Training

iCare

Population Management Software Tool
iCare – Getting Started

• You can do this! It is just like using the EHR.
iCare LISTSERV

- Join the iCare LISTSERV:
  icare@listserv.ihs.gov
Why (and When) to Use iCare

iCare

iCare is a Population Management software tool that helps you efficiently manage the care of your patients. When utilized in conjunction with the IHS Electronic Health Record (EHR) tool, iCare provides a comprehensive view of patient information. The ability to create multiple panels of patients with common characteristics (e.g., age, diagnosis, community) allows you to personalize the way you view patient data. This provides staff, clinics and sites invaluable access to information, enhancing the clinical decision making experience.

Through iCare’s interface IHS has reduced the learning curve making information more easily accessible. iCare retrieves important patient information from various components of the Resource and Patient Management System (RPMS) database and brings it together under a single, user-friendly interface.

At a glance:

- Graphic User Interface into RPMS patient data
- Complements EHR
- Custom patient panels
- Facilitates provider review
- Population, community, and patient perspective views
- Improved management of breast, cervical, colon, liver, skeletal or STI health procedures

Who Should Use iCare?

Any provider who needs to identify a group of patients for either long-term management or simply to create a temporary list should think about using iCare. Do you fit any of the following scenarios?

- I am a nurse at a facility that works closely with several primary care providers. Every day, I want to create a list of scheduled patients for the different doctors in my clinics.
- I want to identify which of my patients are considered obese so I can recommend nutrition counseling.
- I want to identify which patients did not keep their appointments at one of my clinics.
- Because providers at our clinic have performance goals related to annual GPRA clinical measures, I want to identify which of my patients are missing key clinical data.
- I am one of two part-time case managers for a group of children, and I want to create a patient list that we both can use
Logging into iCare

• Take a deep breath… sit in front of your computer… and get ready to sign into iCARE.
  • Find the icon (either on your desktop or on the EHR).
  • Log onto iCARE the same way that you log onto EHR or BPRM.
  • Let the games begin…
You Got This!

• You are Super… Nurse, Provider, Pharmacist!
Log into iCare

• Log into iCare using your EHR login.
Select the Division

- ALBUQUERQUE INDIAN HEALTH CTR
- ISLETA HEALTH CENTER
- JEMEZ HEALTH CENTER
- SANTA ANA HS
- ZIA HLT STA
- ALAMO HL CENTER
- JEMEZ SUBSTANCE ABUSE PROG
- AIPC-TWO WORLDS PROJECT
- SANDIA HEALTH CENTER
You’re In!

• Take another deep breath.
Welcome to the RPMS iCare Preferences Setup Wizard

You are seeing this screen because it’s your first login to iCare.

1. Click Next to start.
2. Select an option for each of the 3 different user preferences.
3. Click OK to see the iCare main screen. You will not see this Setup screen again.
4. To change your preferences after today’s login, go to Tools > User Preferences.
Define My (or Your) Patients

Select the definition that best describes your patient assignment. NOTE: Many users do not have patients assigned to them and will choose "No Provider Selected". This will not negatively affect your ability to fully use the iCare application.

- No Provider Selected
- Type:
  - DPCP
  - Specialty Provider
    - Specialty Type:
      - Edit
    - Min # of Visits in Timeframe
      - Primary Visit Provider
      - Primary/Secondary Visit Provider
Flag Setup

Flags are identified in the background job on a routine basis. This screen allows you to select which of the flags you would like to see displayed. Electing to “turn off” one or more of the flag displays does NOT turn off the background job for the site.

- Abnormal Labs
- ER Visits
- Unanticipated ER Returns
- Hospital Admissions
Community Alert Setup

Occurrences of any condition that generates a Community Alert are identified in the background job on a routine basis. This screen allows you to select which of the Community Alerts you would like to see displayed. Electing to "turn off" one or more of the Community Alerts in either the Recommended or Optional categories does NOT turn off the background job for the site. The display of Suicidal Behavior and Mandatory Community Alerts may not be "turned off".

### Mandatory Preferences

<table>
<thead>
<tr>
<th>Category</th>
<th>Type</th>
<th>Diagnosis</th>
<th>On/Off</th>
<th>Timeframe</th>
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</thead>
<tbody>
<tr>
<td>MANDATORY</td>
<td>CDC NND</td>
<td>Anthrax</td>
<td></td>
<td>30 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Botulism, foodborne</td>
<td></td>
<td>30 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Botulism, infant</td>
<td></td>
<td>30 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Botulism, other</td>
<td></td>
<td>30 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cholera</td>
<td></td>
<td>30 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Diphtheria</td>
<td></td>
<td>30 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hantavirus</td>
<td></td>
<td>30 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hemolytic Uremic Syndrome</td>
<td></td>
<td>30 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Legionnaires Disease</td>
<td></td>
<td>30 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Leprosy</td>
<td></td>
<td>30 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Listeriosis</td>
<td></td>
<td>30 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Malaria</td>
<td></td>
<td>30 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Measles</td>
<td></td>
<td>30 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Meningitis</td>
<td></td>
<td>30 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mumps</td>
<td></td>
<td>30 days</td>
</tr>
</tbody>
</table>
Startup View

