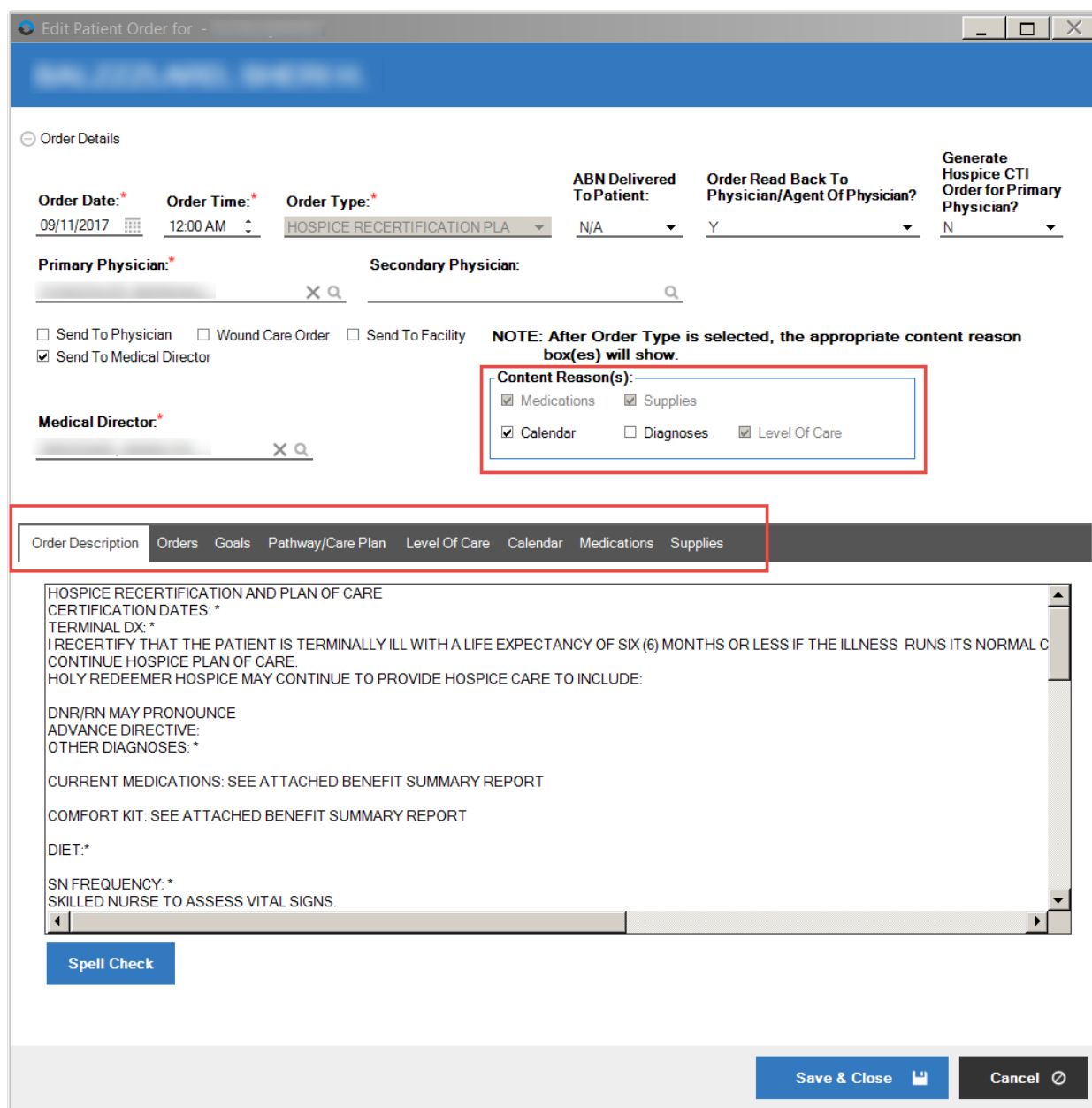# HCHB Update - Enhanced Hospice Recertification Process

HCHB has developed a **new** Enhanced Hospice Recertification Process to enable agencies to have a more robust Hospice Recertification Order. This enhancement will allow agencies to use a new order to manage their Hospice Recertifications.

