

GuidingCare[®]

Patient 360 BRD

**NOTE: This document is a
DRAFT. A final version will
be ready for use once the
report becomes available.**

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GC Standard Report – Patient 360 Report

Version	Date	Description	Updated By	Reviewed By
0.0	05/23/2023		Jahnavi Swargam	
0.1	06/29/2023	KPI Updates	Jahnavi Swargam	
Draft	03/20/2024	All Details	Kote	

Report Overview:

The purpose of this report is to provide the end user with a comprehensive overview of a member’s health status from data within the Guiding Care application. It aims to provide a holistic view of the patient’s health status by displaying information from various modules within the Guiding Care application in one dashboard. The report includes clinical and non-clinical patient data such as current health conditions, care plan outcomes, medications, utilization management authorizations, and appeals and grievance information.

The term “360” implies an all-encompassing perspective, indicating the report includes not only current but past medical information. This is a valuable report for healthcare providers to help facilitate coordinated care, enable better-informed decision making, and improve patient outcomes by providing relevant information in one dashboard. In addition, a singular and comprehensive view of the patient has the potential to reduce medical errors.

Report Title:

Patient 360 Report

Report Data Source Timeframe:

All the data from past 12 months except below.

All the active programs of a member with end dates regardless of the lookback period.

All the currently active medications of a member regardless of lookback period.

Report Refresh Frequency:

Live connection

Report is gathering data directly from the reporting database. There is approximately a 30 minute lag on data displayed in the report versus the GuidingCare production.

Note: Due to the live connection, this report may take more than 10 seconds to load. Load time depends on many factors including internet bandwidth and volume of data.

Report Requirements:

Report Criteria:

- Report will combine information on current health conditions, Medications, alerts, daily activities/assessments and OIGs, Utilization, Appeals and Grievances.

Report Requirements:

- This Report should have the following tabs titled:
 - **KPI 1: Primary Physical Health Condition**
 - **KPI 2: Primary Behavioral Health Condition**
 - **KPI 3: CDPS Risk Score in last 12 months**
 - **KPI 4: CDPS Conditions in last 12 months**
 - **KPI 5: Opportunities, Goals and Interventions (OGIs) in last 12 months**
 - **KPI 6: Activities in last 12 month**
 - **KPI 7: Alerts in last 12 months**
 - **KPI 8: Programs with end dates**
 - **KPI 9: Assessments in last 12 month**
 - **KPI 10: Inpatient in last 12 months**
 - **KPI 11: Outpatient in last 12 months**
 - **KPI 12: Pharmacy in last 12 months**
 - **KPI 13: Quality Indicator in last 12 months**
 - **KPI 14: Appeals in last 12 months**
 - **KPI 15: Grievances in last 12 months**
 - **KPI 16: Currently Active Medication**

Report Filters:

Col. No.	Filter Name	Filter Description	Filter Type	Is Mandatory	Additional Details
1	Altruista ID	This filter allow user to enter Altruista ID in the textbox to display one member information at a time.	textbox	Yes	This is a global filter, and the data will be displayed based on the Altruista ID.

Report Example with KPI Guide

The screenshot shows the 'Patient 360 Summary' interface for a member named 'test req act'. The dashboard is divided into several sections:

- Top Section:** Includes 'Primary Behavioral Health Condition' (Schizophrenia) and 'Primary Physical Health Condition' (Competitive Heart Failure). Callouts 1 and 2 are near the member name.
- CPSP Risk Score:** A line graph showing risk over time. Callout 3 is on the graph.
- Opportunities, Goals and Interventions (OGIs):** A donut chart showing OGI status. Callout 4 is on the 'Completed' segment, and callout 5 is on the 'Current' segment.
- Activities:** A bar chart showing activity levels. Callout 6 is on the 'Open' bar.
- Alerts:** A table of alerts. Callout 7 is on the first alert row.
- Programs:** A table of programs. Callout 8 is on the 'LT TEST Program' row.
- Assessments:** A table of assessments. Callout 9 is on the 'Advance Directives v22' row.
- Inpatient/Outpatient/Pharmacy:** Tables showing hospital stays, outpatient visits, and pharmacy records. Callouts 10, 11, and 12 are on these tables.
- Quality Indicators:** A table of quality indicators. Callout 13 is on the first row.
- Appeals:** A table of appeals. Callout 14 is on the first row.
- Grievances:** A table of grievances. Callout 15 is on the first row.
- Active Medication:** A table of active medications. Callout 16 is on the first row.

