Guide and instructions for
Practitioners

www.care-response.com

Guide and Instructions for Practitioners: Contents

A note on using this guide

Before reading this document, please ensure you have read the separate Getting Started Guide and the Receptionist Guide.

It is recommended that read through this document in full before implementing any of the processes described. When you are ready, go through the guide again while Care Response is open on your computer to ensure you can find and identify each screen and tab/button described. Good luck!

Introduction

Capturing outcomes of care using validated questionnaires (patient reported outcome measures (PROMs)) is considered good practice and is increasingly becoming a prerequisite for work with third party payers such as health insurance organisations or health commissioners. Capturing patient satisfaction data is becoming similarly important. Both activities provide valuable insight into the quality of care provided.

Care Response has been developed as a pragmatic way to collect this information with minimal administration for participating clinics. A patient's information is entered once and thereafter for most patients the collection of information is automatic. Care Response collates the data from your patient cohort and provides you with confidential feedback on your and your clinics performance with helpful figures and charts and enables you to demonstrate to others the results your patients are describing. In other words, Care Response will help you understand how well those under your care are doing and provides a powerful tool to promote your organisation/practice to others.

Maintaining Care Response is best done as a partnership between the practitioner and receptionist where the receptionist's role is primarily to enter patients' details into the Care Response system and to ensure that the practitioner has the results of the initial assessment form when they first see the patient. The whole development of the Care Response system has been aimed to make this process as quick and simple as possible.

In most practices, the majority of patients complete the initial assessment form from an email that the system sends to them. This means their completed form is available in Care Response before they arrive for their appointment. This saves time in the practice. However, some patients are not able to complete the form in advance, either because they do not have access to email or because there is not enough time before they come in. For these patients, the initial assessment form must be completed when they arrive and the receptionist should ask them to come in 10 minutes earlier to allow time for this.

There is a separate Getting Started Guide for Care Response (which focuses on setting up a Care Response account for your practice) and a specific guide for Receptionists (which focuses on successfully registering patients onto the Care Response system once an account has been established). It is strongly recommended that you read these documents first.

A note about reports on collated outcome results

It is unsafe to pay too much attention to results until you have at least 20 responses from patients at each assessment point, otherwise one errant assessment can significantly distort the results. Also be aware that results may vary considerably between practitioners and practices because of the types of patient seen. For example, practices seeing patients presenting with more chronic conditions or comprising an older population are likely to have different results from those seeing more sports related complaints or with a higher proportion of acute presentations.

Navigating around Care Response

Care Response is launched by visiting www.care-response.com on your browser and logging in with your user name and password. At the top left of all the windows is a set of

navigation tabs: Home, Worklist, Patient, Reports etc. that can be used to move round the Care Response system. The use of these tabs is referred to in the sections that follow.

Home tab

When you log in, and whenever you click the Home tab, you will be shown a screen that gives you two choices: 'Add or view a patient' or 'Go to my worklist' (if registered as an administrator, you have the third option to 'Amend my organisation's set up).

Add or view a patient

For every new presentation, Care Response needs to be told when their first visit is scheduled in order to send them an initial assessment form for completion. The process of adding a new patient to the system is dealt with, in detail, in the separate Receptionist Guide.

To find an existing patient, start typing their name in the Last Name box and click to choose the relevant patient from the list that appears below the table. You can find a patient from any screen by hovering over the **Patient tab** and choosing search\create.

Go to my worklist

When you choose 'Go to my worklist' from the home page (or hover over the **Worklist tab** and choose Practitioner), you will be shown a screen that gives you information about recent responses from patients registered with you (see the separate Receptionist Guide for an explanation of the Receptionist Worklist screen).

The five sections in your Worklist screen are outlined below and explained more fully in the following sections of this guide:

- *Patient Emails* - emails that patients may have sent to you through Care-Response
- *GP Letter* - personalised templates you may find useful when writing reports
- *Latest Completed Assessments* - most recent returns from patients
- *Latest Presentations* - most recent new patients or new presentations on your list
- *Patients awaiting a diagnosis* - assign a diagnosis

Patient Emails

Assessments are sent to patients by email as a link. Sometimes a patient may 'reply' to this email although experience tells us that it only happens rarely. Obviously it is important that any messages that are sent in this way are checked in case they contain information that is important for clinical or other reasons. When an email is received from a patient being treated by you, it will be listed under Patient Emails in your Worklist. An email will also be sent to your personal email address by Care Response letting you know that a message from a patient has arrived.

