DECISION SUPPORT ADMIN GUIDE
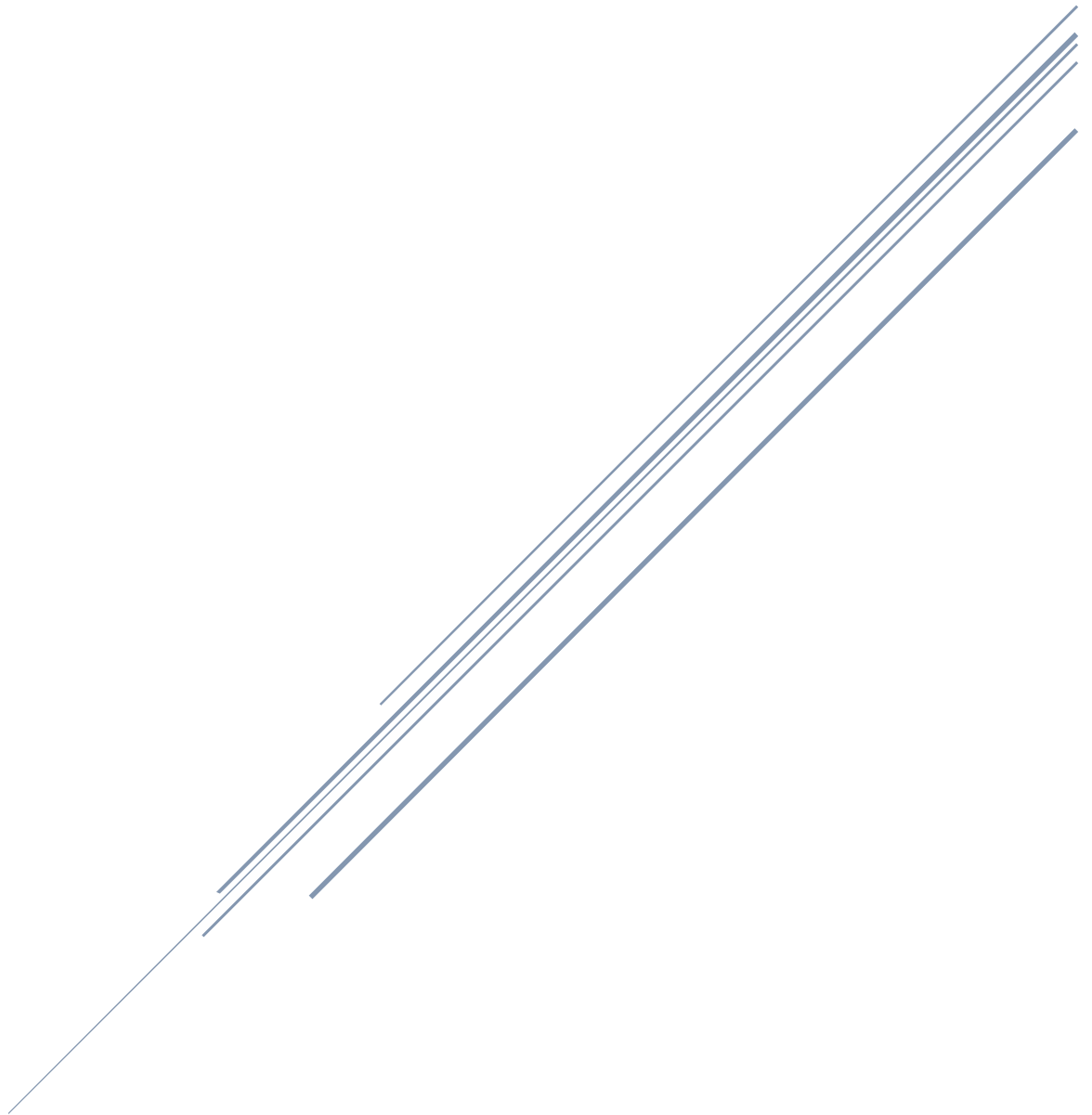
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Decision Support

The idea behind AccuCare's decision support module is to allow you to input all admission criteria, setup the rules for eligibility for admission for each level of care, present the criteria to an interviewer and allow the system to identity levels of care that the client is eligible for admission. The clinician will always have final say, but will need to input a reason for discrepancy if not utilizing one of the recommended levels of care determined by the rules you set for your agency.