KPI 1: Primary Physical Health Condition

- This displays the primary physical condition of the member.
- If there are multiple primary conditions, display most recent.

KPI 2: Primary Behavioral Health Condition

- This displays the primary behavioral condition of the member.
- If there are multiple primary conditions, display most recent.

Additional Medical		Additional Behavioral	
Member Medical Info			
Primary Medical Conditions:	Not Available	Primary Behavioral Conditions:	Adoption Subsidy
Additional Medical Health Info:	medical conditions information	Additional Behavioral Health Info:	Behavioral condition
Secondary Medical Conditions:	Not Available	Secondary Behavioral Conditions:	Anxiety
Height:	Not Available	Weight:	Not Available
Communication Impairment:	Large Font	Care Manager:	Michelle Reichert
Programs:	Care Coordination,CMCM Program,Diabetes Education,EPSTD,MLTC Welcome Program	Service Interruption:	Vacation,Nursing Home,Demo interruption,inpatient Rehab,Crisis Respite,Hospitalization,Incarceration,Hospitalization,Incarceration
Evacuation Zone:	Not Available		

KPI 3: CDPS Risk Score in last 12 months

This report shall display CDPS risk score trend of a member created per month.

▼ Risk Stratification Information								
+ Add ✎ Edit 🗑 Delete 👁 Show All Records 🕒 History								
<input type="checkbox"/>	Risk Type	Risk Category	Payor	Risk Score	Start Date	End Date	Primary	
	Estimated Risk	Moderate	Altruists Health Assurance	617.94	10/01/2021	N/A	true	
	Assigned Risk	Moderate	N/A	638	05/03/2019	N/A	true	

KPI 4: CDPS Conditions in last 12 months

This report shall display CDPS conditions of a member listed that are added recently to calculate risk through CDPS.

KPI 5: Opportunities, Goals and Interventions (OGIs) in last 12 months

- This KPI displays the total number of OGIs member has been triggered with in the last 12 months.
- This sub-report displays the percentage of total by current, completed, and recommended OGIs categories.
- Display completed interventions from past 12 months by outcome of the OGIs.
- Display OGIs coming due in next 30 days and past due OGIs.
- From this sub-report user shall drill through details by clicking on specified areas.

Below are the Details:

Col. No.	Report Field Name	Field Description	GC Front End
1	Care Plan Category	Category associated to each Care Plan, i.e. CURRENT, COMPLETED, RECOMMENDED	Member Info > Care Plan
2	Care Plan ID (Back-end Field)	Back-end unique field	Back-end field
3	Care Plan Condition	Condition associated to a care plan	Member Info > Care Plan
4	Care Plan Goal	the name of the goal linked to the opportunity, found in CARE PLAN Tab, TEAM CARE PLAN section, field name "Goal"	Member Info > Care Plan
5	Care Plan Goal Group	the name of the goal group linked to the opportunity, found in CARE PLAN Tab, TEAM CARE PLAN section, field name "Goal Group"	Member Info > Care Plan
6	Care Plan Intervention	the name of the care plan intervention	Member Info > Care Plan
7	Care Plan Status	The Care Plan Statuses	Member Info > Care Plan
8	Care Plan End Date	Care Plan planned end date. Note: This field appear only when click on action through detail from Coming Due in next 30 Bars	Member Info > Care Plan

