

Referring Patients to SETMA's Infusion Center, particularly for Outpatient Intravenous Antibiotic Therapy

SETMA's Infusion Center has the potential to improve the quality of services we provide to our patients and to decrease the cost of that care. Whether it is for the success of our Medicare Advantage program or the improvement of SETMA's Cost and Resource Utilization in regard to Merit-Based Incentive Payment System (MIPS) the decrease in the cost of our care is an important goal.

A Review of [SETMA's Medicare Fee-for-service Results of CMS Quality Resource Utilization Report \(QRUR\) for the First Half of 2015](#) (for review of complete evaluation see: <http://www.jameslhollymd.com/Letters/requirements-of-the-medicare-access-and-chip-reauthorization-act>) shows that there are three groups of patients where our Rate of Admission is higher than the benchmark against which we are measured. They are:

1. bacterial pneumonia,
2. urinary track infection and
3. dehydration.

With a 15-20% decrease in our rate of admission for these three categories, our rate and our cost will fall below the benchmark and improve our CMS-Calculated Quality Outcome Measure Performance. Our rates of admissions for Diabetes Related Admissions, COPD and CHF are already below the benchmark.

As is obvious, bacterial pneumonia, urinary tract infections and dehydration are diagnoses which often affect residents of long-term -care facilities. SETMA treats over 1,700 patents in those facilities accounting, we believe, for our rate of admissions per 1,000 fee-for-service Medicare patients being higher than expected.

However, rather than trying to explain away the data, SETMA has deployed an ability to provide high quality and safe services without having to admit these patients to the hospital. The following explanation will walk you through how to efficiently enroll patients from the emergency department, in-patient hospital or ambulatory setting in the infusion center. This will enable SETMA to decrease our rate of admissions, decrease our cost of care and to do so with excellence.

Referrals to SETMA's Infusion Center, whether from the ER, in-Patient or Ambulatory care begins at SETMA's electronic patient management tool for Referrals. Beginning at the AAA Home Template in the EMR go to the button outlined in green below entitled **Diagnostic Referral Order**.

SOUTHEAST TEXAS MEDICAL ASSOCIATES, L.P.

Patient: Larry QTest Sex: M Age: 57 Patient's Code Status: Full Code

Home Phone: (409)833-9797 Date of Birth: 09/01/1959

Work Phone: () -

Cell Phone: () -

Patient has one or more alerts! [Click Here to View Alerts](#)

[Pre-Vist/Preventive Screening](#) [Patient Currently Enrolled In Chronic Care Management](#) [Intensive Behavioral Therapy Transtheoretical Model](#)

[Bridges to Excellence View](#)

Preventive Care

[SETMA's LESS Initiative](#) [Last Updated 01/20/2015](#)

[Preventing Diabetes](#) [Last Updated / /](#)

[Preventing Hypertension](#)

[Smoking Cessation](#)

[Care Coordination Referral](#)

[PC-MH Coordination Review](#) **Needs Attention!!**

[HEDIS](#) [NQF](#) [ACO](#)

[Elderly Medication Summary](#)

[2016 High Risk Meds](#)

[STARS Program Measures](#)

Exercise [Exercise](#) [CHF Exercise](#) [Diabetic Exercise](#)

Patient's Pharmacy

Phone: () -

Fax: () -

[Rx Sheet - Current](#)

[Rx Sheet - All Time](#)

[Home Health](#)

[HIE Consent](#)

[Rx Sheet - Current - No Print](#)

Template Suites

[Master GP](#)

[Pediatrics](#)

[Nursing Home](#)

[Ophthalmology](#)

[Physical Therapy](#)

[Podiatry](#)

[Rheumatology](#)

Hospital Care

[Hospital Care Summary](#)

[Daily Progress Note](#)

[Admission Orders](#)

Disease Management

[Diabetes](#) [Last Updated 06/23/2016](#)

[Hypertension](#) [Last Updated 09/15/2015](#)

[Lipids](#) [Last Updated 06/23/2016](#)

[Acute Coronary Syn](#) [Last Updated / /](#)

[Angina](#) [Last Updated / /](#)

[Asthma](#) [Last Updated / /](#)

[Cardiometabolic Risk Syn](#) [Last Updated 06/23/2016](#)

[CHF](#) [Last Updated 06/23/2016](#)

[Diabetes Education](#) [Last Updated / /](#)

[Headaches](#) [Last Updated / /](#)

[Renal Failure](#) [Last Updated / /](#)

[Weight Management](#) [Last Updated / /](#)

Special Functions

[Lab Present](#)

[Lab Future](#)

[Lab Results](#)

[Hydration](#)

[Nutrition](#)

[Guidelines](#)

[Pain Management](#)

[Immunizations](#) [Print](#)