Before we get started, it is important that you are prepared with the admissions requirements you have for each level of care you would like to include in your decision support rules. If you use ASAM, refer to the ASAM manual Adult and Adolescent criteria as well as the special population section if you provide service to those populations.

Decision Support

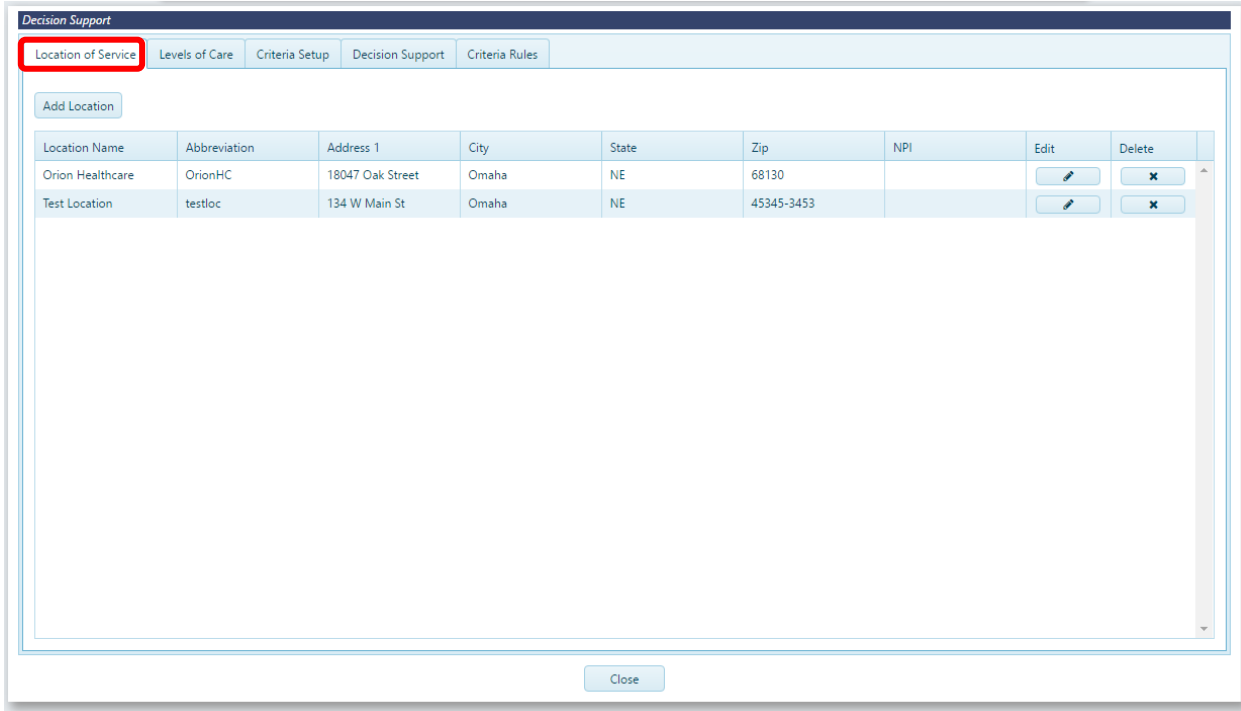| Location of Service	Levels of Care	Criteria Setup	Decision Support	Criteria Rules

Add Location

Location Name	Abbreviation	Address 1	City	State	Zip	NPI	Edit	Delete
Orion Healthcare	OrionHC	18047 Oak Street	Omaha	NE	68130		✎	✖
Test Location	testloc	134 W Main St	Omaha	NE	45345-3453		✎	✖
Community for New Direction	C for N D	2323 West Fifth Ave Ste 160	Columbus	OH	43204	1730230343	✎	✖
Wal-Mart	WAL	175 Oak Street	Omaha	NE	68130-1255		✎	✖
Doc N' A Box	DNAB	321 First Avenue	Chicago	AL	98765-4321		✎	✖
A New Location of Service	ANLoS	123 Lane Avenue	Omaha	NE	23454-3232		✎	✖
The Arch House	TAH	1524 Swing St	Baton Rouge	LA	20142	1245319599	✎	✖
The Arch House	TAH	1542 Swing St	Baton Rouge	LA	20415	1245319599	✎	✖

Close

Location of Services Tab

The first step in beginning the decision support process is to establish all locations of service that will be included in the placement process. The required fields include Location Name, Location Abbreviation, Address, City, State and Zip. The other items will be necessary if you plan on utilizing the billing portion of AccuCare.

