

Cerner Flash

Ambulatory: Chronic Care Management Program Status Enhancements

April 19, 2024

Ambulatory Chronic Care Management Program Status Enhancements

Ambulatory Chronic Care Management (CCM) uses a team-based, patient-centered approach for Medicare beneficiaries who have multiple (two or more) chronic conditions. The program is intended to be “life-long” and support the patient in all aspects of their healthcare journey. This program is offered to all Medicare patients who have a McLaren Primary Care Physician.

CCM services include:

- Coordination of care between pharmacy, specialist, testing centers, hospital, emergency room and primary care.
- Chronic-Disease education and self-management tools with instruction.
- Assistance with non-medical issues such as transportation, housing, food, or caregiver support.
- Development of a personalized care plan.
- Routine check-ins and monitoring from home.
- Assignment to a personal nurse.

Effective 4/24/24: The following enhancements will be made in PowerChart in regard to the Chronic Care Management Program:

- **CCM Status on the Banner Bar:** A new **CCM Status** field on the Banner will be available to inform users on the status of a CCM or potential CCM patient. This field updates with the status chosen on the Chronic Care Management Program Status Powerform that is documented by CCM and Clinical Staff. Users may see one of the following statuses next to this field, depending on the patient’s status in the CCM program.

Status	Explanation of Status
Enrolled	Patient consented to program and is receiving CCM services.
Declined	Discussed CCM program with patient and patient declined participation.
Pending	Discussed CCM program with patient is patient is considering participation.
Revoked	Patient was enrolled in CCM program but has requested to stop participation.
Eligible	Patient meets criteria to participate in CCM program.
Hospice/Deceased	Patient is enrolled in Hospice and not eligible for CCM or patient is deceased.



HealthLife: No
CommonWell: Not Enabled
 MRN:310003398947
 Clinic FIN: 71000009320780 [Visit Dt: 4/5/2024 12:12:03 EDT] Visit Reason: <NO - Reason for visit> Loc:OK34 IM Res
 PCP:Schafer, MD, Michael William
 Care Team: Schafer, MD, Michael William
CCM Status:Pending

- **Chronic Care Management Powerform:** has been created to assist clinical staff and Care Managers in documentation of a patient’s status in the CCM program.
 - If Clinical Staff discuss the CCM program with the patient, they will only be responsible for documenting the patient’s response if the response is **Declined** or **Pending**.
- **Chronic Care Management Status Workflow Page:** will be available to Providers and Clinical Staff in PowerChart. Users may utilize this page to review documentation and Action Items/Comments entered by the Chronic Care Management team if desired.

Positions Impacted: All Cerner Users will see the new CCM Status field on the Banner Bar. Ambulatory Clinical Staff will document the CCM Program Status Powerform as instructed below.

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Chronic Care Management Workflow – Clinical Staff

If Clinical Staff discuss the CCM program with the patient, they will only be responsible for documenting the patient's response on the **Chronic Care Management Program Status Powerform** if the response is:

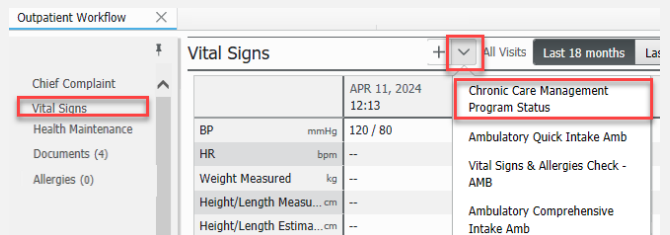
- **Declined:** if the patient declines an invitation to the program.
- **Pending:** If clinical staff have discussed the program with the patient and patient is considering or thinking about it, but no consent was given by the patient.

If the patient agrees and would like to enroll in CCM services, please obtain a signed consent and use the referral process to alert the Care Management team.

Please note, that this is a shared form and Chronic Care Managers will continue to make updates if and when the patient's status changes.

Clinical Staff who are working with patients who fit the criteria for the CCM program will follow the workflow below when a **Declined** or **Pending** status needs to be documented.

- 1) From within the patient's chart, select the **Vital Signs** section on the Workflow Navigation Pane.
 - a. Select the drop-down arrow to the right of the Vital Signs component.
 - b. From the drop-down menu, choose the **Chronic Care Management Program Status** form.



