

# Visit Frequencies - Standard Work

**WHAT:** Entering a visit frequency for the first time for a certification period will generate visits in Patient Scheduling for that 60-day certification period.

## Responsibilities

## Field Clinicians (with laptops)

- Field clinician will enter the visit frequency in Patient Scheduling the same day that they perform the Admit, Re-Certification or Evaluation visit
  - Don't forget...update the visit status to complete on your Admit, Re-Certification or Evaluation visit first.

## Responsibilities

## Office

- Communicate daily with each contract clinician (without laptop) that is assigned an Admit, Re-Certification or Evaluation visit to obtain visit frequencies
- Enter frequencies accordingly, same day, for contract clinicians (without laptops)
- Scheduling Team Assistant will approve all visits within 2 hours of receipt
- Run Certs Without Frequencies Report out of Patient Scheduling daily and reinforce standard work



**WHY:** Our PDGM success will largely center around providing the right care at the right time for each patient. Following the Scheduling Standard Work will help us to do the right thing and is consistent with BayCare's Zero Harm initiative, commitment to customer experience and clinical excellence.

Missing frequencies will cause delays in patient care. It also increases risk of the following:

- Acute care hospitalization
- Not being compliant with physician orders
- Dissatisfaction from patient/caregivers, physicians and referral sources
- Potential patient harm

While entering frequencies will place visits on the patient schedule, they won't be available on the clinician schedule until the Scheduling Team Assistant approves them. That is why it is equally important for the clinician and office staff to comply with their portion of this standard work.

**HOW:** From **Patient Scheduling**, double click on the patient appointment from your schedule. Click on Frequency tab.

Use the drop-down selections to choose the certification period and discipline of the frequency you are establishing.



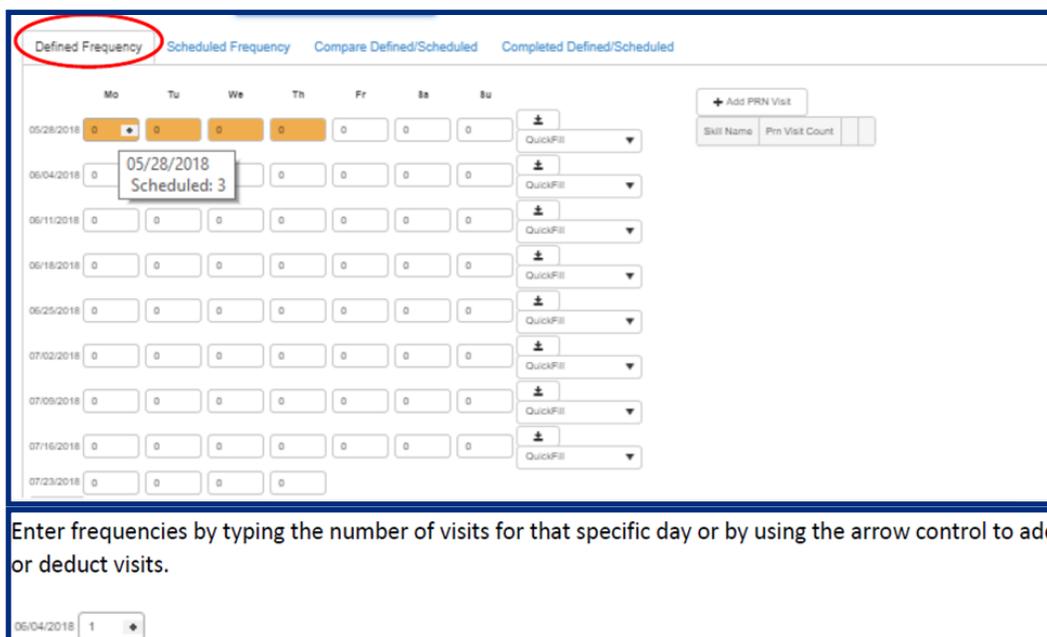
VisiInfo Demographics Notes Admit Info Visits **Frequency** Auths Protocols Med Profile Diagnosis Disciplines Skills Labs Supplies

Select Certification Period:

Select Discipline for Period:

### Defined frequency

Frequencies are entered in the defined frequency tab. Days that have scheduled visits will be shaded in orange. Hovering over those fields will show the user how many visits were scheduled.



Defined Frequency Scheduled Frequency Compare Defined/Scheduled Completed Defined/Scheduled

Mo Tu We Th Fr Sa Su

05/28/2018	0	0	0	0	0	0	0	QuickFill
06/04/2018	0	0	0	0	0	0	0	QuickFill
06/11/2018	0	0	0	0	0	0	0	QuickFill
06/18/2018	0	0	0	0	0	0	0	QuickFill
06/25/2018	0	0	0	0	0	0	0	QuickFill
07/02/2018	0	0	0	0	0	0	0	QuickFill
07/09/2018	0	0	0	0	0	0	0	QuickFill
07/16/2018	0	0	0	0	0	0	0	QuickFill
07/23/2018	0	0	0	0	0	0	0	QuickFill

05/28/2018 Scheduled: 3

05/04/2018

Enter frequencies by typing the number of visits for that specific day or by using the arrow control to add or deduct visits.

Quick Reference options are also available

	Mo	Tu	We	Th	Fr	Sa	Su		
08/28/2019		1	0	0	1	0	0	⬇	QuickFill
09/02/2019	1	0	0	0	1	0	0	⬇	QuickFill
09/09/2019	1	0	0	0	1	0	0	⬇	3XWeekMWF
09/16/2019	0	0	0	0	0	0	0	⬇	3XWeekTRS
09/23/2019	0	0	0	0	0	0	0	⬇	2XWeekMR
									2XWeekTF
									Weekly

Copy frequencies from one week to the next week by clicking on the copy button

05/11/2018	1	2	0	1	2	0	1	⬇	PRN Visit
05/18/2018	1	2	0	1	2	0	1	⬇	QuickFill

Click Add PRN Visit. Select the skill/skill associated with the PRN Visits

REFERRAL, IMA(00797999) - Patient Care

Demographics Notes Patient Statistics Referral Info Admit Info Welcome Frequency Disciplines Skills Preferences Supplies Protocol

Select Certification Period: 05/28/2018 - 07/26/2018  
Select Discipline for Period: Nursing

Defined Frequency Scheduled Frequency Compare Defined/Scheduled Completed Defined/Scheduled

	Mo	Tu	We	Th	Fr	Sa	Su	
05/28/2018	0	0	0	0				⬇
06/04/2018	1	0	2	0				
06/11/2018	1	2	0	1				
06/18/2018	1	2	0	1				

+ Add PRN Visit

Add Skills to Admit Cert

- Case Manager
- Ostomy Appliance Change (colostomy, ileostomy, urostomy)
- Urinary Catheter Insertion-indwelling and suprapubic
- Basic Clean wound Care

Edit the PRN record to add visit counts and then save

Skill Name	Prn Visit Count		
Basic Clean wound Care	3	Edit	Remove

When frequencies for certification period have been entered don't forget to save, using the Update button.

Update

Saving frequencies will generate visits for those frequencies. You will get a message asking if you want to proceed. Click OK to proceed with the Save



Repeat this process for any discipline that you are responsible for (for example: Home Health Aide).

If frequencies are already established for that discipline/certification period, the following message will be displayed. Changes to the frequency will not create/modify visits. You will need to contact your PCS to discuss the changes/new orders.

Frequencies were auto-generated for this Admit/Resume previously.  
Frequencies were auto-generated for this Recert previously.