

TuftsMedicine
Care at Home

Comfort (Hospice) Upgrade

March 2023





Remote Client



Stay Assigned to Large Numbers of Patients

If you have many patients on the Remote Client, you might be prompted to remove patients when you try to sync your patients.

1. Patients not assigned to you are selected by default.
2. You can remove a patient who is assigned to you, and you remain on the patient's care team. When you need to work with the patient at a later time, you can sync the patient record.

After you remove patients, close the Remote Client and re-open it to be able to sync patients.

Remove Patients

The database is full. You must remove one or more patients and restart the Remote Client before continuing. Unassigned patients are selected by default. If you select assigned patients, their data will be removed from the Remote Client, but they will remain assigned to you.

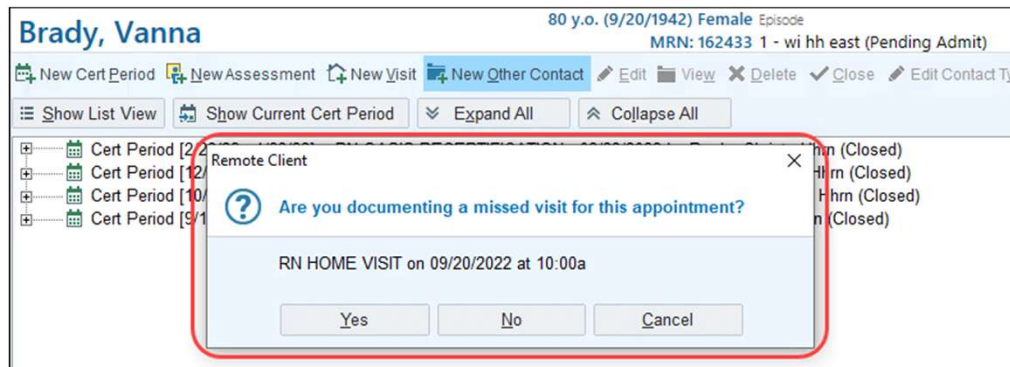
<input type="checkbox"/>	Patient	Assigned	Last Visit	Next Visit
	Herne, Asher H [112405] (Open encounters)			
<input checked="" type="checkbox"/>	Herne, Bonita T [112415] (Only patient data will be removed) 2	Yes	04/15/22	
<input type="checkbox"/>	Herne, Lockerbie HH [192988]	Yes	06/08/22	
	Uren, Henry [205823] (Open encounters)			
<input checked="" type="checkbox"/>	Davison, Benjamin HH [125648] 1	No		
<input type="checkbox"/>	Herne, Barry [173803]	Yes		



Missed Visits You Create in the Contact Task Now Link to Appointments

When you document a missed visit in the Contact task, you can now link that visit to an appointment scheduled on the same day.

For example, you missed an appointment scheduled on September 20. In the Contact task, click **New Other Contact**, and enter your discipline's missed visit contact type and the appointment date. Click **Yes** to confirm that the missed visit contact is for that appointment. Clicking **Yes** creates the contact, links it to the appointment, and opens the contact where you can complete your documentation.





Remote Client Medication Sig Generation Is More Consistent With Hyperspace

You will see fewer conflicts between medications edited in Hyperspace vs the Remote Client. The maximum character limit for the comments portion of the patient sig enforced on the Remote Client now matches the limit in Hyperspace. The Admin Inst field will now be limited to 210 characters. If you exceed that length, the stop sign will appear, and hovering will show the character limit.

