The Care Management Dashboard provides information about the patients on your panel who have had encounters at hospitals and some skilled nursing facilities, which can be viewed within three categories: (1) Admitted; (2) Recently Discharged; and (3) Trend by Month. The Dashboard is updated in near-real time (every 10 minutes).

Drill Down to View Patient Encounter Data
Click on any data point to see information about patients who have recently experienced encounters.

Active Panel Members

- View all your active patients
- Find one specific patient (Sort or Filter by Last Name)
- Identify which patients need your help most (Sort or Filter on Charlson Comorbidity index, or ED or inpatient visits)
- Increase Enrollment (Sort or Filter on CurrentCare Status)
- Improve Communication (Locate recent phone numbers and addresses)

Sort Tool
Within any member listing, you can access tools at the top of each column to change the way you view your Dashboard data.

The drop down arrow to the right of each field will allow you to easily sort all records in the report, but you can only sort on this one field.

Sort Ascending/Descending to quickly find:
- Patient name
- Patient Provider
- Highest number of ED visits
- Highest Risk scores
- Sort your custom columns (coming soon)

Screenshots contained in this document and on any training files do not contain Protected Health Information (PHI). All data presented for training purposes has been randomly generated from databases of fictitious data.
Filter
Easily Narrow in on the Specific Data You Need
The Filter Tool lets you look at one segment of data at a time. For example, to only see patients who are enrolled in CurrentCare, filter on the CurrentCare Status column.

Filter > Equals is most common, but choose whichever option best suits your query.

Select Your Variables
In this example, your filter on Enrolled members will only display enrolled members. It may be helpful to filter on sites, facilities or cities in which your members live.

Top Tips
Need a quick way to filter? Simply left-click on a cell to get the Filter Cell option. This auto filters on the variable in the selected cell. Left-click again to remove the filter.

Don’t worry: If you ever need to clear a filter, or any setting from a Dashboard tool, select Restore Original in the Dashboard tools menu to go back to the default settings.

If you see a blank screen when the page loads:
Drag the horizontal scroll bar at the bottom of the window to the left.
Frequently Asked Questions

How can I see all encounters for one patient?
From the main Dashboard screen, drill down to any report. Click the patient’s MPIID number, then from the drop down box that appears, click View All Encounters for MPIID. Note: The resulting report will display three encounter types: Emergency, Outpatient and Inpatient. You can apply the Sort feature to any fields on this report, or export the report to Excel to allow more flexibility in analyzing the data.

How can I search for a specific patient?
Click on the Active Panel Members tab and apply the Filter feature to the Last Name field.

How can I tell which of my patients are enrolled/not enrolled in CurrentCare?
Click the Active Panel Members tab, to see all patients on your panel. Apply the Sort feature to the CurrentCare Status Field.

What’s the benefit of using the Active Panel Members tab – won’t all of my patients show in the Dashboard?
Remember that the Dashboard shows you a list of patients who have had encounters. The Active Panel Members tab shows you a list of all patients on your panel – including those who may not have had any encounters at all. A great benefit to using the Active Panel Members tab is to sort or filter the Six Month ED and Six Month Inpatient fields, to identify patients who are at risk.

What types of Risk Scores can I find in the Dashboard and how are they calculated?
The Charlson Comorbidity Index is a predictor of mortality risk based on a weighted score of past chronic conditions. The LACE index is an indicator of readmission risk based on: Length of stay/Acuity of admission/Charlson Comorbidity Index/ED – 6 months ED visit count.

How can I tell if my patients have gone to facilities outside my hospital system?
Looking for the desired month and year, click either the inpatient or emergency data point in the bottom section of the Dashboard, then click the title that appears: Inpatient and Emergency Admissions by Day. The resulting list shows all encounters for patients who have had both inpatient and emergency encounters for this particular month. Apply the filter feature to sort on multiple criteria, e.g. Facility Name, Site Name, Last Name. Alternatively, you can export the original list to Excel and apply sorting features within Excel.

Can I print any report that I create?
There is a Print option at the bottom of the field name drop-down menu, however, the records are not able to be formatted before printing. It’s recommended that instead of using this feature, you use the Export option on the drop-down menu to export the records into Excel, where you’ll have more flexibility for sorting and printing.

Use the CurrentCare Viewer to Find More Info:
For any patients enrolled in CurrentCare, copy the MPIID number from the Dashboard or Active Panel Members list and paste it into the CurrentCare Viewer Search Screen:
Why Use Care Management Services?

Care Management Alerts and Dashboards can help you to provide timely interventions and care coordination for your patients.

Now, with the Care Management Alerts and Dashboards, we can all be on the same page. These tools allow us a chance to have better coordination and collaboration in care with both the client and their providers.

— Community Care Alliance

The impact of having Care Management Alerts and Dashboards is that we now have better knowledge about the all-around care of our patients.

— Center for Treatment and Recovery

For More Info:
RIQIBusinessServices@riqi.org
888-858-4815
RIQI.org/CareManagement