Those locations of service will also be linked to the levels of care they offer, which is the second step of the process. . AccuCare provides several different areas to setup location of service and levels of care. We have provided both setup areas in the decision support module for your convenience.

Population Type Picklist

While in the level of care setup, you will be prompted to associate a population type to the levels of care you are establishing. You can use the Adult or Adolescent population types already presented or you can add your own. For example, if you work with pregnant and parenting, elderly or aging population, you may have different levels of care and admission criteria for various population types. If you serve a population type not already in the list, you can select the Add/Edit link to enter the population type you serve.

Once you have selected your population type, you can add levels of care by selecting Add New.

Levels of Care Tab

Enter the Name as you would like it to appear on your reports. Select the locations of service that offer this level of care and select OK. To add a sublevel to an existing level of care, select the checkbox next to that level and click Add Sublevel. Follow the same instructions as Levels. Notice the text that indicates which level of care you are associating to the sublevel you are entering

Criteria Setup Tab

Once you have all the locations of service and levels of care established, you are ready to start adding your admission criteria.

Select Population Type and Dimension
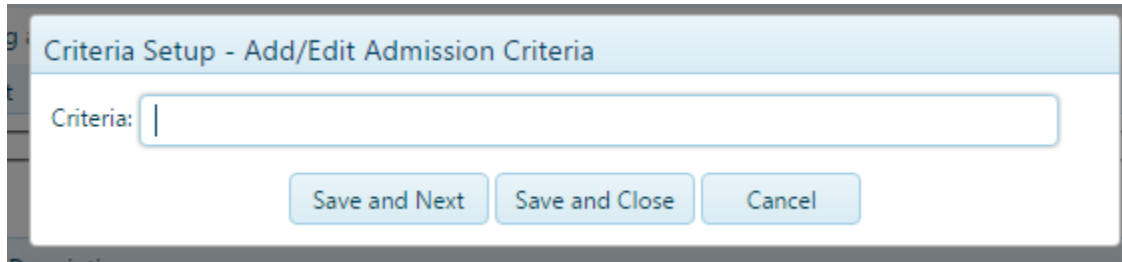
First, select the population type you would like to setup. This should contain all the population types you selected or added from the levels of care setup. Next, you will need to add your dimensions you will be using for your evaluation. If you use ASAM, refer to the ASAM manual for the six dimensions they utilize. Select the Add/Edit link next to the "Select Dimension" drop down box to add all dimensions you wish to use. Now, you are ready to add the admission criteria. We will be adding criteria to each dimension you added, so we will start by selecting the first dimension on your list.

Create Admission Criteria

Once you have selected that dimension, select Add under the Admission Criteria field set. You will need the criteria for each level of care you want the system to include in your decision support so be sure to collect all criteria for each level of care and have it in an easy to use format. Setup works the best when you can copy and paste the criteria directly into the field. Now, you will enter the criteria and click on Save and Next until you have entered all the criteria for that dimension for all levels of care. When you have completed entering all the criteria for that dimension, select Save and Close. You will then select the next dimension and enter that criteria.
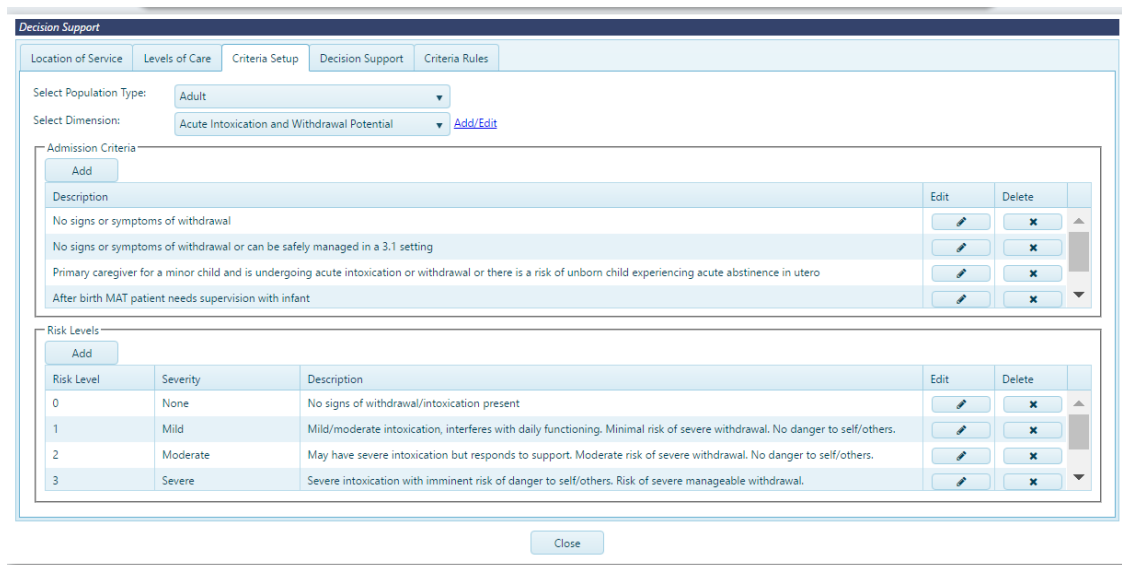
Create Risk Levels