- 2) The **Chronic Care Management Program Status** form displays:
 - a. Select the appropriate **CCM Program Status** radio button (Pending or Declined).
 - b. Enter the corresponding **date** for the status.
 - c. Click the green **Sign Form** checkmark when done.
 - **Note:** Items documented on this form will be retained from visit to visit.
 - **Note:** There is a free text Comments section at the bottom of the form that can be used for additional documentation if needed.



- 3) Once the form is signed, the **CCM Status** field on the Banner Bar will display the CCM Program Status chosen.

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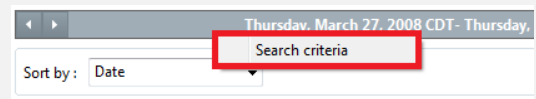
Modify the Chronic Care Management Program Status Form

Completed forms are located within the **Form Browser** section of the **Menu Bar**. Forms are organized in a folder directory/tree. Forms can be viewed, added to, modified, or removed when documented In Error.

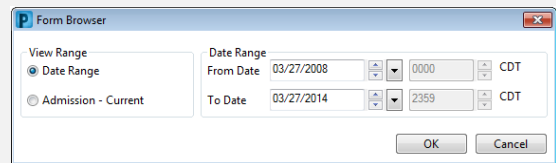
1) Select **Form Browser** from the **Menu Bar**.

2) Forms display based on the date range shown on the **Clinical Range** bar.

a. To modify the date range, right-click the gray **Clinical Range** bar and select **Search Criteria**.

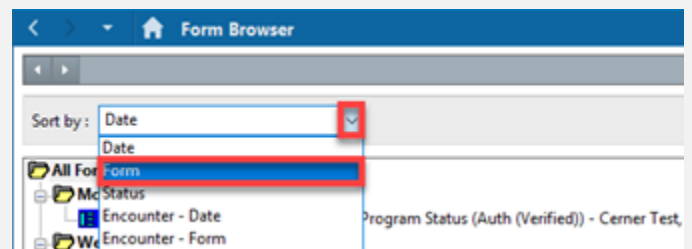


3) Enter a date range in the **From Date** and **To Date** fields, then click **OK**.



4) A list of forms will display based on the date range specified.

a. Select the **Sort by** drop-down and choose **Form**.

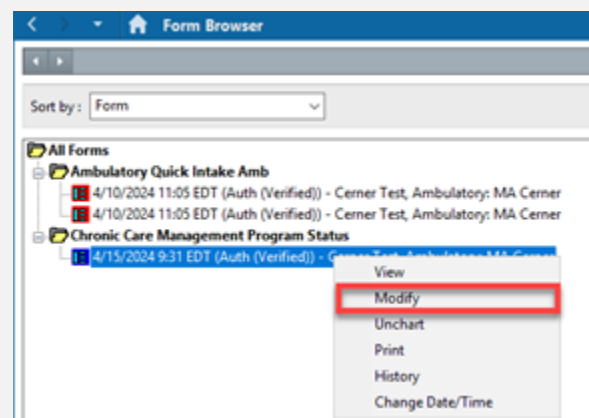


5) Double-click the **Chronic Care Management Program Status** folder.

a. **Right-click** on the appropriate form and choose **Modify**.

b. Make the necessary modifications, then click the green **Sign Form** checkmark to sign the form.

- **Note:** Users may also choose to View the form or Unchart the form if it was documented In-Error.

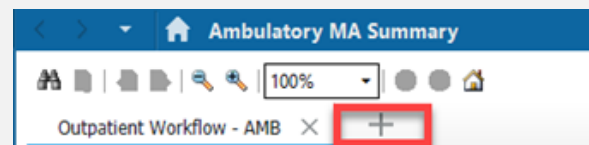


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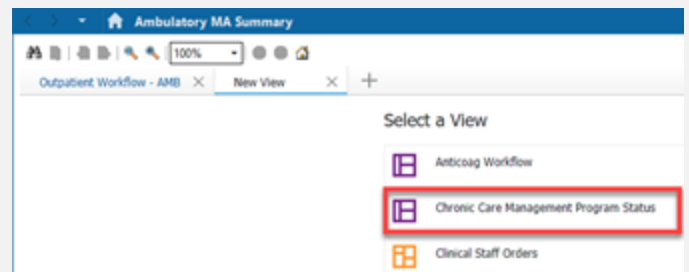
Chronic Care Management Program Status Workflow Page

The Chronic Care Management Workflow Page will be available to Providers and Clinical Staff in PowerChart. Users may utilize this page to review documentation and Action Items/Comments entered by the Chronic Care Management team if desired. Follow the steps below to add the CCM Workflow Page as a viewpoint.