[Reportable Conditions](#)

[Provider ePCS Audit](#)

Information

[Charge Posting Tutorial](#)

[E&M Coding Recommendations](#)

[Drug Interactions](#)

[Infusion Flowsheet](#)

[Insulin Infusion](#)

Diagnostic/Referral Orders

Ordered	Status	Priority	Order	Orderer
09/26/2016	ordered	Routine	Refer to: Infusion Therapy - ABX - Cefazidime	James
09/14/2016	cancelled	Routine	Refer to: Infusion Therapy - ABX - Cephalexin	James
09/14/2016	cancelled	Routine	Echocardiogram	James
08/29/2016	ordered	Routine	TOVA Testing	Jeffrey

[Order Management](#)

[Patient Reminders](#)

Chart Note - Now

Chart Note - Offline

[Return Info](#)

[Return Doc](#)

[Email](#)

[Telephone](#)

[Check Sensitive Info](#)

[Records Request](#)

[PHI Log History](#)

[Transfer of Care Doc](#)

Once you click on the above, the following referral template will appear. In order to complete a referral to the Infusion Clinic, you may select (click) on a diagnosis in the Acute or Chronic Conditions lists to support your referral. See below:

☒ Routine ☐ Immediate ☐ Stat Insurance: Texan Plus Classic
 Telephone: (866)230-2513 Policy #: 999887777 Rendering Provider: James Holly
 Bacterial pneumonia J15.9

Acute Dx Add Sort

#	Code	Diagnosis Description
1	J15.9	Bacterial pneumonia

Chronic Dx

#	Problem Description
0	Asbestosis
0	Dialysis patient
0	Chronic silicosis
0	Thrombocytopenia
0	Psoriatic arthritis
0	Mental retardation
0	Sarcoidosis of lung
0	Neurodegenerative cognitive impa
0	Cerebral atrophy
0	Morbid obesity
0	Alzheimer disease
0	Familial Alzheimer's disease
0	Elevated homocysteine
0	BMI 50.0-59.9, adult
1	Atheroembolism of bilateral lower
1	Compressing fracture of spine

Diagnostics
 Provider: Location:

Special Procedures
☐ Arterial Blood Gas ☐ IVP ☐ UGI ☐ MRA
☐ Audiogram ☐ Liver Biopsy ☐ UGI Small Bowel Series ☐ MRI
☐ AV Fistula ☐ Mammogram ☐ Uroflowmetry ☐ CT
☐ Bladder Scan ☐ Modified Barium Swallow ☐ VQ Lung Scan
☐ Bone Density ☐ Nerve Conduction Velocity **Ultrasound/Sonogram**
☐ Bone Scan ☐ PET Scan ☐ Abdominal Ultrasound
☐ Breast Biopsy ☐ PICC Line ☐ Arterial Doppler Lower Extremity
☐ Bronchoscopy ☐ PFT ☐ Breast Ultrasound
☐ Colonoscopy ☐ Postvoidal Residual Volume ☐ Carotid Doppler
☐ EEG ☐ Renal Scan ☐ Gallbladder Ultrasound
☐ EGD ☐ Segmental Pressures ☐ Pelvic with Probe
☐ EMG ☐ Thoracentesis ☐ Renal Ultrasound
☐ ENG ☐ Thyroid Biopsy ☐ Renal Artery Ultrasound
☐ Eye Exam ☐ Thyroid Scan ☐ Venous Doppler, Lower Extremity
☐ Flex Sigmoidoscopy ☐ Sleep Studies ☐ Ultrasound (Other)
☐ HIDA Scan ☐ TOVA Testing

Cardiac Procedures
☐ Adenosine Cardiolite
☐ Ambulatory BP Monitoring
☐ CPET
☐ Dobutamine Echo
☐ Echocardiogram
☐ Event Monitor
☐ Holter Monitor
☐ IMT Vascular Study
☐ Myocardial Perfusion Scan (Lexiscan)
☐ Stress Echo
☐ Stress Test
☐ Stress Thallium
☐ Tilt Table

Referrals
Therapy
☐ Physical Therapy
☐ Speech Therapy
☐ Occupational Therapy
☐ Smoking Cessation
☐ Medical Nutrition Therapy

Common Referrals
☐ Cardiology
☐ Dermatology
☐ ENT
☐ General Surgery
☐ Gastroenterology
☐ Nephrology
☐ Neurosurgery
☐ OB/GYN
☐ Oncology
☐ Orthopedics
☐ Pain Management
☐ Plastic Surgery

SETMA Referrals
☐ Allergy ☐ Infectious Disease
☐ Cardiology ☐ Neurology
☐ CHF ☐ Ophthalmology
☐ Coumadin ☐ Psychiatry
☐ Diabetes Education ☐ Rheumatology
☐ Endocrinology
☐ Continuous Glucose Monitoring
☐ Infusion Therapy

Medical Home
 Click [here](#) for Care Coordination Referral Template

Refer To
☐ Specialty:

Return Place Order(s)

To populate the referral diagnosis, you may also click “Add” to enter a diagnosis not already in the acute or chronic list.