Select the startup view you would like to see when opening iCare

- Panel List
- Flag List
- Community Alerts
- National Measures
- IPC
- CMET
- Split View
- Panel View
Patient View

- Tabs that display under the Patient Record View...
Panel View

- What displays when you open the iCare Panel View…
Layouts

• Customize your panels.
CMET and IPC
Alright…

- Ready to go!
<table>
<thead>
<tr>
<th>Category</th>
<th>Panel Name</th>
<th>Panel Description</th>
<th># of Pts</th>
<th>Last Updated</th>
<th>Last Updated By</th>
<th>Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue Team</td>
<td>Mammogram_GPRA_Aug_2016</td>
<td>Approved referrals with pending mammogram appointments</td>
<td>41</td>
<td>Aug 29, 2016 12:02 PM</td>
<td>MATI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mammogram_GPRA_July_2016</td>
<td>Approved referrals with pending mammogram appointments</td>
<td>44</td>
<td>Aug 12, 2016 02:17 PM</td>
<td>MATI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mammogram_GPRA_OC_T_2016</td>
<td>Approved referrals with pending mammogram appointments</td>
<td>36</td>
<td>Oct 31, 2016 03:26 PM</td>
<td>MATI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mammogram_GPRA_SE_PT_2016</td>
<td>Approved referrals with pending mammogram appointments</td>
<td>40</td>
<td>Oct 07, 2016 11:40 AM</td>
<td>MATI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Patients without a DPCP</td>
<td></td>
<td>21</td>
<td>Dec 12, 2016 05:26 AM</td>
<td>MATI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Blue Panel</td>
<td>At least one visit in the past 3 years</td>
<td>1.775</td>
<td>Dec 12, 2016 04:52 AM</td>
<td>MATI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>J Panel</td>
<td>At least one visit in the past 3 years</td>
<td>1.851</td>
<td>Dec 12, 2016 04:59 AM</td>
<td>MATI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>K Panel</td>
<td>At least one visit in the past 3 years</td>
<td>1.680</td>
<td>Dec 12, 2016 04:54 AM</td>
<td>MATI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>S Panel</td>
<td>At least one visit in the past 3 years</td>
<td>767</td>
<td>Dec 12, 2016 05:22 AM</td>
<td>MATI</td>
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</tr>
<tr>
<td></td>
<td>Panel</td>
<td>At least one visit in the past 3 years</td>
<td>1.937</td>
<td>Dec 12, 2016 04:48 AM</td>
<td>MATI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(C) Panel</td>
<td>At least one visit in the past 3 years</td>
<td>1.289</td>
<td>Dec 12, 2016 05:07 AM</td>
<td>MATI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Panel</td>
<td>At least one visit in the past 3 years</td>
<td>880</td>
<td>Dec 12, 2016 05:17 AM</td>
<td>MATI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Intern and Residents Panel(s)</td>
<td>At least one visit in the past 3 years</td>
<td>1.607</td>
<td>Dec 12, 2016 05:02 AM</td>
<td>MATI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Panel</td>
<td>At least one visit in the past 3 years</td>
<td>1.047</td>
<td>Dec 12, 2016 05:10 AM</td>
<td>MATI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(C) Panel</td>
<td>At least one visit in the past 3 years</td>
<td>1.826</td>
<td>Dec 12, 2016 04:57 AM</td>
<td>MATI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Panel</td>
<td>At least one visit in the past 3 years</td>
<td>1.272</td>
<td>Nov 22, 2016 11:44 AM</td>
<td>MATI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>IPC Monthly Report</td>
<td>Measure Met by Provider Per Month</td>
<td>20.259</td>
<td>Dec 12, 2016 04:39 AM</td>
<td>MATI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Outside Provider Panel</td>
<td>Provider, esp, noPCP</td>
<td>2.999</td>
<td>Dec 12, 2016 04:46 AM</td>
<td>MATI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Red Team</td>
<td>Patients who are established at Isleta, Sandia, Jemez, or a tribal (non-HS) site.</td>
<td>1.378</td>
<td>Dec 12, 2016 05:05 AM</td>
<td>MATI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>De Panel</td>
<td>At least one visit in the past 3 years</td>
<td>1.042</td>
<td>Dec 12, 2016 05:12 AM</td>
<td>MATI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>G (C) Panel</td>
<td>At least one visit in the past 3 years</td>
<td>0.997</td>
<td>Nov 22, 2016 09:54 AM</td>
<td>MATI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>H's Panel</td>
<td>At least one visit in the past 3 years</td>
<td>879</td>
<td>Dec 12, 2016 05:24 AM</td>
<td>MATI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Demo, Doc Panel</td>
<td>At least one visit in the past 3 years</td>
<td>866</td>
<td>Dec 12, 2016 05:19 AM</td>
<td>MATI</td>
<td></td>
</tr>
</tbody>
</table>
iCare Panel View

