The CARE Act

PHSA 14313

Providence AK Learning
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Course Purpose

To assist hospital RNs in understanding the CARE Act, a new Alaska state law related to discharge planning and processes.

To examine the CARE Act’s implications for Providence Alaska Medical Center and its caregivers.
Learner Outcomes

At the end of this module, the RN caregiver will:

• Provide opportunity for patient to designate a caregiver for aftercare needs during admission process

• Include patient and designated caregiver in discharge planning process.

• Document required admission, education, and discharge elements in EPIC

• Relate a practice tip you have learned
Required Documentation

In this module, you will learn more details about required EPIC documentation. See table below.

<table>
<thead>
<tr>
<th>Required Documentation</th>
<th>Admission</th>
<th>Education</th>
<th>Discharge</th>
</tr>
</thead>
</table>
| Admission              | • Discharge Planning Screen  
   • Designated Caregiver Screen  
   • Initial Disability Screen | • Unresolved Education Screen  
   ▪ Select teaching point(s)  
   ▪ Select “DFC: Designated Family Caregiver” to identify education/training provided to designated caregiver | • Select *Discharge Designated Caregiver* from Discharge Checklist  
   ▪ Note time Designated Caregiver notified of discharge order  
   • Complete *Discharge Instructions*, add related care handouts  
   • Complete *Follow-up*  
   • Completes *Progress Note* at discharge using SmartText .ORDCGOAL |
Discharge Planning Requirements

- Current discharge planning requirements are based upon new Federal requirements related to:
  - Medicare Conditions of Participation (42 CFR Part 482)
  - Joint Commission (discharge summary standards)
- Until Senate Bill 72: The CARE Act, there were no state laws specifically for discharge planning
Alaska Senate Bill 72

- Alaska SB 72 is “An Act relating to the discharge of patients from hospitals and to caregivers of patients after discharge from a hospital.”

- Effective date of SB 72 was January 1, 2017
- Alaska law (SB 72) was adopted from the AARP CARE Act Model as operationalized in California and Oregon
- CARE = Caregiver, Advise, Record, Enable ACT (CARE Act)
Alaska CARE Act

- Requires hospitals to adopt and maintain written discharge policies containing specified elements of the Alaska CARE Act.

- It is not necessary for the patient to designate a caregiver if discharge plan includes discharge to another facility not considered to be a private residence. (see table below for discharge destinations)

<table>
<thead>
<tr>
<th>Private Residence (Yes to Designated Caregiver)</th>
<th>Not A Private Residence (No to Designated Caregiver)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Acute care hospitals discharging patients to a private residence</td>
<td>• Rehabilitative facility</td>
</tr>
<tr>
<td>• What is a private residence?</td>
<td>• Another hospital</td>
</tr>
<tr>
<td>o Home/Apartment</td>
<td>• A nursing home</td>
</tr>
<tr>
<td>o Car/motor home</td>
<td>• An assisted living home</td>
</tr>
<tr>
<td>o Other location patient designates as his/her living space</td>
<td>• A group home</td>
</tr>
<tr>
<td></td>
<td>• Another licensed health care facility</td>
</tr>
<tr>
<td></td>
<td>• Patients in a “swing” bed</td>
</tr>
<tr>
<td></td>
<td>• Subacute facilities</td>
</tr>
</tbody>
</table>
What is a Designated Caregiver?

- A designated caregiver is a relative, significant other, or friend who agrees to provide care to the patient after hospital discharge.
  - The person designated as caregiver consents to providing aftercare for the patient.
  - The nurse documents designated caregiver name and contact information in EPIC.

- The designated caregiver for aftercare may not interfere with the powers or duties of the patient’s:
  - Agent under a valid advanced health care directive
  - Legal guardian
Obtaining Patient Consent

- Patient signs the “Consent to Treat” form upon admission. The patient’s signature on this form permits staff to share his/her protected health information regarding diagnosis, treatment plan, and follow-up care for purposes of educating and training the designated caregiver.
  - The designated caregiver and patient are both given a copy of discharge instructions at the time of discharge
  - The designated caregiver does not have the right to view or obtain copies of the patient medical record without written permission from the patient
  - The designated caregiver role is to provide aftercare for the patient following discharge
SB 72 Alaska CARE Act Details

Section 18.20.500- Aftercare assessment and designation of caregiver by hospital

- RN completing patient’s admission assessment assesses the patient’s ability for self-care after discharge.
- RN provides the patient an opportunity to designate a caregiver who agrees to provide aftercare in a private residence following hospital discharge. (See *Required Documentation* table on page 4)

- RN documents the designated caregiver name and contact information in EPIC.
- Aftercare includes assistance with:
  - Activities of daily living
  - Wound care, medication administration, medical equipment operation, mobility assistance, and other medical/nursing tasks
  - Other assistance related to patient condition at time of discharge.
Section 18.20.510  Planning, instruction, and training

- PAMC shall give the patient and designated caregiver the opportunity to participate in discharge planning prior to patient discharge.

- Patient and designated caregiver are provided with education and training as needed for the designated caregiver to perform aftercare following patient discharge.
  
