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SmartCare

Episodes & Enrollments

User Guide

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The guide is intended to provide information on how Episodes and Enrollments are used in SmartCare, as well as the process for creating and closing Enrollments.

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General Information

The SmartCare system tracks episodes of treatment. One episode consists of everything that happens to a client from their initial contact to Access for services through discharge from the agency. Each client will have at least one episode because they will receive an initial assessment. Some consumers may have multiple Episodes. A consumer may complete treatment, and then return to the agency for treatment again.

Most programs that provide services to a client require a program enrollment. Because a client cannot walk into a program office and request services - they must first go through the Access process to ensure they qualify - program enrollments should occur during an open episode of treatment. Each program providing services to a client will result in a program enrollment. An episode could have a single program enrollment or it could have multiple program enrollments, it all depends on what services a client receives. There are exceptions to this rule such as services provided by Crisis Services and hospitalizations. Due to their emergent circumstances, these services can be preformed outside of an episode and do not require a program enrollment.

If a client qualifies for services during the Access process, an enrollment will be started for the client in whatever program is going to perform the initial assessment. This allows staff in that program to have access to view the client.

The Access Department, or staff providing Access functions, will open the Episode for clients beginning a new episode of care. These staff will receive special training, since the information contained in the Episode will be used for Performance Indicator timeliness.

Program Enrollments

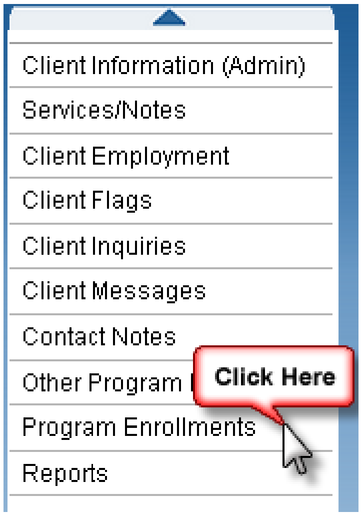
Requesting an Enrollment

In order for most departments to search for and see a client's record, the client must have a program enrollment created.

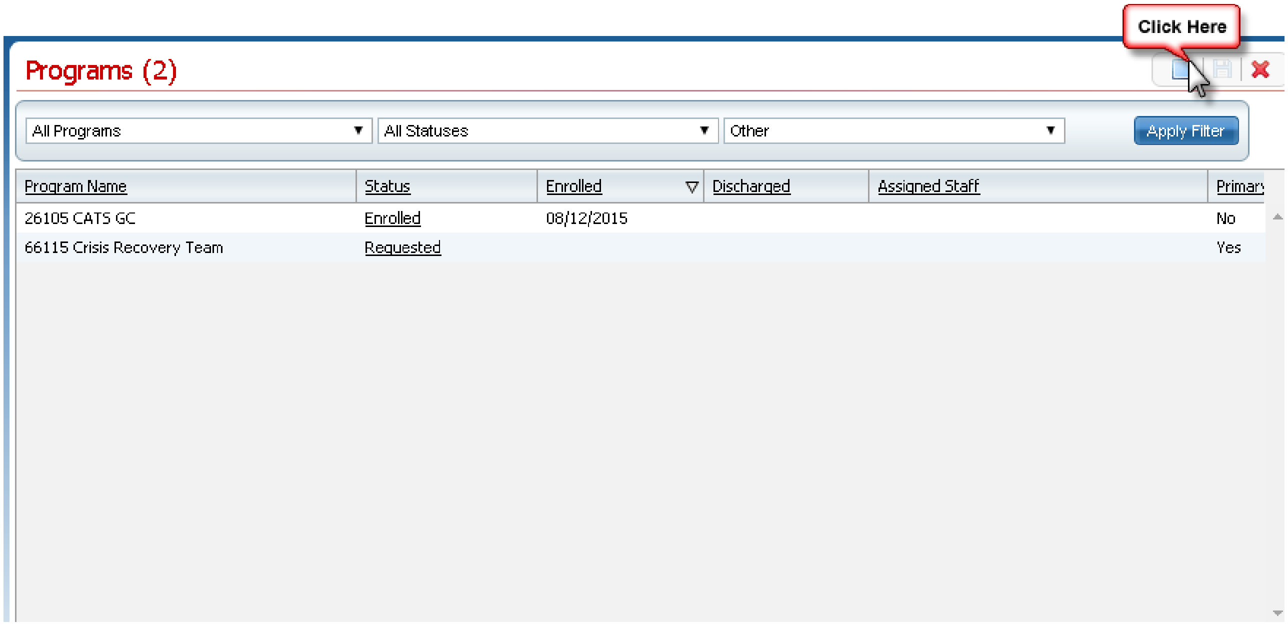
The Access Department will create an Enrollment with a status of 'Requested' for the program that will be providing the Assessment.

