

eQUIP – Footcheck Assessments and Orders completed showing as Patient Outliers

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eQUIP – Footcheck Assessments and Orders completed showing as Patient Outliers

Purpose: Follow this procedure when a user reports issue with Assessments and Orders completed showing as Patient Outliers in eQUIP. Data for Prior months cannot be updated. The Footcheck metric includes patients that are

PermanentESRD patients with Diabetes or PVD (peripheral vascular disease) entered in their CDPs or as a Primary Cause of Renal Failure in the ESRD History Assessment

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. Ask the user when the assessments and orders were completed. Data for Prior months cannot be updated.

Footcheck assessment AND Ancillary Footcheck Order must be completed during the reporting period.If it was completed after the 8th of the next month, then it was late to be reported for either eQUIP or CQS.

5. Patients are excluded from the report if:

Patient was admitted after the 2nd, patient is excluded for admit monthPatient was discharged during the month, except if discharged on the last day of the monthPatient does not have at least one completed treatment during the monthPatient has a Hospitalization Event in the monthPatient is reported as a Bilateral Amputee in the Comprehensive RN Assessment

6. Follow the resolution process.
7. If the issue is still present follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Data & Analytics

Service

eQUIP

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service

Data & Analytics

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

DTI-ADEX-APPEX-Support L3

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