Selecting 'View email' from the list brings up the email window. From here the message may be read and a reply sent. If the message is more appropriately dealt with by reception, click the 'Move to Receptionists WorkList' button. It may be useful to tell reception you have done this so they can watch out for it.

If the message needs no action, click the close box in the top right hand corner and then press the 'Hide" button to remove it from the list.

GP Letter

It is considered good practice to contact a patient's GP with information about their presentation, care received and progress and Care Response produces basic letters for you to edit and use if you wish.

When a patient completes a follow-up assessment at 14 or 30 days, Care Response produces a draft GP letter for them. If 40 days after their first appointment no assessment has been completed, a letter is also produced. These letters are selected by clicking the 'View' button in the GP letter WorkList.

The GP letter templates are produced using information contained within Care Response. As they are computer generated, they may be a little 'clunky' but they can be copied into a word processor for editing and printing. There is a 'copy to clipboard button' above the templates however this does not work well on all systems. Copying and pasting in the usual way always works.

Clicking the hide button on the list removes the line. Under the list are some click boxes to enable display of draft letters for those who have not returned an assessment.

Latest Completed Assessments & Latest Presentations

These are largely self explanatory with the Latest Completed Assessments listing forms received from patients, and the Latest Presentations showing patients set up with new problems. The Latest Presentation list defaults to showing only patients with first appointments today and this includes patients who may not yet have completed the pre-examination form.

When a patient completes an outcome assessment the practitioner is notified by email with a summary. For reasons of confidentiality, this email does not contain the patient's name but they can be identified by their practice file number (if any) and a system number assigned by Care Response. This email may be printed, or copied, and pasted into the patient's record system at your practice.

Full details of patient responses may be accessed through the list of 'Latest completed assessments' in a practitioners Worklist or by searching under the Patient tab. Pressing the 'view presentation' button brings up the detailed report of their responses to PROMS.

Patients Awaiting Diagnosis

At the moment, Care Response collates and reports all patient outcomes together (through the **Reports** tab). It is felt that being able to report similar conditions together and to compare results between different diagnostic groups will be helpful. An option available to practitioners is to assign a patient's condition to a broad diagnostic group. If you wish to do this then patients must to have a diagnostic group applied to them:

From the Patients Awaiting Diagnosis list, click on the 'Update' button to bring up a diagnosis window from which a diagnostic category can be assigned. The list has been

derived from a delphi process informed by current guidelines. It is not perfect, however it is pragmatic. It is possible to add free text under any diagnostic choice if desired.

The diagnostic groups are deliberately not editable. This enables you to compare results at your practice with anonymous data from others using Care Response.

Reports tab (Summary)

A particularly powerful and unique feature of Care Response is the ability to view collated results for all patients who have returned outcome assessments, and to compare these to pooled results of other practitioners.

Hover over the Reports tab and choose Summary to see the Summary Report window. From here the date range and details of the report are set. It is also possible to change the organisation, practice and practitioner included in the analysis. Click GO to see the report.

You may use this report to compare your results with either everyone within your organisation, or everyone using the Care Response system. It is not possible to see an individual practitioner's results from outside your organisation.

The report contains four charts, as follows:

- PGIC summary: describes the proportion of patients reporting a definite improvement (score of >5) at 14, 30 and 90 days.
- Satisfaction summary: as part of the assessment at 30 days patients are asked how happy they have been with the way they have been treated by the clinic. This is a global measurement separate from the more detailed CPAQ assessment (see below)
- Number of Visits: each time a patient completes an assessment they are asked how many visits they have had so far. This is illustrated in the chart.
- Assessment compliance summary: shows the proportion of patients who have completed the assessments sent to them.
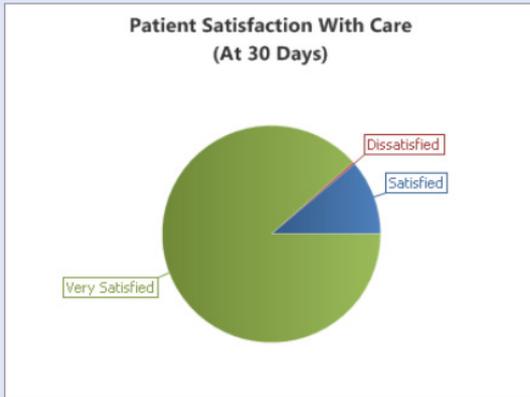
A table is displayed next to each chart with more detailed information that can be pasted into a spreadsheet for further analysis.

Each of the charts is selectable, enabling copying and pasting for use elsewhere such as in reports, marketing material or on a website.