Once you have entered the criteria for each dimension for all levels of care you are ready to move to the Risk Levels.

The risk levels will be specific to each dimension and will also contribute to the determination of eligibility for a level of care.

To add risk levels select a dimension and select Add.

First, you will select the numerical value of the risk level by either typing in a number of using the up and down arrows on the field. Next, you will enter the text for severity, such as "Mild" or "Moderate". Finally, you will enter a description of the risk level. The description provides the interviewer with the intent of the rating and will help guide a more informed risk rating. Use the Save and Next buttons to continue to add all the risk levels for one dimension.

Decision Support Tab

Once you have completed all risk levels for a dimension, select "Save and Close" and choose the next dimension. Once you have completed the risk levels for all dimensions you are ready to start adding your decision support rules.

The decision support tab allows you to tell the system which of the criteria applies towards the eligibility for all the levels of care that you offer. Once you have setup all your locations, established your levels of care, entered your dimensions and associated your criteria to those dimensions, we will be using all of that information to help establish the criteria rules. You will be setting up the rules for each level of care for each dimension. Once you have selected the population type, level of care and dimension you will select edit in the criteria field set.

Edit Criteria

Before you are ready to start entering data into the criteria rules tab, you will need to have all the admission rules available to you. The system will be asking you to mark each of the criteria as required, conditional, exclusion or none.

Explanation of Required Criteria

Required criteria is essential for admission. If a criteria is marked required in this setup area and it is NOT selected by the interviewer during the evaluation, that level of care will be presented as NOT eligible for that client. The conditional criteria is typically part of a group of criteria. For example, your admission criteria may say the client is eligible if they are not experiencing withdrawal OR they have mild withdrawal symptoms but are coping. The OR usually indicates a condition to eligibility. In other words, if an interviewer selects at least one of those criteria, the client is eligible for that level of care.

Explanation of Exclusion Criteria

Exclusion criteria indicates that if that criteria is selected by an interviewer and that criteria was indicated as exclusion, the client would NOT be eligible for that level of care. Exclusion criteria automatically eliminates the eligibility for that level of care. Many times criteria that is required for one level of care is an exclusion for other levels of care.

Explanation of None

The final selection is "None". If a criteria is left at "None", it will not contribute to establishing eligibility or exclusion. You would add "None" criteria if you want to have that criteria available while developing your clinical plans.

Explanation of Conditional

If you added any criteria in the Conditional status, you will need to indicate how many of the conditional criteria are necessary to be eligible for admission. For example, if you had 3 criteria in the conditional category, but only two were needed to be eligible for that level of care, then you would enter 2. Be prepared for each criteria for each level of care. Once you have reviewed and entered all your rules, select Save and Close.

Edit Risk Levels

Next, you can associate risk levels to admission eligibility. To document risk levels relationship to eligibility select Edit in the Risk Level field set.

Decision Support

Location of Service	Levels of Care	Criteria Setup	Decision Support	Criteria Rules

Select Population Type: Adult ▼
Select Level of Care: ▼
Select Dimension: ▼

Criteria

Edit

Admission Criteria	Support Rule

Risk Level

Edit

Risk Level	Severity	Description	Rule

Close

Edit Risk Level

Population Type: Adult

Level of Care: Level I - Outpatient treatment

Dimension: Acute Intoxication and Withdrawal Potential

Indicate which of the following criteria is required, conditional, or would exclude a client for eligibility from selected level of care.