Overview of Changes

The major enhancement to the process is the creation of a new order type. The new order type is called the Hospice Recertification Plan of Care Update order. The order will be populated with more content than the previous Hospice Recertification Order. As shown below, the new order adds content for Medications, Supplies and Levels of Care. Additionally, Order Text, Goal Text and Pathways/Care Plan are available. The content reasons of Calendar, Medications, Supplies and Levels of Care are selected by default. Note that Medications, Supplies and Levels of Care cannot be deselected. This is to prevent accidental removal of the content under these tabs as it cannot be recovered automatically. However, any transactions under Supplies can be removed at the user's discretion. Each tab on the order will be described in detail in a separate section below.

![trustbridge hospice | palliative care]

Order Tab

The Order tab will populate with the current order text associated with the patient's pathways and care plan.

| Order Description | Orders | Goals | Pathway/Care Plan | Level Of Care | Calendar | Medications | Supplies |

The Orders listed below reflect the current orders for the episode. Any changes made via the Pathway/Care Plan will impact these orders.

HOSPICE NURSE TO EVALUATE PATIENT AND DEVELOP PLAN OF CARE.

HOSPICE NURSE TO MONITOR PAIN LEVEL USING PAIN SCALE EACH VISIT AND REPORT UNCONTROLLED CHANGES TO PHYSICIAN

SN TO INSTRUCT FAMILY /CGSIN DECUBITUS CARE. INSTRUCTIONS/REINFORCEMENT RELATED TO COMPLICATIONS OF INTEGUMENTARY STATU

INSTRUCT BOWEL PROTOCOL AS NEEDED

PATIENT MAY HAVE HOSPICE COMFORT KIT FOR EMERGENCY USE: 1-----ATROPINE EYE DROPS 1%: 4-8 DROPS UNDER TONGUE EVERY 4 HOUR
TRATE 15 MG (0.75 ML) EVERY 4 HOURS AS NEEDED FOR SEVERE PAIN OR DYSPNEA.   CALL HOSPICE NURSE BEFORE GIVING 1ST DOSE.   7-----D

CHAPLAIN/CLERGY TO EVALUATE PATIENT AND DEVELOP PLAN OF CARE.

MSW TO EVALUATE PATIENT AND DEVELOP PLAN OF CARE.

HOME HEALTH AIDE TO ASSIST WITH ADLS AND PERSONAL CARE NEEDS

Spell Check

Save & Close 💾   **Cancel** ⊘

Goals Tab

The Goals tab will populate with the current goal text associated with the patient's pathways and care plan.

| Order Description | Orders | Goals | Pathway/Care Plan | Level Of Care | Calendar | Medications | Supplies |

The Goals listed below reflect the current goals for the episode. Any changes made via the Pathway/Care Plan will impact these goals.

A HOSPICE PLAN OF CARE WILL BE ESTABLISHED THAT MEETS THE PATIENT'S NEEDS

PATIENT/CAREGIVER WILL UNDERSTAND THE PAIN SCALE, HOW TO MANAGE PAIN AND REPORT CHANGES TO HOSPICE

PATIENT/CAREGIVER WILL VERBALIZE/DEMONSTRATE ADEQUATE KNOWLEDGE OF SKIN CARE AND INTEGUMENTARY STATUS

PATIENT WILL HAVE AN EFFECTIVE BOWEL PROGRAM

HOSPICE COMFORT KIT WILL BE PROVIDED TO THE PATIENT

A HOSPICE PLAN OF CARE WILL BE ESTABLISHED THAT MEETS THE PATIENT'S NEEDS

A HOSPICE PLAN OF CARE WILL BE ESTABLISHED THAT MEETS THE PATIENT'S NEEDS

PATIENT'S PERSONAL CARE NEEDS WILL BE MET

Get Goal Text from Treatment Codes   **Spell Check**

Save & Close 💾   **Cancel** ⊘

![trustbridge hospice | palliative care]