Also, when a client gets transferred or referred to another program, the Referring program will need to start the enrollment so that the Receiving program will be able to access the client's record.

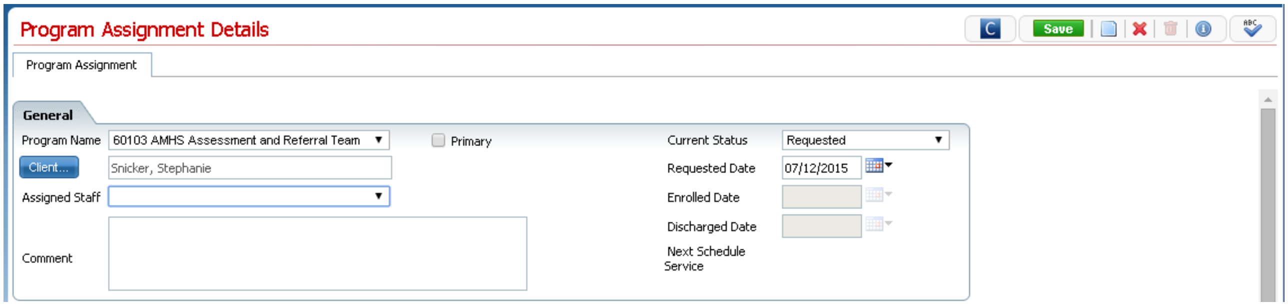
1. The first step in creating a program enrollment is to click **Program Enrollments** on the client banner. You will be taken to the Programs list page. This page will display all program enrollments, past and present, for a client.



2. Click the **New** button in the upper right corner of the screen.



3. Create a requested program enrollment by completing the following fields:
   - Program Name – Select the program that is scheduled to perform the initial assessment.
   - Current Status – Set the current status field to **Requested**.
   - Requested Date – Enter the date the Access department received the request for services and scheduled the initial assessment appointment.



4. If the Assigned Staff is known, it can be added to the enrollment.
5. Click **Save** in the upper right corner to save the enrollment. (Note: this is a Grid screen, with the History showing in a grid and the detail for the selected record showing above. This is currently the only Grid screen in SmartCare where 'Save' adds the records to the grid. All other Grid screens require that the record be inserted into the grid (via the Insert or Modify button), before being saved.)
6. Note: the Waitlist Priority section is not being used.

Opening an Enrollment

After a program enrollment has been Requested, the program in which the enrollment has been requested will need to adjust the Current Status.

If the client will be receiving services in the program, the Status should be changed to Enrolled and an Enrolled Date added.

