

What is a Care Alert?

A Care Alert is a brief, durable, useful, respectful free-text electronic note used to communicate 'need-to-know' information to all care team members to improve care, improve care coordination and/or reduce avoidable utilization.

Care Alerts are recommended for high-risk patients. The goal of a Care Alert is to help all clinicians, who encounter a vulnerable/complex patient, avoid clinical misadventures, including unnecessary and potentially harmful hospitalizations, testing, and treatment. Care Alerts are used to standardize the process of communicating actionable information about the patient at the point-of-care. Care Alerts facilitate care coordination between healthcare settings in order to support effective and efficient follow up that preserves patient safety and wellbeing.

What are the General Principles of Care Alerts?

- Brief: Convey information in a concise manner for easy reading.
- Durable: Include information that will remain relevant to the patient for several months.
- Safe: Avoid using absolutes (always, never) in consideration of provider clinical judgement
- Respectful: Use respectful language avoiding subjective or pejorative description of the patient.
- Compliant: Provide information that conforms to regulations regarding restricted disclosures (ex. 42 CFR part 2).

How Are Care Alerts Applicable to Me?

Emergency Departments

Care Alerts can provide summarized, actionable information to ensure patient and staff safety and to assist with evaluation, treatment, testing, and supporting documentation.

Inpatient Care Team

Care Alerts may assist with timely, safe discharges that consider care team and patient input and program/resource needs.

Ambulatory Care Settings

PCP's can use Care Alerts to offer suggestions regarding medical and/or non-medical patient needs or patterns, caregiver information or preferences. PCPs and staff may find important contact numbers for programs and resources who can assist with social barriers, often available via secure texting.

Care Alert Examples

Example 1: Structured free-text with sections

While being brief, consider which of these are most crucial:

Key Heath Concerns

Key Issues

Actions for Consideration

Barriers to Care

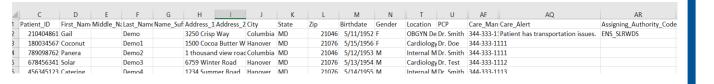
Contact Information for Key People

Enrollment in any Care Programs

Example 2: Brief free-text note

Mr. Billy Brown is a patient working with the Queen Anne's County Mobile Integrated Healthcare program.

This patient is motivated to work with PT. Should any questions arise please reach to Susan Smith, Community Paramedic, at 555-5555.



Demonstration data only. No PHI is disclosed.

Sending Care Alerts to CRISP via Panels

- Add Care Alerts to your ENS Patient Panel in column AQ
- Include appropriate Assigning Authority Code ("source code") in column AR
- Upload with the full ENS Panel or as a separate .csv file (Please see the ENS Panel Template)
- Care Alerts should be monitored with every upload, and note:
 - Source codes must be unique to individual organizations (i.e., practice)
 - Each organization can only have one Care Alert per patient
 - If you change the Care Alert on the panel, it overwrites the existing Care Alert
 - o If you send the word DELETE in the Care Alert column, your existing care alert will be deleted
 - To change or update a Care Alert, enter new text in the Care Alert column

Sending Care Alerts to CRISP via Panels cont.

- **For Auto-Subscribe** practices, when submitting care alerts, a separate "Care Alert Only" panel will need to be submitted via Direct Email or the Self-Service Panel Loader.
- When submitting a separate file for Care Alerts, <u>always</u> keep a copy with the date submitted for your records.
- For All ENS Panels submitted, each time a full panel is uploaded, the Care Alerts will not be deleted or overwritten unless a new Care Alert is submitted, or you have typed
 Delete into the Care Alert Column.



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For additional questions, contact your CRISP outreach representative or Jeffrey Bahen at jeffrey.bahen@crisphealth.org