PGIC Summary

PGIC	At 14 Days	At 30 Days	At 90 Days
1	45	25	25
2	58	37	20
3	71	49	23
4	82	53	30
5	287	155	79
6	552	379	268
7	425	428	431
%>5	64.28%	71.67%	79.79%

Satisfaction Summary

Patient Satisfaction With Care
(At 30 Days)

Score	At 30 Days
%>5	88.42%
%<3	0.36%

Number of Visits

Average No. Of Visits

Visits	At 14 Days	At 30 Days	At 90 Days
1	180	111	70
2	275	118	91
3	318	189	131
4	150	153	105
5	52	111	74
6	14	56	70
7	4	24	32
8	3	12	29
9	1	3	11
10	1	4	17
>10	3	2	19
Average	2.76	3.54	4.37

Compliance Summary

Assessment Compliance Summary
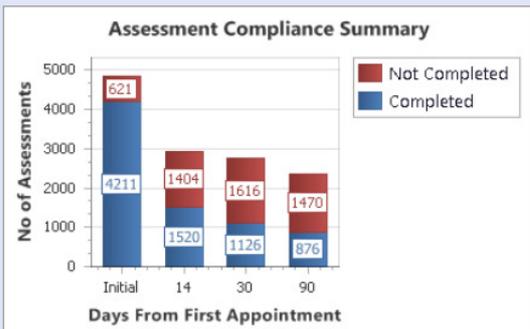
Assessments	Initial	At 14 Days	At 30 Days	At 90 Days
Sent	4832	2924	2742	2346
Completed	87.15%	51.98%	41.06%	37.34%

Reports tab (Satisfaction)

Hover over the Reports tab and choose Satisfaction to see the Satisfaction Summary Report window. The College of Chiropractors has developed a tool suitable for the collection of patient satisfaction data using an online survey. This was done by adapting an existing, validated tool used widely by GPs (GPAQ), renamed as 'CPAQ'. (http://bit.ly/CP-AQ). Non-chiropractors using Care Response are given 'PTAQ' which is a universal version of the same instrument (the term 'practitioner' is exchanged with 'chiropractor' etc.)

Set the required date range and details of the report. It is also possible to change the organisation, practice and practitioner included in the analysis. Click GO to see the report.
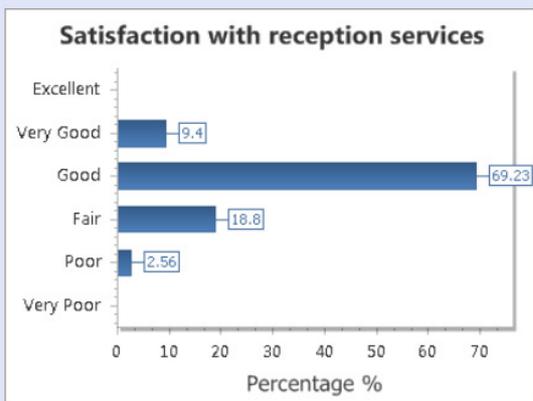
The anonymous survey covers a range of areas including:

- Reception
- Ease of making initial appointment
- Ability to make appointment at convenient time
- Time waiting in clinic for appointments
- Ease of contacting clinic by phone
- Consultation / treatment factors

Although Care Response collects and retains detailed CPAQ/PTAQ feedback, for the time being Care Response provides two summary charts: the first is a satisfaction profile relating to reception services, while the second relates to satisfaction with the care provided. In due course, full CPAQ/PTAQ data downloads will be available from the detailed data stored in the underlying database.

To enable or disable the CPAQ/PTAQ survey for your patients, use the choice provided under the My Settings tab for each practitioner.

**Satisfaction with reception services**

Satisfaction with reception services

Satisfaction Level	Percentage %
Excellent	0.00
Very Good	9.40
Good	69.23
Fair	18.80
Poor	2.56
Very Poor	0.00

Reception services here is a summary of questions enquiring about patients satisfaction with:
- The way they have been treated by reception
- Opening hours
- How quickly an appointment is available
- Waiting time in clinic
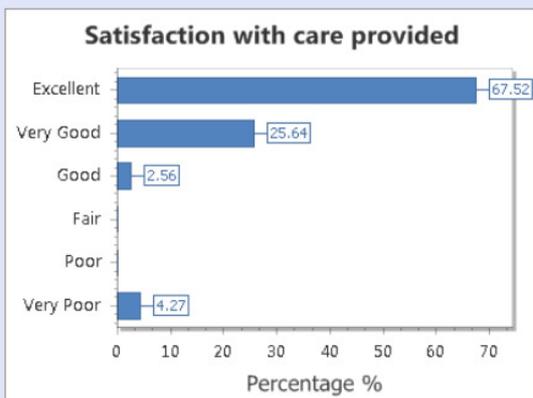
117 assessments found