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0	Cerebral atrophy
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0	Alzheimer disease
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Referrals
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☐ Medical Nutrition Therapy

Common Referrals
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☐ ENT
☐ General Surgery
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☐ Nephrology
☐ Neurosurgery
☐ OB/GYN
☐ Oncology
☐ Orthopedics
☐ Pain Management
☐ Plastic Surgery

SETMA Referrals
☐ Allergy ☐ Infectious Disease
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☐ CHF ☐ Ophthalmology
☐ Coumadin ☐ Psychiatry
☐ Diabetes Education ☐ Rheumatology
☐ Endocrinology
☐ Continuous Glucose Monitoring
☐ Infusion Therapy

Medical Home
 Click [here](#) for Care Coordination Referral Template

Refer To
☐ Specialty:

Return Place Order(s)

Once you have selected a diagnosis, it will populate the diagnosis box. See the box outlined in green below.

The screenshot shows a medical software interface with the following sections:

- Acute Dx:** A table with columns #, Code, and Diagnosis Description. Row 1 shows 'J15.9 Bacterial pneumonia'.
- Diagnosis:** A green box highlights the input field containing 'Bacterial pneumonia' and the 'ICD-9' field containing 'J15.9'.
- Insurance:** Texan Plus Classic, Telephone: (866)230-2513, Policy #: 999887777, Rendering Provider: James Holly.
- Special Procedures:** A list of checkboxes for various procedures including Arterial Blood Gas, Audiogram, AV Fistula, Bladder Scan, Bone Density, Bone Scan, Breast Biopsy, Bronchoscopy, Colonoscopy, EEG, EGD, EMG, ENG, Eye Exam, Flex Sigmoidoscopy, HIDA Scan, IVP, Liver Biopsy, Mammogram, Modified Barium Swallow, Nerve Conduction Velocity, PET Scan, PICC Line, PFT, Postvoidal Residual Volume, Renal Scan, Segmental Pressures, Thoracentesis, Thyroid Biopsy, Thyroid Scan, Sleep Studies, and TOVA Testing.
- Ultrasound/Sonogram:** A list of checkboxes for various ultrasound procedures including Abdominal Ultrasound, Arterial Doppler Lower Extremity, Breast Ultrasound, Carotid Doppler, Gallbladder Ultrasound, Pelvic with Probe, Renal Ultrasound, Renal Artery Ultrasound, Venous Doppler, Lower Extremity, and Ultrasound (Other).
- Cardiac Procedures:** A list of checkboxes for various cardiac procedures including Adenosine Cardiolite, Ambulatory BP Monitoring, CPET, Dobutamine Echo, Echocardiogram, Event Monitor, Holter Monitor, IMT Vascular Study, Myocardial Perfusion Scan (Lexiscan), Stress Echo, Stress Test, Stress Thallium, and Tilt Table.
- Referrals:** A list of checkboxes for various referrals including Physical Therapy, Speech Therapy, Occupational Therapy, Smoking Cessation, Medical Nutrition Therapy, Cardiology, Dermatology, ENT, General Surgery, Gastroenterology, Nephrology, Neurosurgery, OB/GYN, Oncology, Orthopedics, Pain Management, and Plastic Surgery.
- Medical Home:** A section with a link to 'Click here for Care Coordination Referral Template'.
- SETMA Referrals:** A list of checkboxes for various SETMA referrals including Allergy, Cardiology, CHF, Coumadin, Diabetes Education, Endocrinology, Infectious Disease, Neurology, Ophthalmology, Psychiatry, and Rheumatology.
- Continuous Glucose Monitoring:** A checkbox labeled 'Continuous Glucose Monitoring' is highlighted with a green box.

Once the diagnosis and the Provider and Location functions are completed, you must select the “Infusion Therapy” checkbox. See the box outlined in green below.

The screenshot shows the same medical software interface as above, but with the 'Infusion Therapy' checkbox checked. A green box highlights the 'Infusion Therapy' checkbox.

