



Care Coordinator Forum

Wednesday, February 11, 2009 and Thursday, February 12, 2009

Minutes

Attendees:

Michael Graham, Director, Priority Consult, 513-569-5228,
Rachel Elliott, Client Liaison, Priority Consult, 513-569-5203,
Katrina Clement, Administrative Assistant, Priority Consult, 513-569-5363,
Jane Ray, RN, Salem Hospital, Salem, OR
Robin King, Office Manager, Wellspan Spine Center, York, PA
Heather Godfrey, Wellspan Spine Center, York, PA
Megan Glatfelter, Wellspan Spine Center, York, PA
Rhonda Whiting, RN, Hamilton Spine Center, Dalton, GA
Nadine Stone, RN, Wellspan Spine Center, York, PA
Sylvia Fields, Project Coordinator, Cabell Huntington Hospital, Huntington WV
Diana France, RN, Illinois Neurological Institute, Peoria, IL
Lisa Toomey, Wellspan Spine Center, York, PA

Evaluate Existing Client Methods for Capturing Outcomes

Introduction

Mike welcomed the group and made introductions. Attendees introduced themselves and gave a brief description of the Outcomes procedure that is currently in place in their respective programs.

Wellspan Spine Center takes outcomes at the initial visit only by mail first then in the office if the information is not captured.

Salem Hospital mails the outcomes form to the patient prior to the visit. The information that is captured currently is physician driven.

Hamilton Spine Center, Cabell and Illinois Neurological Institute are all just starting the process of obtaining outcomes. Illinois Neurological Institute at this point is only tracking surgical patients.

Review of Screens

Mike reviewed the clinical outcomes screens and functions.

The suggestion was made to add care coordinator names to drop down boxes for outcomes collection to save time in typing in the coordinators name every time they enter outcomes information.

Mike asked if there is any way to make the outcomes screen easier to use with out scrolling down. The consensus from the group was that the screens are fine the way that they are.

The question was asked if there was a way to connect the diagnosis information to the outcomes screen so that it would not be necessary to tab between screens to get the information. Mike informed the group that any information that is already in the patient's record can be connected to the Outcome reporting.

Reporting

Mike asked the group what kind of information would be helpful to see in outcomes reporting.

Several suggestions were made. One being to contact SpineMark and other industry consultants to find out what information they use in their reporting, the other suggestion was to ask physicians what they want to see in the reporting.

Non-Appointment Patients

Mike asked what the process is for patients who do not receive appointments. How are the outcomes currently being collected and are the patients responsive to that process.

Jane Ray, Salem Hospital, gets good results from the letter that she sends to patients. Her letter is going to be added to the letter section.

Wrap-up

Mike asked if there were any components to the outcomes section or process that needed any major overhaul.

The group was in agreement that no major changes need to be made at this time.

Other Business

Lisa Toomey, Wellspan Spine Center, suggested that more information be included on the physical therapy orders such as date of birth and contact information.

The group agreed that this has been a stumbling block in faxing the orders to facilities and that hand written information has to always be included to the order.

The new fields will be added to the physical therapy orders.

Next Meeting Date

Wednesday, March 11, 2009 11:00AM EST

Thursday, March 12, 2009 11:00AM EST