The screenshot shows a medication order form with the following fields and values:

- Restrict to commonly used values:**
- Dose:** 500 mg (500 mg)
- Route:** Oral (Oral)
- Frequency:** 2 TIMES DAILY WITH (BID WC, TID WC)
- PRN reasons:** (X)
- Starting:** 7/17/2022 (Ending:)
- Indications:** Pain (Muscle pain)
- Admin inst:** Take by mouth 2x per day with meals. (Warning icon, abc, ?, +, copy, left arrow, right arrow, paste icons)
- Comments:** (Empty)
- Order Details:**
 - Generate order
 - Signed
 - Mode:** Verbal
 - Date:** 10/10/2022
 - Time:** 12:47 PM
 - Authorizing:** (Empty)
 - Authorizing provider should receive POC updates
 - POC encounter:** 08/31/2022 - RN Non-OASIS Recert
- Buttons:** Accept (green checkmark), Cancel (red X)

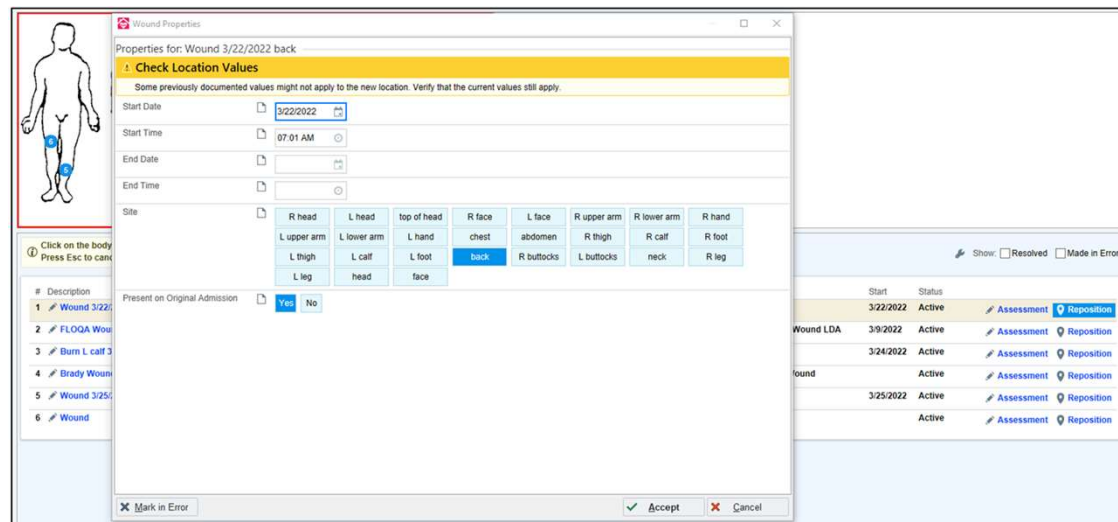
A red rectangular box highlights the **Admin inst:** field, which contains the text "Take by mouth 2x per day with meals." and a warning icon.



Wound Properties Window Appears When Repositioning Wounds in the Remote Client

When you reposition a wound on the Remote Client, the Wound Properties window appears automatically. You should check that all the values for the repositioned wound are correct. Specifically, check that the site of the wound is correct after repositioning the wound.

If you cancel out of the Wound Properties window, the wound does not get repositioned.





Avatar Wound Information Is Now Synced between Hyperspace and Remote Client

When you add wounds on the Hyperspace or the Remote Client Wound Avatar, the wound will be automatically positioned on both Avatars after you sync your patient.

The screenshot displays two overlapping windows from a medical software interface. The top window, titled 'Avatar', shows a 3D human figure with a purple dot on the right shoulder. To the right of the figure is a detailed 'Assessment' panel for 'Wound 0222022'. This panel includes fields for 'Time taken', 'Placed', and 'Assessment', along with a 'WOUND HEALING PROCESS' graph showing a line graph over time from 0/03 to 2/02. The bottom window, titled 'Greg, Patton', shows a 'Wound Assessment' form for a patient named Greg Patton. It features a 'Body Map' with anatomical diagrams of the torso and limbs, and a table at the bottom listing wound information.

#	Description	Type	Start	Status	Assessment	Reposition
1	Wound 0222022	Wound	2/22/2022	Active	Assessment	Reposition



Update to Clarify Language on the Supervisory Visit Form

The Supervisory Visit form now uses the phrase "Services provided in accordance with the Plan of Care" instead of "Care provided as assigned" as the language for the sixth prompt to better align with CMS Guidelines.

