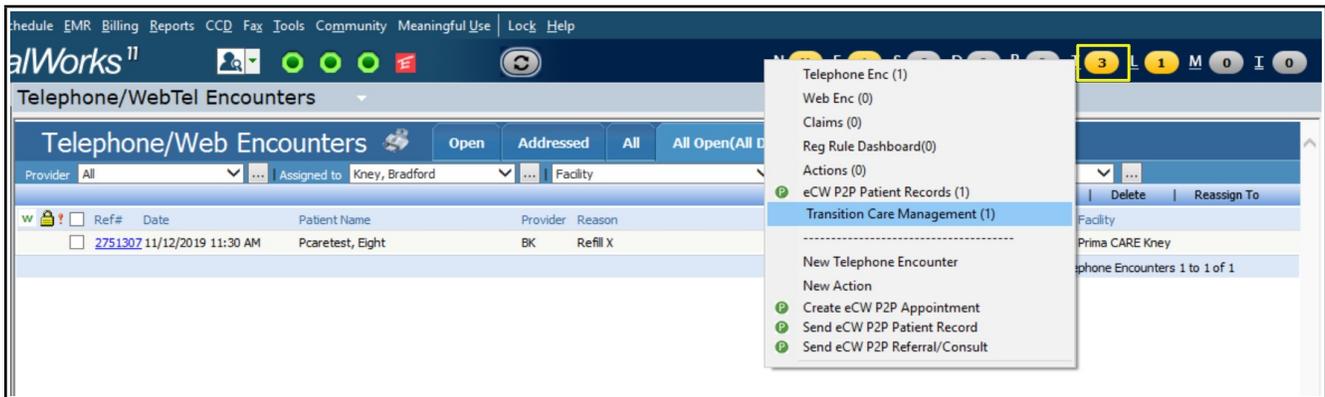


# Transitional Care Management Module in eCW 11

The Transitional Care Management (TCM) module helps office staff complete the necessary components of TCM set out by CMS prior to a face-to-face office visit with their primary care provider. It also helps the provider keep track of which patients are currently hospitalized, or recently discharged from the hospital.

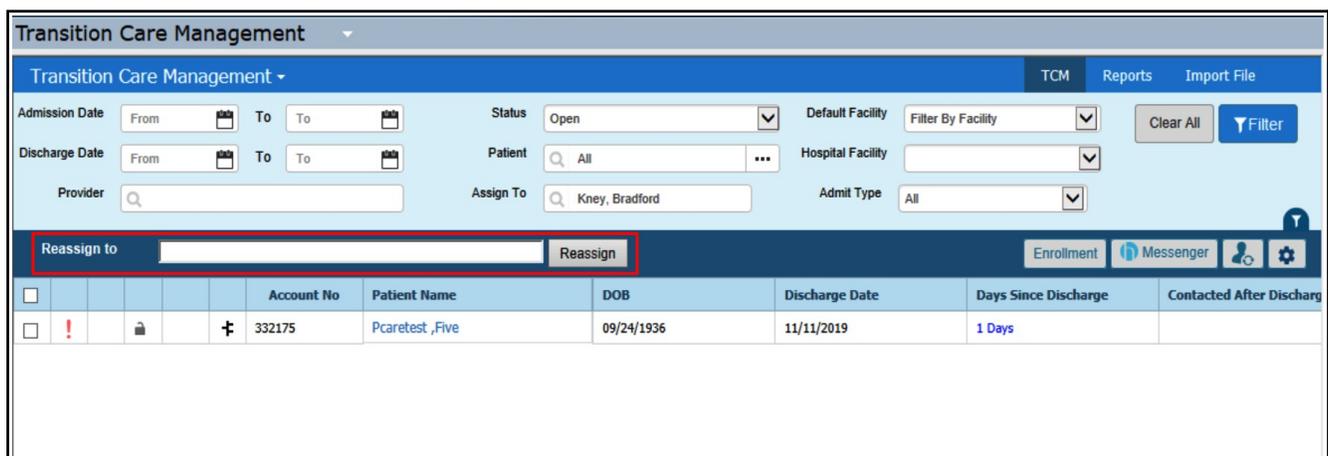
Like P2P communications, TCM notifications are found in the T jellybean – and like P2P communications, TCM notifications augment the number seen in the T jellybean, but in order to get to the TCM screen, the user must click on the “T” of the T jellybean and select “Transition Care Management” as shown below.



The TCM module should open showing only your patients – there are 2 status designations:

1. Current inpatient status (IP)
2. Discharged from an inpatient hospitalization (Discharge)

In the example below, Five Pcaretest was hospitalized – and discharged on 11/11/19. This screenshot was taken on 11/12/19 – and indicates that it has been 1 day since discharge. Note that the provider can reassign this notification to another member of the staff to complete the necessary documentation discussed in this pdf.