Pathways/Care Plan Tab

This tab shows the pathways and care plans that are current for each discipline that is currently seeing the patient. Changes to the pathways on this tab will update the order and goal text tabs respectively.

| Order Description | Orders | Goals | **Pathway/Care Plan** | Level Of Care | Calendar | Medications | Supplies |

Discipline: SN   **Pathway:** HOSPICE SKILLED NURSING ▾

Changes to Problem Statement answers resulting in treatment codes changes will impact the Orders/Goals for this order.   **Change Answer**

Drag a column header here to group by that column.

Sequence ▽	Answer ▽	Problem Statement
1	YES	HOSPICE SKILLED NURSE EVAL PERFORMED. ADDITIONAL VISITS TO BE PERFORMED
2	YES	SKILLED NURSE TO PROVIDE CARE TO HOSPICE HOME TEAM, HOSPITAL, NURSING HOME, OR ALF CLIENT.
3	YES	ALTERED COMFORT-HOSPICE
4	YES	NEED FOR OBSERVATION AND ASSESSMENT OF ALTERED COMFORT-HOSPICE
5	NO	NEED FOR SKILLED TEACHING OF ALTERED COMFORT-HOSPICE
6	NO	NEED FOR O/A OF PSYCHOSOCIAL/SPIRITUAL FACTORS AFFECTING PAIN-HOSPICE
7	NO	NEED FOR SKILLED ADMINISTRATION OF PAIN MEDICATION-HOSPICE
8	NO	ALTERED CARDIAC/CIRCULATORY SYSTEM-HOSPICE

Problem Statements Report   Continue

Save & Close 💾   Cancel ⊘

Levels of Care Tab

This tab will populate with the Level of Care type associated with the previous benefit period's end of benefit period Level of Care type. The effective date will default to the pending benefit period's start of benefit period and is not editable. Upon approval of the Hospice Recertification Plan of Care Update order in the pending benefit period, the Levels of Care in the pending benefit period will be populated based upon the Level of Care established in the order.

| Order Description | Orders | Goals | Pathway/Care Plan | **Level Of Care** | Calendar | Medications | Supplies |

Level of Care Type: *
ROUTINE HOME CARE ▾

Effective Date: *
10/07/2017 📅

Save & Close 💾   Cancel ⊘

After approval of the order, the levels of care are populated to the benefit period.

There is special functionality on this tab if the patient will be continuing or will start Respite Care at the beginning of the pending benefit period, Respite Care can be selected in the order and the effective date will default to the start of the pending benefit period and is not editable. The expiration date will need to be selected. The system will validate across benefit periods to make sure no more than five consecutive respite days are requested. Additionally, a Level of Care type will need to be selected for the remainder of the benefit period. The Level of Care type will have an effective date of one day after the expiration of Respite Care and will not be editable.

Calendar Tab

This tab works the same as the Hospice Recertification Order. The agency will plot visits for the pending benefit period on this tab. Upon approval of the Hospice Recertification Plan of Care Update Order, the visits will be transferred to the scheduling console for scheduling.

| Order Description | Orders | Goals | Pathway/Care Plan | Level Of Care | Calendar | Medications | Supplies |

Calendar Frequency:
SN 1WK1
CH 2WK1

Calculated Frequency:
SN 1WK1
CH 2WK1

Effective Date:
10/08/2017

☐ Allow Scheduling Days in the Past
☑ Show All Calendar Visits

Episode Analysis Tool

| Calendar View | Grid View |

Add + | Edit | Void | **Deselect All** | Today | **Print Current Calendar**

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10/1 - 10/7	October 1	2	3	4	5	6	7
10/8 - 10/14	8 + SN11H + CH11H	9	10	11	12 + CH11H	13	14

Save & Close 💾   **Cancel** ⊘

The calendar cannot be deselected, which makes it a hard stop, and you can't move through the order without making edits. The calendar frequencies must be adjusted to complete and approve the Hospice Recertification Plan of Care Update.

