Campus	Hospital		

DEMOGRAPHICS	
Primary Care Provider:	MRN: .
Gender: F	Date of Birth: 08/11/1980
Address2: undefined	Address:
City: PIKESVILLE	Facility Type: Emergency Department
State: MD	ZipCode: 21208
Home Phone: .	Cell Phone: .
Work Phone: .	Email: .
PCP Phone: .	Care Manager Name: .
Care Manager Email: .	Care Manager Phone: .

MOST RECENT EVENT	
Hospital Service: ED	Event Date/Time: 04/05/2022 06:30 pm
Discharge to Location: Johns Hopkin	Patient Complaint:
Point of Care: Greater Baltimore Medical Center	Patient Class: Emergency
Admit Source: Phys/Self	Event Type: Discharge
Admit Date/Time: 04/05/2022 01:58 pm	Discharge Disposition: ANOTHER INST
Diagnosis Description: Cutaneous abscess of neck	Diagnosis Code: L02.11
Discharge Date/Time: 04/05/2022 06:19 pm	Observation Status: N
Smart Alert Rule Type: Timely Follow Up on Chronic Conditions Diabetes Primary+Secondary	Death Indicator: N
Attending Provider Name: WILLIAM	Attending Provider ID: .
Admitting Provider Name:	Referring Provider Name:
Admitting Provider ID:	Referring Provider ID:
Consulting Provider Name:	Patient Identified Provider Name:
Consulting Provider ID:	Patient Identified Provider ID:

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





Questions are the path to learning