If your screen opens to show all TCM patients, use the “Provider” or “Assign To” filter to restrict the data to only your patients. Note the “Admit Type” in the screen below – indicating either current inpatient status or discharge status. Also note that the screen seen below is filtered by “Open” TCM notifications. The dropdown menu also includes options to see all TCM notifications, or only addressed notifications.

Any time a filter is changed in this screen, in order to see the change, click on “Filter” at the upper right corner of the TCM screen (shown as an inset at the upper right of this screen).

The screenshot shows the 'Care Management' interface. At the top right, there is a navigation bar with 'TCM', 'Reports', and 'Import File'. Below this, there are filter controls including a dropdown menu, a 'Clear All' button, and a 'Filter' button. The main filter area includes 'Status' set to 'Open', 'Admission Date' and 'Discharge Date' date pickers, 'Patient' search, 'Provider' search, and 'Assign To' search. A table below lists patient records with columns for Account No, Patient Name, Contacted After Discharge, Admit Type, and Hospital Facility. A red box highlights the 'Status' dropdown and the 'Filter' button. Another red box highlights the 'Provider' and 'Assign To' search fields. A third red box highlights the 'Reassign' button above the table.

Account No	Patient Name	Contacted After Discharge	Admit Type	Hospital Facility
E455091	A ,Testing		Discharge	Brigham & Womens Hospital
332175	Pcaretest ,Five	2 Days	Discharge	St Annes Inpatient Hospital
18747			IP	Charlton Mem Hosp Ip
273222			IP	St Annes Inpatient Hospital
58130			Discharge	St Annes Inpatient Hospital
60859			IP	Brigham & Womens Hospital
5857			Discharge	St Annes Inpatient Hospital

Use the scroll bar at the bottom of the screen (highlighted in red) to scroll to the right in order to see the “S” and “New Appt” buttons to the far right of the TCM screen.

This screenshot shows a detailed view of a patient record. The top section contains various filters: 'Status' (All), 'Default Facility' (Filter By Facility), 'Patient' search, 'Hospital Facility' search, 'Assign To' search, and 'Admit Type' (All). There are 'Clear All' and 'Filter' buttons. Below the filters is a 'Reassign' button and a toolbar with 'Enrollment', 'Messenger', and other icons. The main table shows patient details: 'Contacted After Discharge' (2 Days), 'Admit Type' (Discharge), 'Hospital Facility' (St Annes Inpatient Hospital), 'Provider' (Kney, Bradford), and 'Diagnosis' (R07.9). At the bottom right of the table, there is an 'S' button and a 'New Appt' button. A red box highlights the scroll bar at the bottom of the screen.

Contacted After Discharge	Admit Type	Hospital Facility	Provider	Diagnosis	S	Appt
2 Days	Discharge	St Annes Inpatient Hospital	Kney, Bradford	R07.9	S	New Appt

Clicking on the “S” opens a screen in which office staff can document contact with the patient. To bill for a TCM visit, it is required that contact with the patient be made within 2 business days of discharge. A major reason for the creation of this module is to make certain this contact is made, and that it is captured by eCW to fulfill billing requirements.

In the screen below, the office staff should click “Yes” to indicate that the patient was contacted in an interactive way – most often this contact is made by telephone. Select “Telephone” from the dropdown menu. Click on the calendar icon to select the date the contact was made.

Pcaretest, Five

**Admission/Discharge info**  
Patient was admitted on : 11/10/2019  
Patient was discharged on : 11/11/2019

**Interactive/Initial Contact**  
Interactive/Initial Contact  Yes  No  
Type of Contact: Telephone (dropdown menu)  
Date of Contact: 11/13/2019 (calendar icon)

**Medical Descriptions**  
Level Of Complexity:  High Complex  Moderate Complex  
Medication Reconciled:  Yes  No

**User Defined Structured Data**

Question	Values
Referral Sent	select option
Discussion with other health care professionals	select option
Coordination of Appointments	select option
Communicated with Agencies	select option
Clinical Notes	Patient feels well. No new medications. FU appt set up.

OK Cancel

Medication reconciliation can be done at the office visit – but I would suggest asking the patient at the time of first contact if any medications have been changed. If so, record this in the “Clinical Notes” box – I believe this satisfies the initial requirement for medication reconciliation. Complete medication reconciliation should then be done at the TCM office visit.