Satisfaction with care provided

Satisfaction with care provided

Satisfaction Level	Percentage %
Excellent	67.52
Very Good	25.64
Good	2.56
Fair	0.00
Poor	0.00
Very Poor	4.27

Care provided here is a summary of questions enquiring about patients satisfaction with:
- How thoroughly they feel they have been asked about their symptoms
- How well they have been listened to
- How well they were put at ease during examination
- How well they were involved in decisions about their care
- How well their problem & treatment was explained
- The amount of time they had with their clinician
- The patience their clinician had with them
- The caring and concern shown to them

117 assessments found

Patient tab

Hovering over the Patient tab and choosing create/search brings up the Patient Search/Creation window. Find a patient by either typing their name or file number into the relevant field. As you type a list of patients will be built at the bottom of the window and you can select the individual you want by clicking on them. This brings up the patient's presentation history shows assessments created for them so far and the date these were completed. You can select each assessment to view.

Viewing detailed PROMS reports

Clicking the 'View Presentation' button brings up the detailed report of the patient's responses to PROMS in a box entitled, Progress:
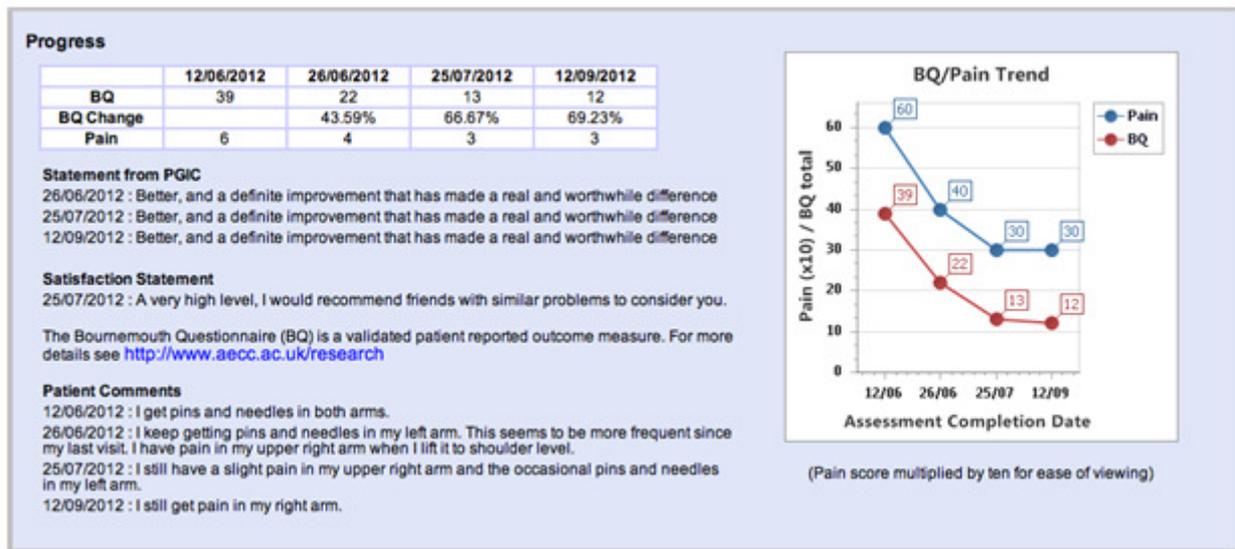
Adding extra assessments for a patient

Having clicked on the on the 'View Presentation' button to bring up details of a patient's responses so far, you will note that the bottom of the Presentation Detail window lists the assessments by date. Select the additional assessment you would like the patient to complete from the pull-down list and press the 'Create Selected Assessment' button. Usually this will be an Outcome assessment. The selected assessment will then be displayed and can be completed now on screen, or sent to the patient by email by pressing the 'Email to Patient' button.

Help tab

Clicking the help tab provides access to a dedicated support site which is still under development. Clicking 'Support Site', 'Manuals' and 'Reception Skills Matrix' takes you to a list of You Tube videos that demonstrate how to undertake common tasks in Care Response. If you have any questions or problems with Care Response, or if you identify problems or shortcomings with this guide, please contact us at support@care-response.com