Supervisory Visit

Name of person being assessed	<input type="text"/>
Discipline of person being assessed	<input type="checkbox"/> COTA <input type="checkbox"/> HHA <input type="checkbox"/> LPN <input type="checkbox"/> PTA <input type="checkbox"/> SW
Person being assessed present	<input type="checkbox"/> yes <input type="checkbox"/> no
Type of supervision	<input type="checkbox"/> direct <input type="checkbox"/> indirect
Needs additional onsite visit	<input type="checkbox"/> yes <input type="checkbox"/> no
Services provided in accordance with plan of care	<input type="checkbox"/> yes <input type="checkbox"/> no



View the Schedule of Visit Sets

Users who can create and edit visit set schedules but cannot schedule for other providers can now view more visit sets.

Users will see all appointments for the patient in the time frame of the selected visit set for the selected discipline's schedule.

The screenshot displays a software interface for managing visit sets. At the top, it shows patient information: "20 y.o. (11/8/2002) M...", "MRN: 13807599 THHH home health intake 20221108 (Admitt...", "Current Cert Period: 11/8/22 - 1/6/23", and "Encounter Cert Period: Unlinked or N/A". Below this, there are tabs for "Care Planning", "Visit Sets", "Care Plan Summary", and "Intervention Summary". A toolbar includes options like "Apply Template", "Add Visits", "Expand All", "Collapse All", "Hide Past Cert Periods", "Select Disciplines", and "Legend". A list of disciplines is shown: "SN, PT, CM, HHA, INF, ACU, HSPC, OT, PC, PA, LPN, SHARED, SLP, MSW, Volunteer".

The main section is titled "Physical Therapy" and contains a table of visit sets:

Visit Set Description	Period	Actions
Certification Period: 11/8/22 - 1/6/23		
2 visits every week for 4 weeks Comment: THHH order comment	11/8/2022 - 12/3/2022	Edit Comment View Schedule
1 visit every week for 1 week Comment: No comment on file	12/5/2022 - 12/10/2022	Edit Comment View Schedule



New Warning When Modifying Present on Admission

When you attempt to change the present on admission on an existing wound, you now see a warning about what this value means, the historical documentation for this row, and the option to cancel your changes to help keep this information accurate.





Hyperspace



Easily See Your Interactions with Patients in Search Results

Quickly see what interactions you've had with a patient in the Your Recent Interactions card in Patient Lookup.


Patient Select

Search Criteria
Name/MRN: Hospice, Beatri

MRN	Patient Name	Date of Birth	Sex	Phone	Address	SSN
203749	HOSPICE, BEATRICE	4/4/1944	F	555-555-5555	36 Salem St, Malden MA 02148	xxx

Results loaded: 1

Hospice, Beatrice - 203749

 Born 4/4/1944
78 y.o. Female
36 Salem St
Malden MA 02148
Physician Family Medicine, MD

xxx-xx-4431
555-555-5555 (H)
555-555-5555 (W)
555-555-5555 (M)
beatrice@hospice.com
Language: English
Religion: Non-Denominational
Ethnicity: Not Hispanic, Latino/a, or Spanish Origin
Race: White

Your Recent Interactions
Recent encounter (Hospice Follow-up Visit) on 3/22/2022

Current Admission
Date: 1/25/2022
Unit: Tufts Medicine Care at Home High Pointe House
Current Encounter Providers: Bernice Burkarth, MD

Select Go Back



Bereavement



Assign Bereavement Follow-Ups in Bulk

From the Bereavement activity, you can now assign multiple follow-ups at once by clicking the **Bulk Assignment** button. From the Bulk Assignment window, you can select follow-ups to apply an owner to and adjust follow-up due dates.