KPI 6: Activities in last 12 month

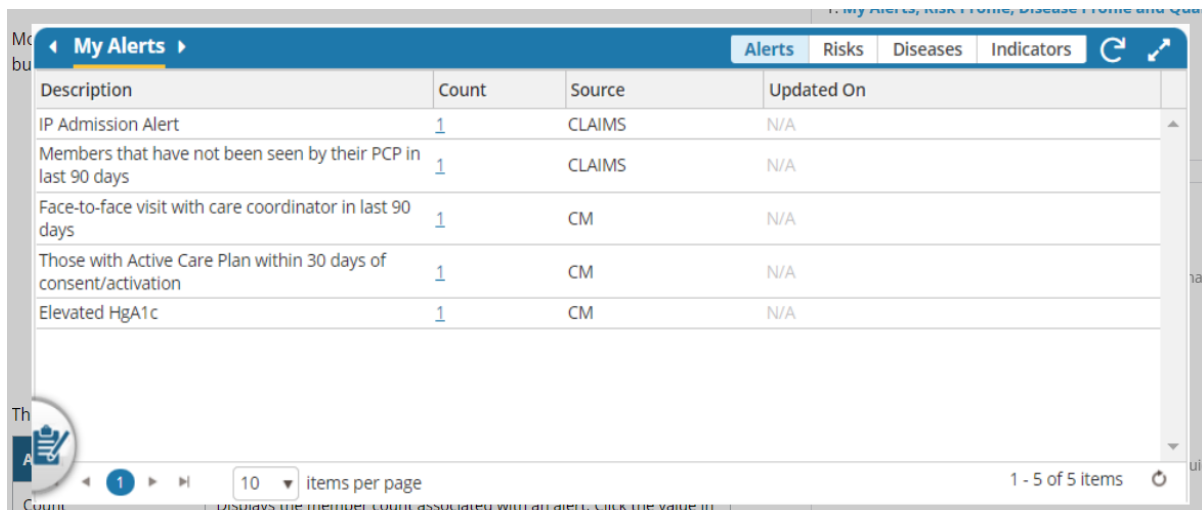
- This KPI displays the list of activities that are performed on a member with the outcomes of it.

- This dashboard shows the activities count that are successfully performed, activities that are open to acknowledge and activities that are unsuccessful.
- This dashboard also shows activities that are scheduled but not yet performed under 'open' category.
- This shows the activities data for the last 12 month.

KPI 7: Alerts in last 12 months

- This sub-report displays the no. of alerts member must acknowledge from different sources.

Col. No.	Report Field Name	Field Description	GC Front End
1	Alert	This column displays each distinct Alert Name(s) linked to care member	Member Info > Alert Icon
2	Created On	Alert creation date for a patient	Member Info > Alert Icon



KPI 8: Programs with end dates

This sub-report shows the list of currently active in a program with end dates.

Col. No.	Report Field Name	Field Description	GC Front End
1	Program	Clinical Program member is enrolled into	Programs -> Program Name Or

			Clinical Programs -> Program Name
2	Start Date	Clinical Program Start Date	Programs -> Start Date Or Clinical Programs -> Start Date
3	End Date	Clinical Program End Date	Programs -> End Date OR Clinical Programs -> End Date

KPI 9: Assessments in last 12 month

- This KPI displays the script activities that have been run on a member in the past 12 months with completed status.
- This shows the script activities details.

Col. No.	Report Field Name	Field Description	GC Front End
1	Script Name	The name of the Script selected	Activity Record > Activity summary > Script Activity
2	Script Run Start Date	Completed script assessment run start date	Activity Record > Activity summary > Script Activity
3	Script Run End Date	Completed script assessment run end date	Activity Record > Activity summary > Script Activity
4	Script Status	The current Status of the Script	Activity Record > Activity summary > Script Activity

KPI 10: Inpatient in last 12 months

- This sub-report displays the count of inpatient admissions of authorizations in the past 12 months.
- This shows the inpatient admission details below.