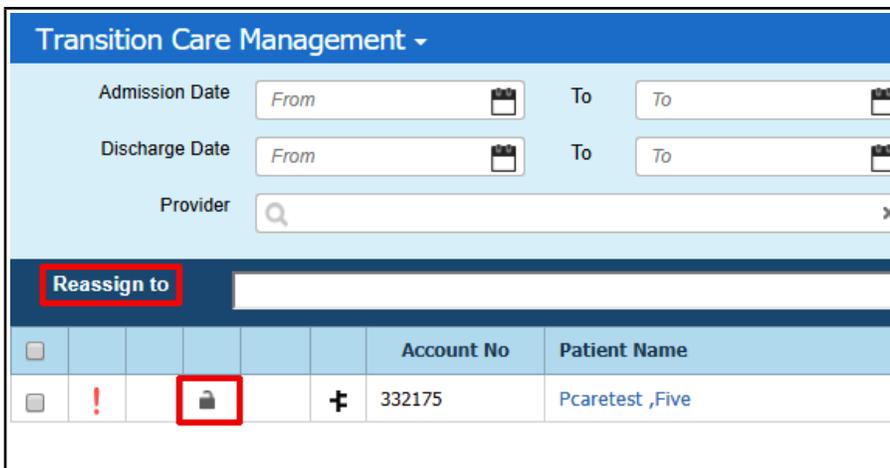
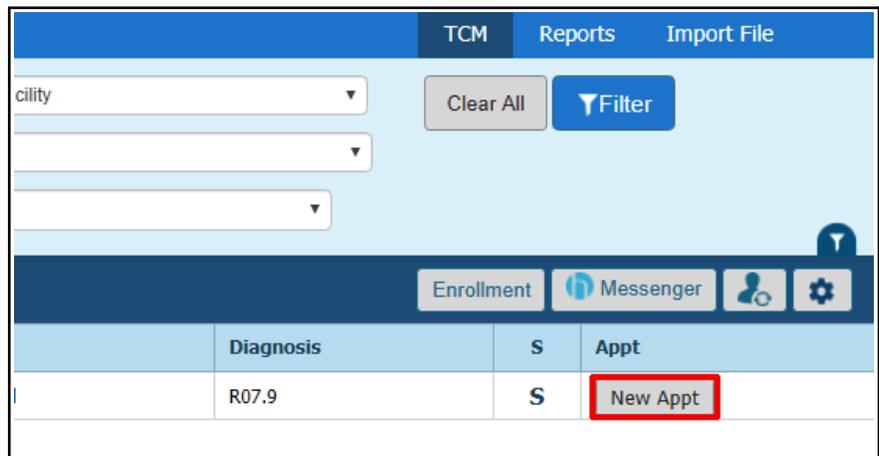
Ignore the level of complexity status at this time – this should be done at the time of the TCM visit in my view.

There are multiple options at the bottom of the screen. If any of these actions are completed during the initial telephone call, record it here.

In my clinical experience, entering text in the “Clinical Notes” area would be the most commonly used option in this section. Hovering over the box allows the entire text entry to be seen.

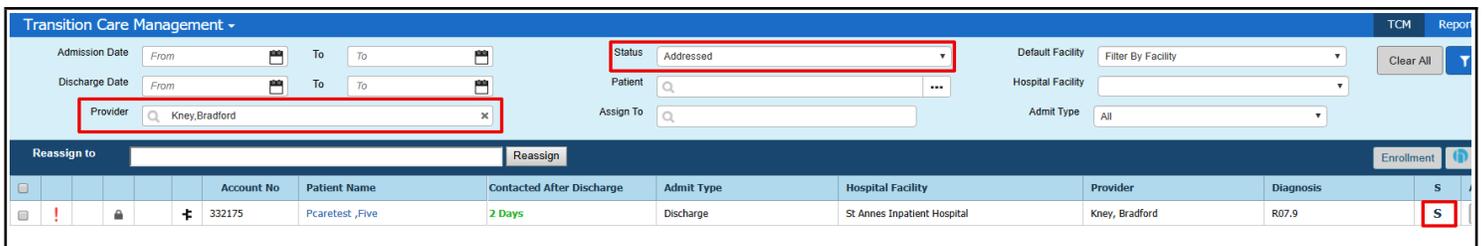
Once all the data has been entered, click “OK”.

The last thing that the office staff needs to do is to make an appointment for the patient. Ideally, an appointment should be made within 7 days of discharge. For moderate complexity (rather than high complexity) visits, there is a 14 day window in which to see the patient after hospital discharge.



After the appointment has been made, this TCM notification can be locked (addressed), or reassigned to someone else for review.

When the patient arrives for a visit, the addressed TCM notification can be reviewed if needed. Click on the “S” after filtering the notifications by “Addressed” and by “Provider”. The red exclamation point at the far left in this screen indicates that this patient was readmitted within 30 days.



Brad Kney, MD  
November 13, 2019