Error

❌ Calendar is checked, but no calendar changes have been entered.
Please enter calendar changes or uncheck Calendar.

OK
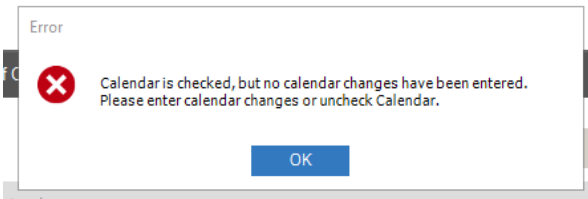
After approval of the order, the visits transfer to the scheduling console.

Medications Tab

This tab will populate with the patient's current medications from the current benefit period. The medications will be placed on the order as Add Transactions. Upon approval of the Hospice Recertification Plan of Care Update Order, the medications will be transferred to the patient's medication list in the new pending benefit period.

Our agency uses elMOE for Medication management. Do not make any modifications to the patient's medications in this Medications tab, it will not flow to elMOE. If changes are needed, please complete them via the elMOE application.

After approval of the order, the medications will be transferred to the medication list.

Order Date	Medication	Classification	Dose	Amount
08/29/2017 11:35:40...	ACETAMINOPHEN ORAL	ANALGESIC, ANTI-INFLAMMATORY OR ANTIPYRETIC	500 MG/15 ML	15 ML
08/29/2017 11:35:40...	ACETAMINOPHEN RECTAL	ANALGESIC, ANTI-INFLAMMATORY OR ANTIPYRETIC	325 MG	2 SUPPOSITORIES
08/29/2017 11:35:40...	ATIVAN ORAL	CENTRAL NERVOUS SYSTEM AGENTS	0.5 MG	1 TO 2 TABS
08/29/2017 11:35:40...	CALMOSEPTINE TOPICAL	DERMATOLOGICAL	0.44-20.6 %	LIBERAL

Meds displayed with a blue background will not be tested for drug interactions.
Meds displayed in red text are D/C, Ended, or Voided.

Show Current Meds Only   Show All Meds

Drag a column header here to group by that column.

Review Meds   **View Allergies**   View Med Understanding Changes

Edit   **Print**   **Close**

Supplies Tab

This tab will populate with the patient's current supplies from the current benefit period. The supplies will be placed on the order as Add Transactions. Upon approval of the Hospice Recertification Plan of Care Update Order, the supplies will be transferred to the patient's supply list in the new pending benefit period. If the agency does not want a particular supply to carry over to the new pending benefit period, they can highlight the supply and select Delete Transaction in this tab. The agency can also add any new supplies they wish to include upon recertification.

Order Description	Orders	Goals	Pathway/Care Plan	Level Of Care	Calendar	Medications	**Supplies**

New Transaction ▾   **Delete Transaction**   **Current Supplies**

Drag a column header here to group by that column.

Transaction Type ▽	Supply	User	Transaction Date
ADD	NONE	KBLAKEMAN	08/29/2017 12:02:17 PM
ADD	BRIEFS/BLADDER CONTROL PADS	KBLAKEMAN	08/29/2017 12:02:17 PM
ADD	CHUXS	KBLAKEMAN	08/29/2017 12:02:17 PM
ADD	GLOVES	KBLAKEMAN	08/29/2017 12:02:17 PM
ADD	TOOTHETTES	KBLAKEMAN	08/29/2017 12:02:17 PM
ADD	SHAMPOO/BODYWASH	KBLAKEMAN	08/29/2017 12:02:17 PM
ADD	CALMOSPETINE	KBLAKEMAN	08/29/2017 12:02:17 PM
ADD	WASH CLOTH DISPOSABLE	KBLAKEMAN	08/29/2017 12:02:17 PM
ADD	HAND SANITIZER	KBLAKEMAN	08/29/2017 12:02:17 PM
ADD	GAIT BELT	KBLAKEMAN	08/29/2017 12:02:17 PM

Save & Close 💾   **Cancel** ⊘

After approval of the order, the supplies will be transferred to the supplies list.