Col. No.	Report Field Name	Field Description	GC Front End
1	Auth ID	The Auth ID associated with the authorization	Authorization > Auth Entry Page
2	Auth Type Name	The Auth Type is associated with the authorization	Authorization > Auth Entry Page
3	Auth Status	Current Auth Status associated with the authorization	Authorization > Auth Entry Page
4	Admission Date	This field will display the "Admission Date" found in the AUTH ENTRY section	Authorization > Auth Entry Page

KPI 11: Outpatient in last 12 months

- This sub-report displays the count of outpatient authorizations in the past 12 months.
- This shows the outpatient authorization details below.

Col. No.	Report Field Name	Field Description	GC Front End
1	Auth ID	The Auth ID associated with the authorization	Authorization > Auth Entry Page
2	Auth Type Name	The Auth Type is associated with the authorization	Authorization > Auth Entry Page
3	Auth Status	Current Auth Status associated with the authorization	Authorization > Auth Entry Page

KPI 12: Pharmacy in last 12 months

- This sub-report displays the count of pharmacy authorizations in the past 12 months.
- This shows the pharmacy authorization details below.

Col. No.	Report Field Name	Field Description	GC Front End
1	Auth ID	The Auth ID associated with the authorization	Authorization > Auth Entry Page
2	Auth Type Name	The Auth Type is associated with the authorization	Authorization > Auth Entry Page
3	Auth Status	Current Auth Status associated with the authorization	Authorization > Auth Entry Page

KPI 13: Quality Indicator in last 12 months

- This KPI displays the quality indicators used in authorization on a member.
- This dashboard displays the most recent quality indicators used on a member in the last 12 months.

Col. No.	Report Field Name	Field Description	GC Front End
1	Quality Indicator Auth ID	This column shall display authorization associated with quality indicator	Authorization > Quality Indicator
2	Quality Indicator Name	This column shall display the quality indicator associated with the authorization	Authorization > Quality Indicator

The screenshot shows a form titled "Additional Details" with the following fields:

- Requested Days: 2
- Approved Days: 2
- Used Days: [Empty]
- Alternate Auth ID: [Empty]
- Actual Discharge Date: MM/DD/YYYY
- Discharge Type: Select
- Date Requested for Nursing Assessment: MM/DD/YYYY
- Date Performed For Nursing Assessment: MM/DD/YYYY
- Provider Notification Type: Fax
- Provider Notification Date: MM/DD/YYYY
- Member Notification Type: Fax
- Member Notification Date: MM/DD/YYYY
- Date M11Q Requested: MM/DD/YYYY
- Date M11Q Received: MM/DD/YYYY
- Baby Weight: [Empty]
- Claim Type: Select
- Out of Area Indicator: Select
- Episode: Select
- Episode Name: Select
- Transportation Mode: Select
- Episode Description: [Empty]
- QA Indicators Used: [Dropdown menu with options: Surgery on Wrong Patient, Surgical Site Infection, Unplanned Return to Surgery, Wrong Surgical Procedure on a Patient]
- Auth Created On: RECONSIDERATION
- Discharge To: [Empty]

KPI 14: Appeals in last 12 months

- This KPI shows the complaints members have about the service provided or the services that have not been provided in the last 12 months.
- This dashboard displays the count of appeals and details of a member has logged against.

Col. No.	Report Field Name	Field Description	GC Front End
1	Complaint ID	This column displays a unique ID associated with a complaint	Member summary-> complaints-> Complaint ID
2	Complaint Type	This displays the type of complaint the member has raised	Member summary-> complaints-> complaint details-> Complaint Type
3	Complaint Category	This displays complaint category of respective complaint ID.	Member summary-> complaints-> complaint details-> Complaint Category
4	Complaint Class	This displays the complaint class of respective complaint	Member summary-> complaints-> complaint details-> Complaint Class

KPI 15: Grievances in last 12 months

- This KPI shows the complaints members have about the service provided or the services that have not been provided in the last 12 months.
- This dashboard displays the count of grievances and details of a member has logged against.