  - Education and training is provided by
    - RN
    - Physician or LIP
    - Therapies (PT, OT, SLP, RT)
    - Other disciplines (e.g., Dietician, Diabetic Educator, Pharmacist, etc.)
SB 72 Alaska CARE Act Details

Section 18.20.530 Discharge policies

- Discharge plan is appropriate to meet needs of patient condition and abilities of designated caregiver.

- PAMC maintains written policies to be compliant with SB 72
  - Admissions, Direct Admits, Transfers into PAMC, and Patient Placement Process (PolicyStat ID: 1626675)
  - Education, Patient and/or Family (PolicyStat ID: 3033722)
  - Discharge of Patient Process (PolicyStat ID: 3375144)

- On discharge, the RN will document:
  - Discharge instructions, add pertinent education handouts and follow up care in After Visit Summary (AVS) in EPIC
  - Progress note at discharge using SmartText .ORDCGOAL
  - Provides a copy of discharge plan to both patient and designated caregiver
Section 18.20.520 Notification of Discharge

- PAMC notifies the patient’s designated caregiver of the patient’s discharge or transfer.
  - The RN assigned to the patient contacts the designated caregiver when the discharge order is received
  - If RN unable to call, will delegate the charge nurse to contact the designated caregiver
Summary of Learning

The Care Act allows the patient to designate a caregiver to assist him/her with aftercare following hospital discharge.

The patient and designated caregiver are given the opportunity to participate in discharge planning and receive education/training to prepare for aftercare needs at home.

The nurse’s role is instrumental in assessing post-discharge patient needs including patient’s ability to perform self-care, and ensuring the designated caregiver has the education/training necessary to safely manage the patient’s on going care needs after discharge.

Next you will review slides of required EPIC documentation.
Documentation of Patient’s Ability for Self-Care after Discharge

1. Open Admit-Arrival Navigator
2. Complete the **DC Planning** screen
3. Complete the **Initial Disability** screen

- These two screens help with discharge planning by determining the patient’s ability to perform self-care following discharge.
Designated Caregiver

1. Open the Admit-Arrival navigator and click on Family Caregiver.
2. Click Row Info to guide you in the conversation with the patient. If the patient elects to designate a caregiver, ensure the caregiver understands and agrees to the role.
3. Document designated caregiver name and contact information. Complete required documentation.

FYI: “Family” was added to designated caregiver in EPIC to comply with California CARE Act law.
Flowsheet

The documentation completed in the Admit-Arrival or Admission navigator will populate into the Flowsheets. If the patient cannot answer at the time of admission, follow-up conversations regarding selection of a designated caregiver can be documented directly into the Flowsheet.

1. Select either the Discharge Planning flowsheet or the CM/SW Assessment flowsheet.
2. Add a column.
3. Complete the documentation.
Patient/Caregiver Education

Open the *Education* navigator

1. Select **Unresolved Education**
2. Select desired teaching point
3. Identify designated caregiver as the learner by selecting “**DFC: Designated/Family Caregiver**” in the Learner column and complete education documentation
Discharge Checklist

Alaska law requires notification of the designated caregiver upon receiving the discharge order. Ideally, the designated caregiver is present to review/receive discharge instructions prior to patient discharge.

There is a link in the Discharge Checklist to document the Designated Family Caregiver was notified.

1. Click **Discharge Designated Caregiver**.
2. Complete documentation for Designated Caregiver Notification following receipt of discharge order.
3. This information populates the Discharge Plan widget.

- The nurse delegates the call to the charge nurse if unable to call the designated caregiver. The charge nurse completes documentation in steps 1-2 above.
At the bedside before the patient leaves, open the Notes navigator.

Select Progress note and type `.ORDCGOAL into text area, then` select the SmartText to add note.

Place cursor at the beginning of text:
- Press F2 to obtain pull down menu to answer questions.
- You must type in a response to questions containing ***

When all questions are answered, select “sign” at bottom to file the note.
Discharge Instructions

1. Open Discharge Checklist navigator
2. Select *Followup and Instructions*
3. Select *Discharge Instructions*
   - Complete discharge instructions
   - Add education handouts
   - Print *two* copies of discharge instructions, give one to the patient and the other to the designated caregiver
4. Don’t forget *Follow-up* appointments
Case Management Only

- Continue to use CM/SW Assessment flowsheet
  - Designated caregiver information is included in flowsheet and SmartPhrases that have been updated

- Updated SmartPhrases you may find helpful:
  - .CMSWDCPSERVICE (Discharge placement with services)
  - .CMSWDCSERVICE (Discharge with Services)
  - .CMSWINITIAL (Care Management Initial Assessment)
Key Points

The Care Act allows the patient to designate a caregiver to assist him/her with aftercare following hospital discharge. The patient and designated caregiver are given the opportunity to participate in discharge planning and receive education/training to prepare for aftercare needs at home. The nurse’s role is instrumental in assessing post-discharge patient needs including patient’s ability to perform self-care, and ensuring the designated caregiver has the education/training necessary to safely manage the patient’s ongoing care needs after discharge.
Additional Resources

For Epic Assistance:

• If you are experiencing problems and require technical assistance, please contact the Epic Support Team 1-855-415-8188. The Epic Support Team is also accessible by calling your regional service desk and selecting option 1.

For other questions:

• Please contact your clinical educator, clinical manager, or clinical nurse specialist.