Supplies

Drag a column header here to group by that column.

Supply	▽ Date Entered	▽ DC By	▽ DC Date	▽ Entered By	▽ Voided By
NONE	08/29/2017				
BRIEFS/BLADDER CONTROL PADS	08/29/2017				
CHUXS	08/29/2017				
GLOVES	08/29/2017				
TOOTHETTES	08/29/2017				
SHAMPOO/BODYWASH	08/29/2017				
CALMOSPETINE	08/29/2017				
WASH CLOTH DISPOSABLE	08/29/2017				
HAND SANITIZER	08/29/2017				
GAIT BELT	08/29/2017				

Print   **Hide Voided and D/C Supplies**   **Close**

Diagnoses Tab

This tab works the same as the Hospice Recertification Order. It is not required content for this order. If changes need to be made to the diagnoses effective with the recertification, the changes should be made in this tab. Otherwise, the diagnoses will be carried over to the new pending benefit period as they currently do prior to this enhancement.

The Enhanced Hospice Recertification Process

The new Hospice Recertification Plan of Care Update order will be generated at the same time the current Hospice Recertification Order is today.

Once the order is generated, the workflow Review/Edit/Approve Hospice Recert Order will be generated as well. This workflow can be used to make any adjustments to the order. This workflow will be used to approve the New Hospice Recertification Plan of Care Update order as it is today to approve the current Hospice Recertification Order. Upon approval, the pending benefit period will be updated with all the content of the order (medications, levels of care, etc.).

Recertification Window – Keeping data in sync from current to pending benefit period

To help understand this process, let's start with a few definitions.

Current benefit period – This is the benefit period under which the patient is currently being seen. The current date is within this benefit period's start and end dates.

Pending benefit period – This is the benefit period created for recertification and contains the new Hospice Recertification Plan of Care Update order.

Recertification Window – This is the time period between the date the Hospice Recertification Plan of Care Update Order is created and the start of benefit period of the pending benefit period.

With the enhanced process, HCHB will be implementing a recertification window feature. This feature will keep the current benefit period data in sync with the pending benefit period data if changes are made via an order in the current benefit period.

For example, in the current benefit period an order is written to add a new medication. Upon approval of that order, the medication will be transferred to the current benefit period's medication list. Additionally, if the patient is within the recertification window, the new medication will also be applied to the pending benefit period.

The changes made to medications, supplies or diagnoses in the current benefit period will be applied to the pending benefit period as follows:

If the Hospice Recertification Plan of Care Update Order is unapproved in the pending benefit period at the time of approval of the order in the current benefit period, the transactions from the order in the current benefit period will also be applied to the transactions on the Hospice Recertification Plan of Care Update Order in the pending benefit period. When the Hospice Recertification Plan of Care Update Order is approved, those transactions along with any other transaction already present on the order will be transferred to the pending benefit period (medication list, supplies list etc.).

If the Hospice Recertification Plan of Care Update Order is already approved in the pending benefit period at the time of approval of the order in the current benefit period, the transactions from the order in the current benefit period will be automatically applied directly to the pending benefit period (medication list, supplies list etc.)

![trustbridge hospice | palliative care logo]

Example #1:

In the first example an order is written in the current benefit period to add medications, supplies and diagnoses. In the pending benefit period, the Hospice Recertification Plan of Care Update Order is present but unapproved.

A supply is added and another is voided.

Transaction Type ▽	Supply	User	Transaction Date
VOID	NONE	ADMIN HCHB, CUSTOMER SUPPORT	09/01/2017 8:53:18 AM
ADD	ABD PAD	ADMIN HCHB, CUSTOMER SUPPORT	09/01/2017 9:08:26 AM

Order Description | Medications | **Supplies** | Diagnoses

New Transaction ▾ | Delete Transaction | Current Supplies

Drag a column header here to group by that column.

Save & Close | Cancel

A diagnosis is added.