Col. No.	Report Field Name	Field Description	GC Front End
1	Complaint ID	This column displays a unique ID associated with a complaint	Member summary-> complaints-> Complaint ID
2	Complaint Type	This displays the type of complaint the member has raised	Member summary-> complaints-> complaint details-> Complaint Type
3	Complaint Category	This displays complaint category of respective complaint ID.	Member summary-> complaints-> complaint details-> Complaint Category
4	Complaint Class	This displays the complaint class of respective complaint	Member summary-> complaints-> complaint details-> Complaint Class

KPI 16: Active Medication

- This dashboard shows the list of active medications of the member is prescribed with.
- This also shows if any medication that needs reconciliation on a member.

Col. No.	Report Field Name	Field Description	GC Front End
1	Medication Description	Active medications of a member are prescribed	Member > Health > Medications
2	Medications Reconciliation Date	Medication reconciliation	Member > Health > Medications

		date need on a member	
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Example:

Patient 360 Summary

Last data refresh: 7/7/2023 10:40:09 AM

Member Name: **test req act**
Altruista ID: ALT8633

Primary Behavioral Health Condition

Schizophrenia

Primary Physical Health Condition

Congestive Heart Failure

Quality Measure

No Quality Measure

CDPS Risk Score in last 180 days

CDPS Conditions in last 3 months

- Anti-coagulants
- Depression/Psychosis/Bipolar
- Seizure disorders

Opportunities, Goals and Interventions (OGIs) in last 6 months

Total OGIs: 8

Completed: 5, Current: 2, Recommended: 1

Activities in last 1 month

Open: 5, Successful: 5, Unsuccessful: 1

1 Alerts in last 3 months

Alert	Created On
NOTES	6/23/2023 7:30:41 AM
	6/23/2023 8:05:55 AM
	6/23/2023 8:06:14 AM

2 Programs with end dates

Program	Start Date	End Date
LT TEST Program	01/01/2015	12/31/2030
Opioid Dependency Program	01/01/2018	12/31/2030

2 Assessments in last one month

Script Name	Script Run Start Date	Script Run End Date	Script Status
Advance Directives v22	2/17/2022 1:53:39 AM	2/17/2022 1:56:36 AM	Completed
UI_Pediatric HRA v21_HRA Education_Test	10/19/2021 2:31:55 PM	10/19/2021 2:34:28 PM	Completed

1 Inpatient in last 12 months

Auth ID	Auth Type Name	Auth Status	Admission Date
0612M95B6	InPatient-...	Open	6/12/2023 12:00:00 AM

3 Outpatient in last 12 months

Auth ID	Auth Type Name	Auth Status
0405WHNE3	OutPatient-Dental	Open
0511T2UGN	OutPatient-LT-DE...	Open
0511TLO90	OutPatient-Behav...	Open

1 Pharmacy in last 12 months

Auth ID	Auth Type Name	Auth Status
0629TZ2JN	Pharmacy- Medical Ph...	Open

1 Quality Indicator in last 12 months

Quality Indicator Auth ID	Quality Indicator Name
0405WHNE3	Continuity of Care

4 Appeals in last 12 months

Complaint ID	Complaint Type	Complaint Category	Co
0605M9QY5	CS Appeal_Test	Authorization D..	CS
0605M9WF1	Appeal	Appeal-Demo-LT	Af
0606TPH05	Appeal	Appeal-Demo-LT	Af
0922TZGGS	CS Complaint	Authorization D..	CS

4 Grievances in last 12 months

Complaint ID	Complaint Type	Complaint Category
0605M9QY5	CS Appeal_Test	Authorization ..
0605M9WF1	Appeal	Appeal-Demo-LT
0606TPH05	Appeal	Appeal-Demo-LT
0922TZGGS	CS Complaint	Authorization ..

2 Active Medication

Description	Reconciliation Date
KOMBIGLYZE XR 2.5-1,000 MG TAB	Null
PRAVIGARD PAC TABLETS	6/19/2023 9:56:19 ..

Reference links:

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For tips related to working with Tableau, see the document *Tableau Known Behavior* from the following link. (This will be defined later)