The screenshot displays the 'Bereavement Care' interface for a patient named Park, Testpatient. The patient's status is 'Deceased' with a hospice election date of 2/21/2022. The interface shows a list of planned follow-ups, including Bereavement Visits and Mailing events. A 'Bulk Assignment' dialog box is open, allowing the user to select multiple follow-up types and assign an owner to them. The dialog box lists various follow-up types such as 'Bereavement Visit', 'Post-Death Assessment', 'Phone Call', 'Support Group', 'Three-Month Mailing', 'Six-Month Mailing', and 'Nine-Month Mailing', each with a checkbox for selection and a 'Due Date' column. The 'Owner' field is currently empty, and there are 'Apply', 'Accept', and 'Cancel' buttons at the bottom of the dialog.

Follow-up Type	Owner	Due Date
<input type="checkbox"/> Bereavement Visit	PEPPER, EDWARD	2/28/2022
<input type="checkbox"/> Post-Death Assessment	PEPPER, EDWARD	3/2/2022
<input type="checkbox"/> Bereavement Visit	PEPPER, EDWARD	3/2/2022
<input type="checkbox"/> Phone Call		3/23/2022
<input type="checkbox"/> Support Group		3/23/2022
<input type="checkbox"/> Phone Call		3/23/2022
<input type="checkbox"/> Support Group		3/23/2022
<input type="checkbox"/> Three-Month Mailing		5/22/2022
<input type="checkbox"/> Three-Month Mailing	PEPPER, EDWARD	5/22/2022
<input type="checkbox"/> Six-Month Mailing	PEPPER, EDWARD	8/20/2022
<input type="checkbox"/> Six-Month Mailing	PEPPER, EDWARD	8/20/2022
<input type="checkbox"/> Nine-Month Mailing	PEPPER, EDWARD	11/18/2022

*See Tip Sheet



Print Labels and Letters from the Bereavement Activity

Need to print bereavement labels or letters for a specific patient? Skip Reporting Workbench and print directly from the Bereavement activity using the **Print Label** and **Print Letter** buttons.

Bereavement Care

Bereaved	Relationship	Address	Phone Numbers	Risk Level	Episode	Department					
Active											
Park,Hanna		1304 Knightly Rd Verona WI 53593 United States of America		High ?	1	WI HOSPICE EAST	<input checked="" type="checkbox"/> Resolve	<input checked="" type="checkbox"/> Delete	<input checked="" type="checkbox"/> Unlin	<input checked="" type="checkbox"/> Print Label	<input checked="" type="checkbox"/> Show Plan of Care
Last Updated: 03/02/2022 by Pepper, Edward, MD											
<input type="button" value="+ Add Follow-Up"/> <input type="button" value="Apply Template"/> <input type="button" value="Bulk Assignment"/>											
Show: <input checked="" type="checkbox"/> Completed <input checked="" type="checkbox"/> Planned <input type="checkbox"/> Deleted <input checked="" type="checkbox"/> All Owners											
Date	Follow-up Type		Follow-up Owner		Follow-up Status						
Planned											
02/28/2022	Bereavement Visit				Overdue		<input checked="" type="checkbox"/> Complete	<input checked="" type="checkbox"/> Cancel	<input checked="" type="checkbox"/> Print Letter		
Last Updated: 03/02/2022 by Pepper, Edward, MD											
03/02/2022	Bereavement Visit		Pepper, Edward, MD		Due Today		<input checked="" type="checkbox"/> Complete	<input checked="" type="checkbox"/> Cancel	<input checked="" type="checkbox"/> Print Letter		
Last Updated: 03/02/2022 by Pepper, Edward, MD											
11/18/2022	Nine-Month Mailing						<input checked="" type="checkbox"/> Complete	<input checked="" type="checkbox"/> Cancel	<input checked="" type="checkbox"/> Print Letter		
Last Updated: 03/02/2022 by Pepper, Edward, MD											
11/18/2022	Nine-Month Mailing						<input checked="" type="checkbox"/> Complete	<input checked="" type="checkbox"/> Cancel	<input checked="" type="checkbox"/> Print Letter		
Last Updated: 03/02/2022 by Pepper, Edward, MD											