![Image of iCare Panel View]

### Patient List

<table>
<thead>
<tr>
<th>Patient</th>
<th>HRN</th>
<th>Sex</th>
<th>Age</th>
<th>DOB</th>
<th>Deceased</th>
<th>Community</th>
<th>Active DX Tags</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEMO.PATIENT A</td>
<td>999991-AH 999991-SHS</td>
<td>F</td>
<td>36 yrs</td>
<td>Aug 01, 1980</td>
<td></td>
<td>ALBUQUERQUE</td>
<td>Asthma (A); DM (P); HTN (P); Obese (P); Smoker (P)</td>
</tr>
<tr>
<td>DEMO.PATIENT B</td>
<td>999992-AH 999992-SHS</td>
<td>F</td>
<td>53 yrs</td>
<td>Feb 18, 1963</td>
<td></td>
<td>ALBUQUERQUE</td>
<td></td>
</tr>
<tr>
<td>DEMO.PATIENT C</td>
<td>999993-AH 999993-IC 999993-SP 999993-SHS</td>
<td>F</td>
<td>31 yrs</td>
<td>Jan 25, 1986</td>
<td></td>
<td>RIO RANCHO</td>
<td>Asthma (P); DM (P)</td>
</tr>
<tr>
<td>DEMO.PATIENT D</td>
<td>999994-AH 767777-SA 999994-SP 999994-ZI 999994-SHS</td>
<td>F</td>
<td>76 yrs</td>
<td>May 12, 1940</td>
<td></td>
<td></td>
<td>ASCVD Kn (P); Asthma (A); DM (P); HTN (P)</td>
</tr>
<tr>
<td>DEMO.PATIENT E</td>
<td>999995-AH 999995-DOCTOR</td>
<td>M</td>
<td>44 yrs</td>
<td>May 06, 1972</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DEMO.PATIENT F</td>
<td>999996-AH 999996-MD</td>
<td>F</td>
<td>51 yrs</td>
<td>Nov 12, 1965</td>
<td></td>
<td>ALBUQUERQUE</td>
<td>DM (P); Obese (P)</td>
</tr>
<tr>
<td>DEMO.PATIENT G</td>
<td>999997-AH 999997-MD</td>
<td>F</td>
<td>19 yrs</td>
<td>Jun 18, 1937</td>
<td></td>
<td>ALBUQUERQUE</td>
<td></td>
</tr>
<tr>
<td>DEMO.PATIENT H</td>
<td>999998-AH 999998-SA 999998-SP 999998-ZI 999998-SHS</td>
<td>F</td>
<td>44 yrs</td>
<td>Jun 19, 1972</td>
<td></td>
<td>ALBUQUERQUE</td>
<td></td>
</tr>
</tbody>
</table>

**Total Patients = 9**

**Patient List Last Updated: (Not Available)**

by (Unknown)
iCare Patient Record View
Step One

- Click New in the upper left corner.
- Next, name your panel.
Step Two

- Select how you will search for these patients (such as Ad Hoc, selected in the image below).
Step Three

• Example: I want them living, with a DX of Diabetes Mellitus and at least one visit during October 2016.
Step Four

- Click OK and the “clock” will run, until the panel has populated. Set the panel to repopulate at night (it will continue to add patients).
Step Five

- Double-click to open your panel when the clock disappears. (This is a sample of DEMO patients.)
Step Six

- Voila! You have a panel… of puppies.
  - (Just kidding!)
Step Six (2)

- The actual panel of patients
Don’t Forget

• Use the **Auto Repopulate** option if this panel needs to be updated each night.

Good option to use if you have defined panels by ages or visit dates; patients are automatically added or deleted based on search logic.
Great Job!

- Is it time for a quick break yet?
Exercise One

- Patients 65 years and older
- Review immunization status
Exercise One (part B)

- Customize the Layout
- PPV23 and Flu Vac.
Exercise One (part C)

- Select NO to identify patients who have not received these immunizations.
What’s Next?

- You can call these patients, send them a letter, or see if they have a scheduled appointment.
Exercise Two

• How many patients are assigned to Janet Thurston, FNP?
  • (Hint: It’s a lot of folks.)
Exercise Two (part B)

- Name the Panel “DPCP Janet Thurston.”
- Select Janet as the DPCP (she’s on the Blue Team).
Exercise Two (part C)

• Don’t forget to Auto Repopulate this panel, as it will update every night as more patients are added.

• Yikes! She has over 1,000 patients in her panel. That’s one hardworking gal!
Share

• You can share these panels with your providers or other staff.
When You’re Done…

- When you’re done, just log off or lock iCare. Don’t worry; you can’t hurt anything in the database by running panels.
Questions?