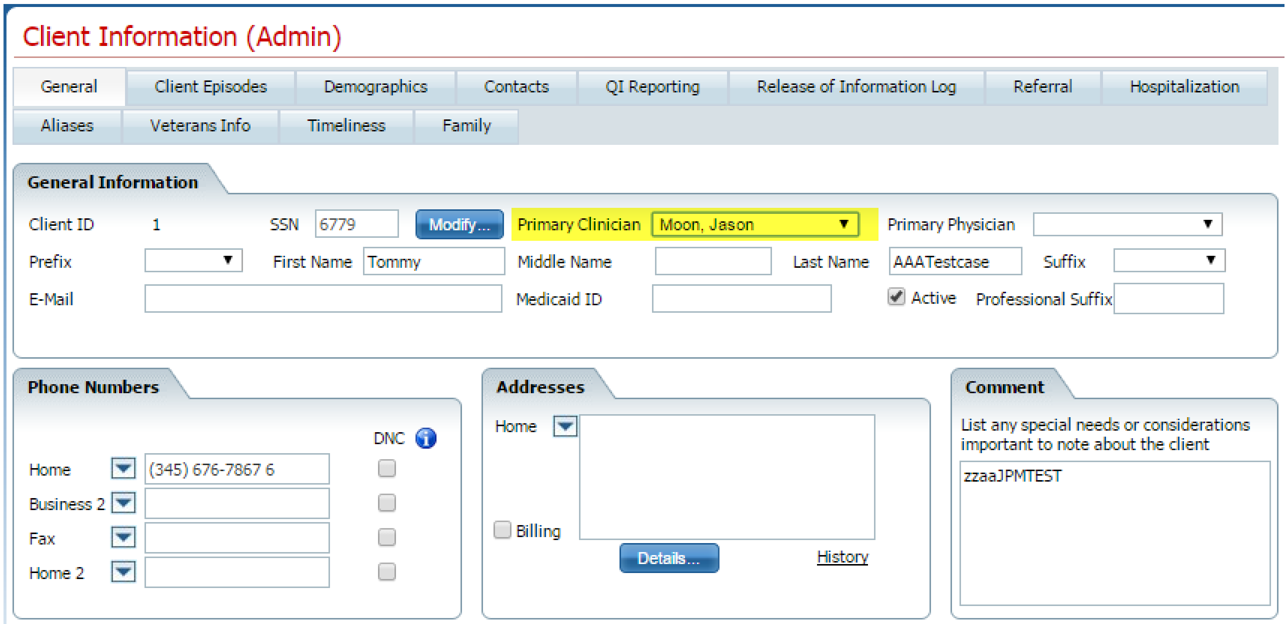
If this is the client's Primary Enrollment, the Primary box should be checked. Only one enrollment can be marked as Primary. If another primary enrollment exists, the Primary box will automatically uncheck for the existing enrollment and the new enrollment will be Primary.

If there is a staff assigned to the enrollment, other than the case manager, the staff should be selected from the Assigned Staff dropdown. See the section **Setting Case Manager** below for instructions on setting the case manager for a client.

If the client is beginning a new episode, Program staff will also need to update the Episode. See instructions under the section 'Updating an Episode.'

Setting Case Manager

Case Manager is entered on the Client Information (Admin) screen of the client chart. The case manager is selected from the Primary Clinician drop down box of the General tab.



If other staff are affiliated with a client, a mental health worker for example, they would be selected as the staff associated with the program enrollment. Only if there is no other staff associated for a specific cost center would you leave the case manager selected as the staff associated with a program enrollment.

Note: They system and reports assume that the clinical staff selected as Primary Clinician is associated with the program that is marked as primary for the client.

Closing an Enrollment

If a client will not be receiving services in the program, or after a client has finished receiving services in a program, the status of the enrollment should be changed to 'Discharged' and a Discharged Date should be added.

If there are no remaining open enrollments, the client should be discharged from the agency by completing a Discharge Summary Document and then closing the Episode.