Reporting for Hospice



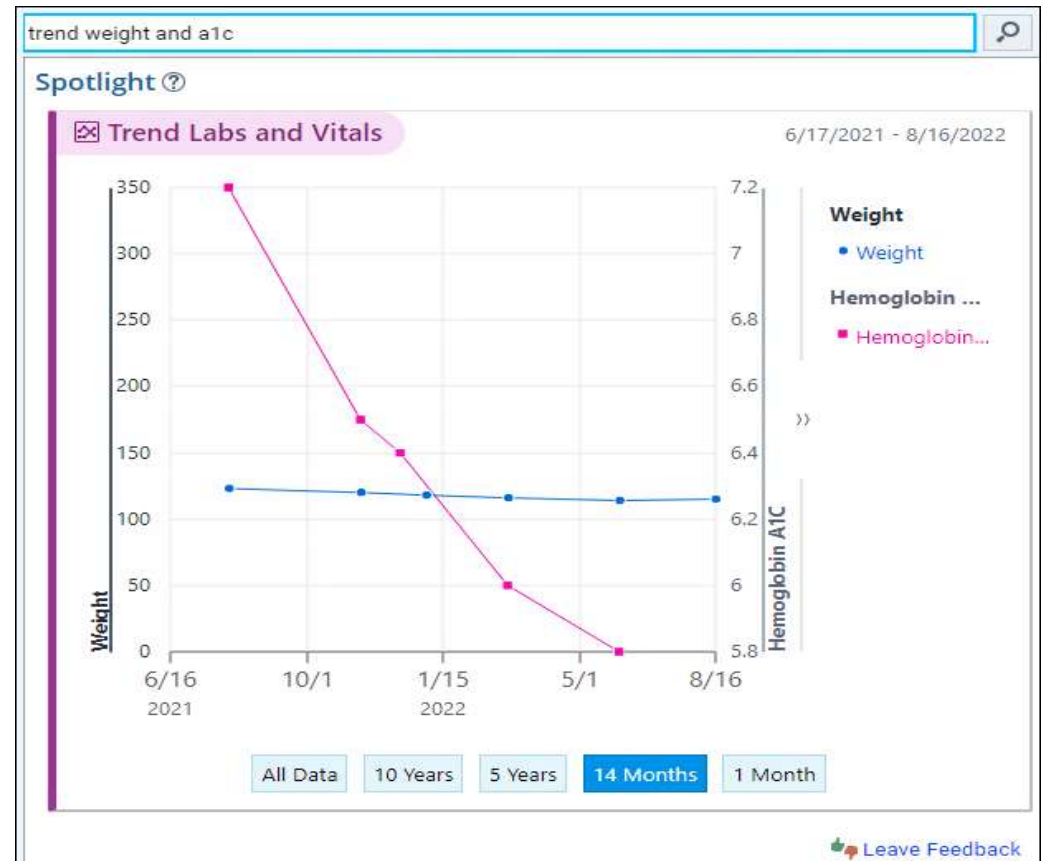
Dynamically Trend Labs and Vitals in Search

Spotlight Cards in Search can now show on-demand trend line graphs for lab results and vitals. Use the Storyboard Search bar to create your own graph of data.

Example searches:

- Trend vitals
- Graph a1c and weight
- Plot bmp 3m
- Trend bp wbc alt ast last 8 years

Click the question mark icon in search results to see additional search examples.





New Reporting Tools for Present on Admission

Use the new report Wound Registry - Hospital Acquired Pressure Injury on Current Admission to help track wound information. The report includes tracking for whether the wound was present on admission, whether the present on admission row has been modified after initial documentation, and the type of location where the patient acquired the wound.

Wound Registry - Hospital Acquired Pressure Injury on Current Admission [59187] as of Fri 4/1/2022 1:21 PM

Chart Open Encounter Flowsheets

Filter Re-run Report Refresh Selected Select All

Patient Name	MRN	Wound Type	Days Since First Assessment at Last Visit	Start of Care	Last Assess Dt	Wound Responsible Provider	Wound Placed on Current Admission	Wound POA?	Wound Acq Care Setting
Ziegler, Xander	103822	Pressure Injury	17	03/14/2022			Yes	No	Hospital