Risk Level	Severity	Description	Excluded
0	None	No signs of withdrawal/intoxication present	☐
1	Mild	Mild/moderate intoxication, interferes with daily functioning. Minimal risk of severe withdrawal. No danger to self/others.	☐
2	Moderate	May have severe intoxication but responds to support. Moderate risk of severe withdrawal. No danger to self/others.	☑
3	Severe	Severe intoxication with imminent risk of danger to self/others. Risk of severe manageable withdrawal.	☑

Save and Close   Cancel

The example of the setup shown here demonstrates that if an interviewer rated a client 2,3 or 4 severity rating in this dimension, they would be excluded from eligibility from Level 1: Outpatient Treatment. Indicating that the interviewer saw very severe issues that required a higher level of than Level 1 Outpatient. The rules for severity ratings will need to be setup for all your levels of care and dimensions for each population type.

Criteria Rules Tab

We are almost there! We are now ready to set the final determination for eligibility under the Decision Support tab.

The decision support tab will allow you to tell the system which dimensions have to meet eligibility in order to qualify for eligibility for the level of care. First, select your population type and select the level of care you wish to setup and select edit.

Similar to criteria setup, you will indicate if the dimension is required, conditional or none if the dimension has no impact on eligibility. If a dimension is indicated as required, then that dimension must meet the criteria for that level of care determined in the criteria rules. If a dimension is indicated as conditional, it will generally be a part of a group and the number of dimensions that are required for eligibility will need to be input. The example here shows that there are three dimensions that are indicated as conditional but only 2 need to be met for admission eligibility.

Linking Decision Support to the Multi-Dimensional Assessment

You can link the Decision Support wizard to the Multi-Dimensional Assessment (MDA) to guide the interviewer through a standard assessment process while incorporating the criteria rules that were setup in the wizard. The MDA is accessed through the Client Intake Module.

Finding System Options

To link the Decision Support wizard to the MDA, go to the System Options module by hovering over Setup then down to System Option. *(Super Admin level access required)*
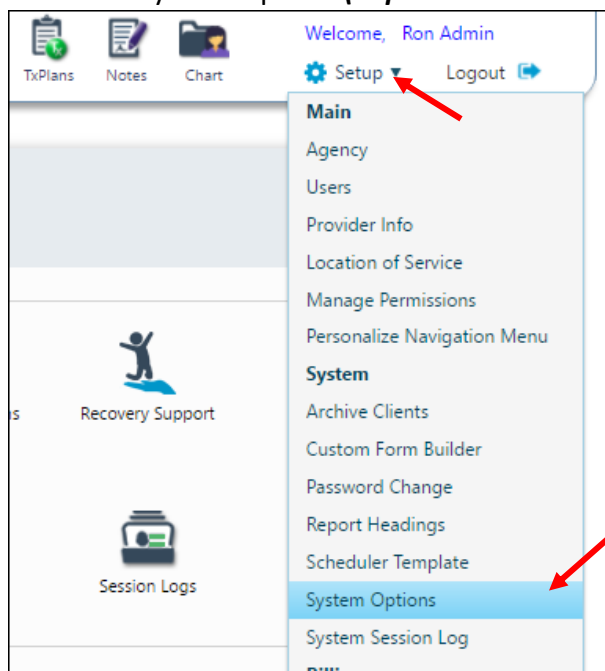
Setup Multi-Dimensional Headings and Link to MDA

Upon opening System Options, click on the Multi-Dimensional Headings tab then Edit button.

1) Type in the Assessment Title
2) Under Custom Label, you can rename the sections of the MDA to match ASAM or other criteria (i.e. Section 1 = Dimension 1 or Acute Intoxication and/or Withdrawal Potential).
3) Next, you will assign the section/dimension to the corresponding dimension that was previously setup in the Decision Support wizard (using the drop down lists).

Using the Decision Support Wizard through MDA

When the interviewer administers a Multi-Dimensional Assessment, the Decision Support wizard will present the Severity (or Risk Levels) as well as the criteria (all of which were customized by you) for the specific dimension to choose from. After the interviewer makes their selection, they will continue that process throughout the entire assessment.

Upon completion of the assessment, the final screen will determine the level of care the client is eligible, based on the rules (that were set by you) of the criteria.