Episodes

Opening an Episode

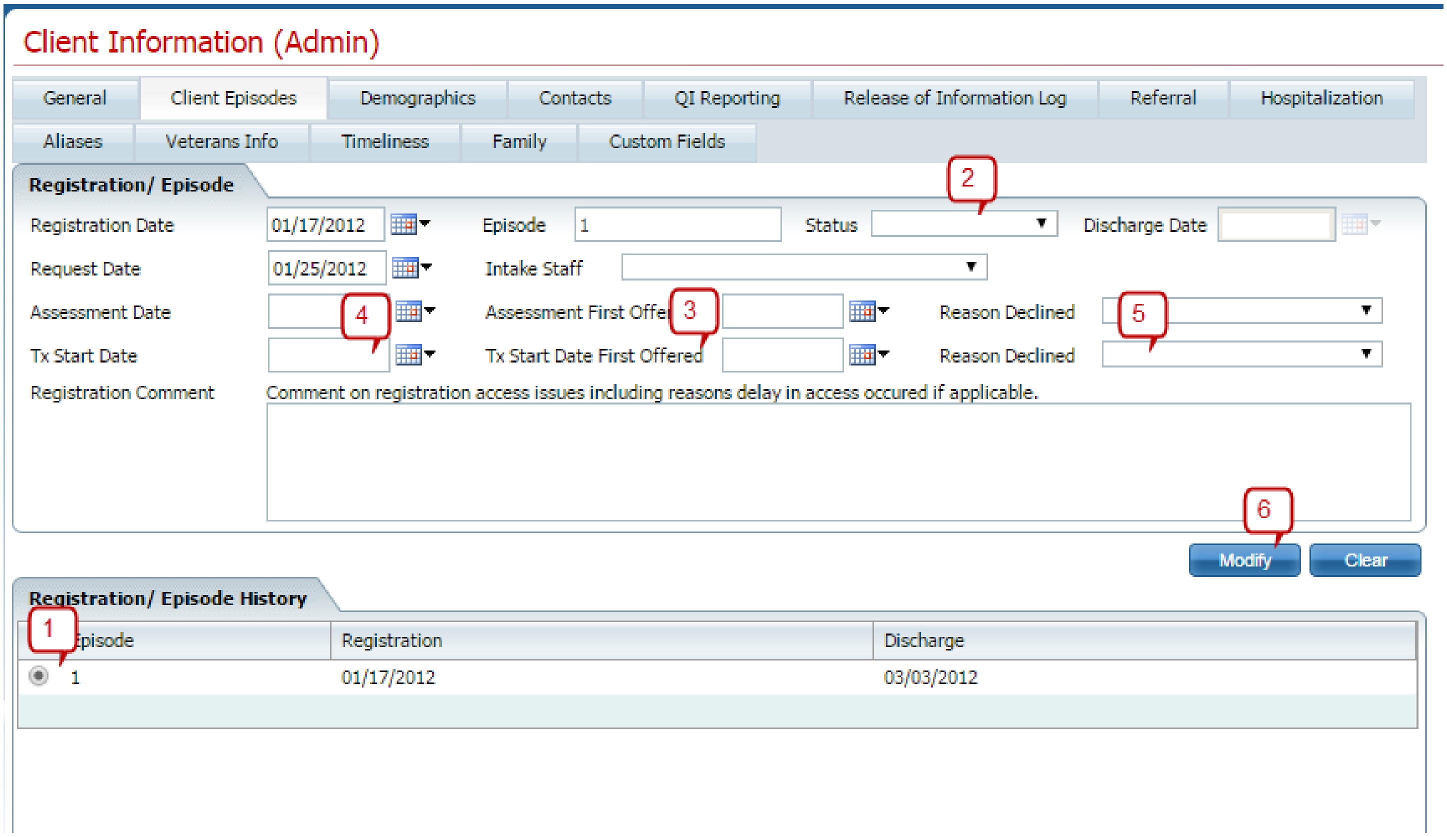
Only Access Staff, or staff providing Access functions, should open an Episode. These staff will receive special training to ensure that the episode is opened correctly for accurate reporting of Performance Indicators.

Updating an Episode

Access Staff will begin the episode, but Program staff will need to update it after the Assessment takes place.

If the client will not be receiving services at the agency, Program staff will close the episode. (See the next section: 'Closing an Episode.')

If the client will be receiving services, the Program staff will need to update the episode:

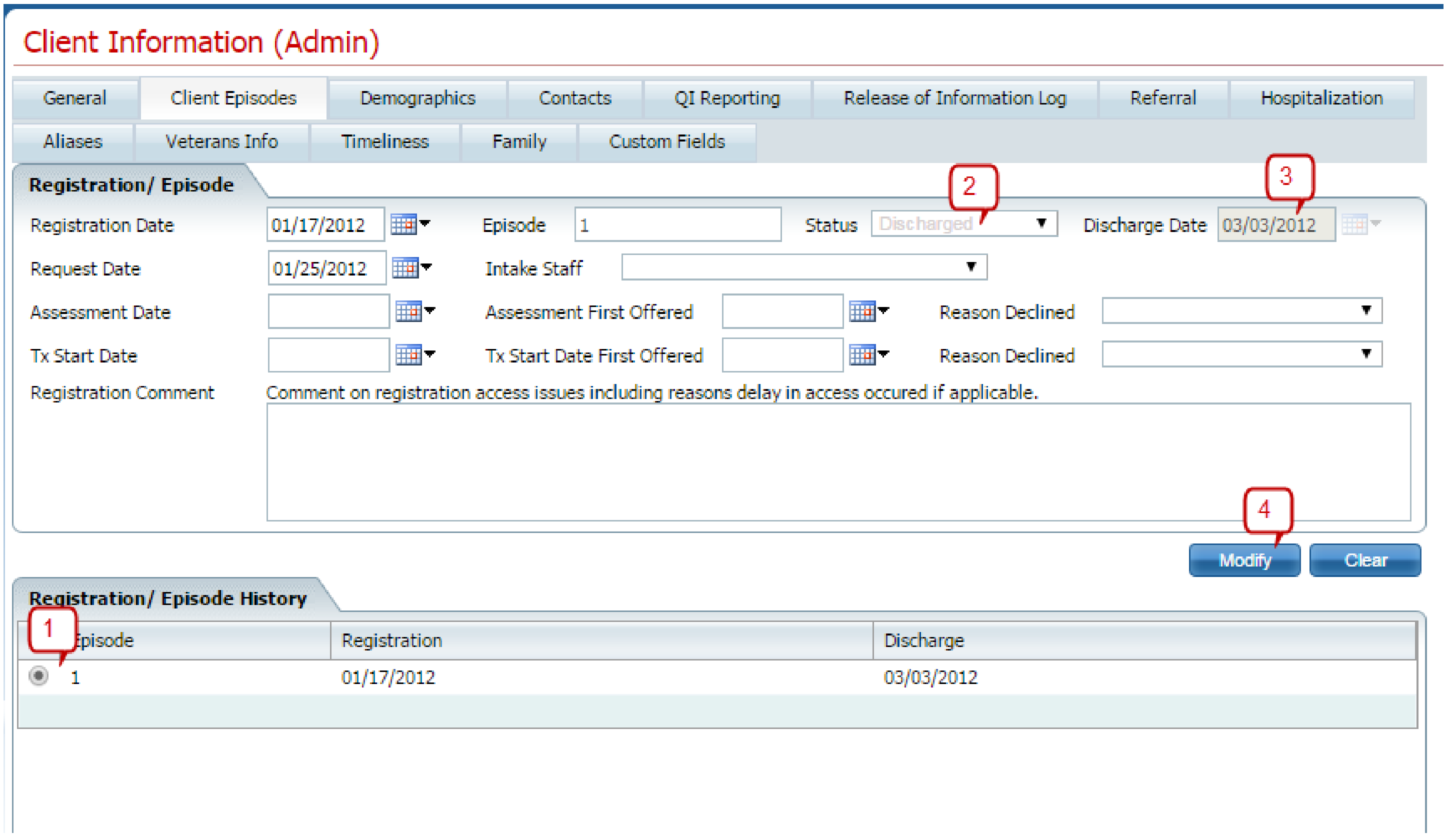


1. Click on the Episode that you want to update and the detailed information will show at the top of the screen.
2. Change the Status to 'In Treatment.'
3. Enter the Tx Start Date First Offered.
4. Tx Start Date:
    a. If the First Offered Date was accepted, leave this blank. (If left blank, the Offered Date will copy into this field during the quarterly Performance Indicator process.)
    b. If the First Offered appointment wasn't accepted, then select the actual Tx Start date here.
5. Click Save.
6. Reason Declined
    a. If the First Offered Date was accepted, leave this blank.

b. If the First Offered appointment wasn't accepted, then select 'Different Date/Time Requested' in this field.

Closing an Episode

Program Staff will be responsible for closing an Episode when *all* program enrollments have been closed or 'Discharged.'



Open the Client Episodes tab in the Client Info (Admin) screen.

7. Click on the Episode that you want to close and the detailed information will show at the top of the screen.
8. Change the Status to Discharged. (Note: a status of 'Discharged' cannot be selected if the client has any open enrollments.)
9. Enter the Discharge Date
10. Click Modify to insert your changes into the grid.
11. Click Save.

Business Process Flow

An episode must be opened before any enrollments can be created, and all enrollments must be closed before the episode can be closed. Some of these functions are handled by Access and some are handled by the Program. Below is an example of the work flow and the responsible party.

Example	**Action needed in Smartcare**	**Party to complete Smartcare Entry**
1. Client requests services	1.a. **Create an Episode** with a status of Registered	Access
	1.b. **Start an Enrollment** with a status of Requested	Access
2. Program does Assessment and determines that the client qualifies for services in the program	2.a. **Update the Episode** to a status of In Treatment and enter Tx Start info.	Program
	2.b. **Update the Enrollment** to a status of Enrolled. Add Enrolled Date. Add Assigned Staff, if needed.	Program
3. Program refers client to another program	3.a. **Create an Enrollment** for the receiving program with a status of Requested.	Program (Referring)
	3.b. **Update the Enrollment** to a status of Enrolled. Add Enrolled Date. Add Assigned Staff, if needed.	Program (Receiving)
4. Client discontinues services	4.a. **Close the Enrollments**	Programs
	4.b. **Create a Discharge Summary** (One document gets created when all enrollments are closed.)	Program
	4.c. **Close the Episode**	Program