Order Description | Medications | Supplies | **Diagnoses**

Primary Payor Coding Version: ICD-10

ICD-9 Codes | **ICD-10 Codes**

Add Diagnosis + | Add Optional Diagnosis

Move Up | Move Down | Edit | Delete

Order	ICD Code	Description	Onset/Exacerbation	Onset/Exacerbation Date	Type	Sym Ctrl Rtg	Related
1	C50.912	MALIGNANT NEOPLASM OF UNSPECIFIED SITE OF LEFT FEMALE BREAST	EXACERBATION	04/28/2017	D		Y
2	C44.320	SQUAMOUS CELL CARCINOMA OF SKIN OF UNSPECIFIED PARTS OF FACE	EXACERBATION	05/01/2017	D		Y
3	C79.89	SECONDARY MALIGNANT NEOPLASM OF OTHER SPECIFIED SITES	EXACERBATION	05/01/2017	D		Y
4	C18.9	MALIGNANT NEOPLASM OF COLON, UNSPECIFIED	EXACERBATION	09/01/2017	D		Y

Save & Close | Cancel

The order in the current benefit period is approved via workflow. Since the benefit period is within the recertification window, the Hospice Recertification Plan of Care Update Order updates as follows:

The medication is added to the Hospice Recertification Plan of Care Update order.

The added supply is added to the Hospice Recertification Plan of Care Update order and the voided supply is removed.

The diagnosis is added to the Hospice Recertification Plan of Care Update order.

| Order Description | Orders | Goals | Pathway/Care Plan | Level Of Care | Medications | Supplies | Diagnoses |

Primary Payor Coding Version: ICD-10

| ICD-9 Codes | ICD-10 Codes |

Add Diagnosis +   **Add Optional Diagnosis**

Move Up **Move Down**   **Edit**   **Delete**

Order	ICD Code	Description	Onset/Exacerbation	Onset/Exacerbation Date	Type	Sym Ctrl Rtg	Related
1	C50.912	MALIGNANT NEOPLASM OF UNSPECIFIED SITE OF LEFT FEMALE BREAST	EXACERBATION	04/28/2017	D		Y
2	C44.320	SQUAMOUS CELL CARCINOMA OF SKIN OF UNSPECIFIED PARTS OF FACE	EXACERBATION	05/01/2017	D		Y
3	C79.89	SECONDARY MALIGNANT NEOPLASM OF OTHER SPECIFIED SITES	EXACERBATION	05/01/2017	D		Y
4	C18.9	MALIGNANT NEOPLASM OF COLON, UNSPECIFIED	EXACERBATION	09/01/2017	D		Y

Save & Close 💾   **Cancel** ⊘

Example #2:

In the second example an order is written in the current benefit period to add medications, supplies and diagnoses. In the pending benefit period, the Hospice Recertification Plan of Care Update Order is present and approved.

2/2024

A supply is added, voided and discontinued.

| Order Description | Medications | Supplies | Diagnoses |

New Transaction ▾   **Delete Transaction**   **Current Supplies**

Drag a column header here to group by that column.

Transaction Type ▽	Supply ▽	User ▽	Transaction Date ▽
ADD	ACE WRAP	KBLAKEMAN	09/07/2017 3:53:31 PM
VOID	GAIT BELT	KBLAKEMAN	09/07/2017 3:53:31 PM
DC	WASH CLOTH DISPOSABLE	KBLAKEMAN	09/07/2017 3:53:31 PM

Save & Close 💾   **Cancel** ⊘

A diagnosis is added.