- 1) From within the patient's chart, select the + icon on the **Ambulatory Summary Page** to add the viewpoint.

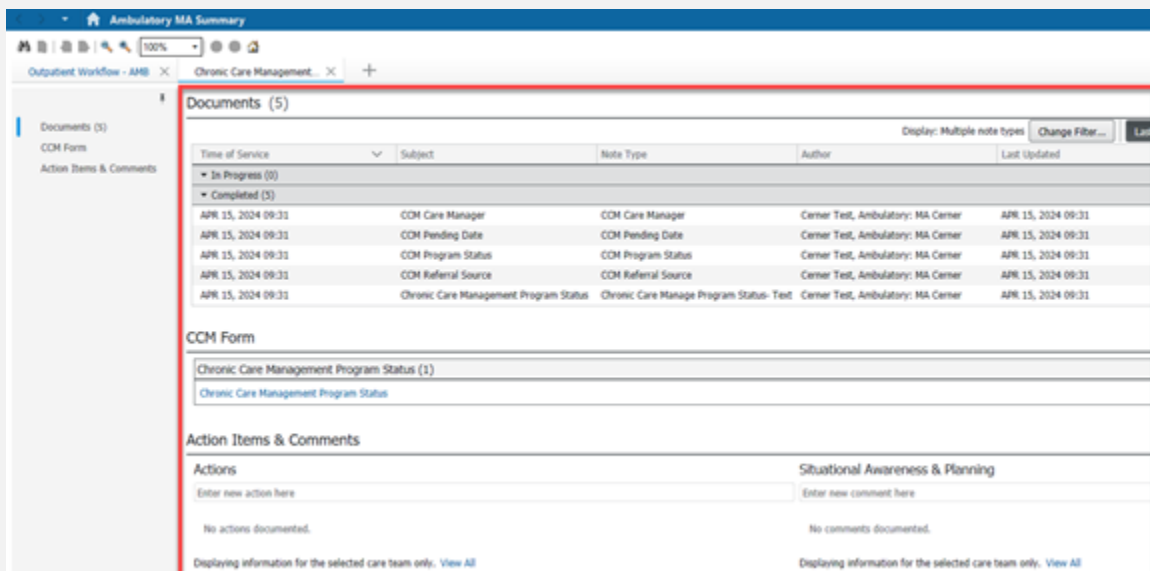


- 2) Select the **Chronic Care Management Program Status** view from the list.



- 3) The **Chronic Care Management Program Status** Workflow Page will display.

- a. Users may review **Documents** and **Action Items & Comments** entered for the patient by the CCM team.
- b. The **Chronic Care Management Program Status** form may also be accessed from this view if needed.



Documents (5)

Time of Service	Subject	Note Type	Author	Last Updated
In Progress (0)				
Completed (5)				
APR 15, 2024 09:31	CCM Care Manager	CCM Care Manager	Center Test, Ambulatory: MA Center	APR 15, 2024 09:31
APR 15, 2024 09:31	CCM Pending Date	CCM Pending Date	Center Test, Ambulatory: MA Center	APR 15, 2024 09:31
APR 15, 2024 09:31	CCM Program Status	CCM Program Status	Center Test, Ambulatory: MA Center	APR 15, 2024 09:31
APR 15, 2024 09:31	CCM Referral Source	CCM Referral Source	Center Test, Ambulatory: MA Center	APR 15, 2024 09:31
APR 15, 2024 09:31	Chronic Care Management Program Status	Chronic Care Manage Program Status- Test	Center Test, Ambulatory: MA Center	APR 15, 2024 09:31

CCM Form

Chronic Care Management Program Status (1)

Chronic Care Management Program Status

Action Items & Comments

Actions

Enter new action here

No actions documented.

Situational Awareness & Planning

Enter new comment here

No comments documented.

Displaying information for the selected care team only. [View All](#)