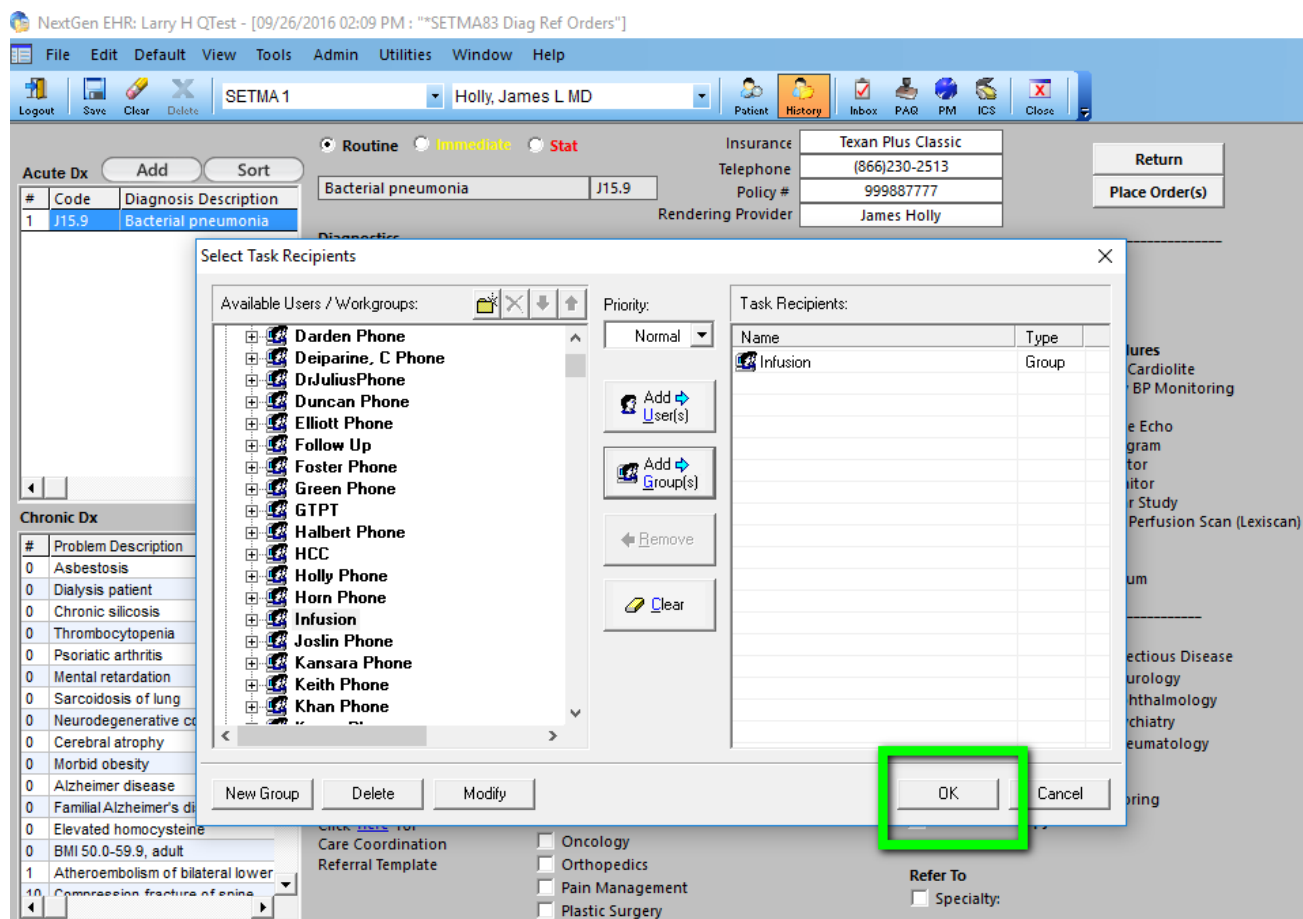
A list of available antibiotics or other drugs for infusion will appear. Select the one you would like to use for the referral.

The screenshot shows a medical software interface with a patient's acute diagnosis of Bacterial pneumonia (J15.9). A pop-up window titled "Infusion Drugs" is open, displaying a list of antibiotics including Amikacin, Cefazolin, Ceftriaxime, Cephalexin, Dalbavancin, Daptomycin, Gentamycin, Invanz, Meropenem, Primaxin, Rocephin, Tobramycin, and Vancomycin. The "Place Order(s)" button is visible in the top right corner.

Click the “Place Order(s)” button.

The screenshot shows the same medical software interface after clicking the "Place Order(s)" button. The "Infusion Drugs" pop-up window is no longer present. The "Place Order(s)" button is now highlighted with a green box. The "Referral Template" section shows "Infusion Therapy" selected under "SETMA Referrals".

The task window will appear to send the referral to the Infusion department. If you would like to add additional recipients, you may do so. Otherwise, click “OK” to save and send the referral.



Once you are familiar with this process and when you are working from the EMR, the process for referral patients to the Infusion Center will take less than one minute.

Because the timing of these referrals is so critical, the referral does not go to the referral department but directly to the Infusion Center which is committed to responding immediately to the request.