| Order Description | Medications | Supplies | Diagnoses |

Primary Payor Coding Version: ICD-10

| ICD-9 Codes | ICD-10 Codes |

Add Diagnosis ＋   **Add Optional Diagnosis**

Move Up   **Move Down**   **Edit**   **Delete**

Order	ICD Code	Description	Onset/Exacerbation	Onset/Exacerbation Date	Type	Sym Ctrl Rtg	Related
8	Z87.440	PERSONAL HISTORY OF URINARY (TRACT) INFECTIONS	EXACERBATION	04/20/2015	D		
9	Z99.81	DEPENDENCE ON SUPPLEMENTAL OXYGEN	EXACERBATION	04/21/2015	D		
10	Z79.01	LONG TERM (CURRENT) USE OF ANTICOAGULANTS	EXACERBATION	04/20/2015	D		
11	Z74.01	BED CONFINEMENT STATUS	EXACERBATION	04/21/2015	D		
12	Z51.5	ENCOUNTER FOR PALLIATIVE CARE	ONSET	04/21/2015	D		
13	C22.0	LIVER CELL CARCINOMA	EXACERBATION	09/07/2017	D		Y

Save & Close 💾   **Cancel** ⊘

Once the order is approved. The updates to the supplies and diagnoses are added to the pending benefit period.

The supply actions are applied directly to the supply list.

Supplies

Supply	Date Entered	DC By	DC Date	Entered By	Voided By
NONE	08/29/2017			KBLAKEMAN	
BRIEFS/BLADDER CONTROL PADS	08/29/2017			KBLAKEMAN	
CHUXS	08/29/2017			KBLAKEMAN	
GLOVES	08/29/2017			KBLAKEMAN	
TOOTHETTES	08/29/2017			KBLAKEMAN	
SHAMPOO/BODYWASH	08/29/2017			KBLAKEMAN	
CALMOSPETINE	08/29/2017			KBLAKEMAN	
WASH CLOTH DISPOSABLE	08/29/2017	KBLAKEM...	09/07/2017	KBLAKEMAN	
HAND SANITIZER	08/29/2017			KBLAKEMAN	
GAIT BELT	08/29/2017			KBLAKEMAN	KBLAKEMA
ACE WRAP	09/07/2017			KBLAKEMAN	

Print   **Hide Voided and D/C Supplies**   **Close**

The diagnosis is added to the patient's referral.

| Basic Info | Demographics | Referral Source | Payor Sources | Physicians | Diagnoses | Scheduling | Clinical |

Diagnoses *

Primary Payor Coding Version: ICD-10

ICD-9 Codes | ICD-10 Codes

Add Diagnosis +

Move Up   **Move Down**

Order	ICD Code	Description	Onset/Exacerbation	Onset/Exacerbation Date	Type	Sym Ctrl Rtg	Related
1	G30.9	ALZHEIMER'S DISEASE, UNSPECIFIED	EXACERBATION	04/20/2015	D		Y
2	F03.90	UNSPECIFIED DEMENTIA WITHOUT BEHAVIORAL DISTURBANCE	EXACERBATION	04/20/2015	D		Y
3	I48.91	UNSPECIFIED ATRIAL FIBRILLATION	EXACERBATION	04/20/2015	D		Y
4	I10	ESSENTIAL (PRIMARY) HYPERTENSION	EXACERBATION	04/20/2015	D		
5	R09.02	HYPOXEMIA	EXACERBATION	04/20/2015	D		
6	R63.4	ABNORMAL WEIGHT LOSS	EXACERBATION	04/21/2015	D		
7	Z86.711	PERSONAL HISTORY OF PULMONARY EMBOLISM	EXACERBATION	04/20/2015	D		
8	Z87.440	PERSONAL HISTORY OF URINARY (TRACT) INFECTIONS	EXACERBATION	04/20/2015	D		
9	Z99.81	DEPENDENCE ON SUPPLEMENTAL OXYGEN	EXACERBATION	04/21/2015	D		
10	Z79.01	LONG TERM (CURRENT) USE OF ANTICOAGULANTS	EXACERBATION	04/20/2015	D		
11	Z74.01	BED CONFINEMENT STATUS	EXACERBATION	04/21/2015	D		
12	Z51.5	ENCOUNTER FOR PALLIATIVE CARE	ONSET	04/21/2015	D		
13	C22.0	LIVER CELL CARCINOMA	EXACERBATION	09/07/2017	D		Y

Coordination Notes   **Attachments** ▾   **Print Patient Info**   **Save & Continue →**   **Save & Close** 💾   **Cancel** ⊘