

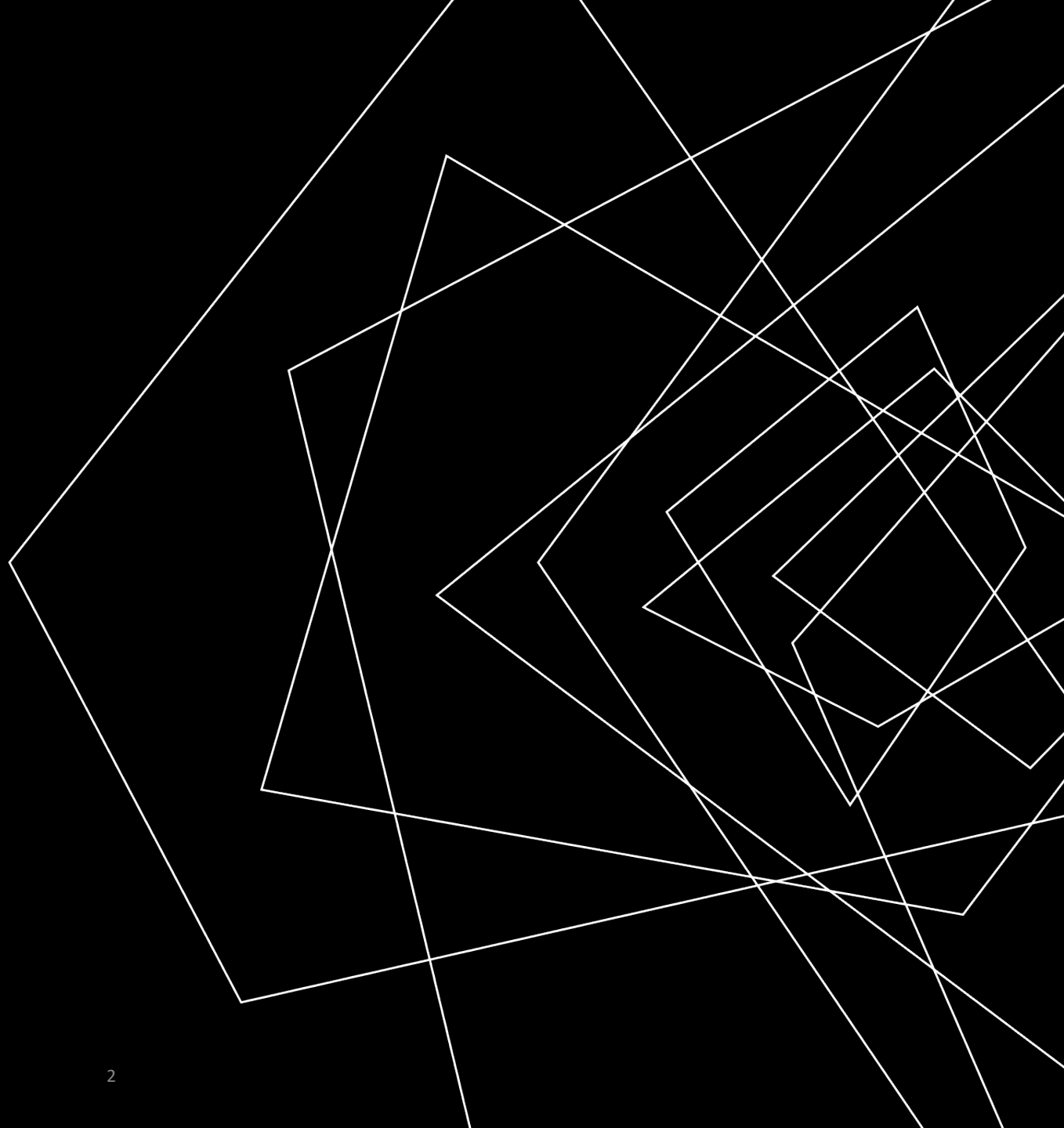


LOURDES NURSE NAVIGATOR ROLE

Sarah Cashman BSN, RN

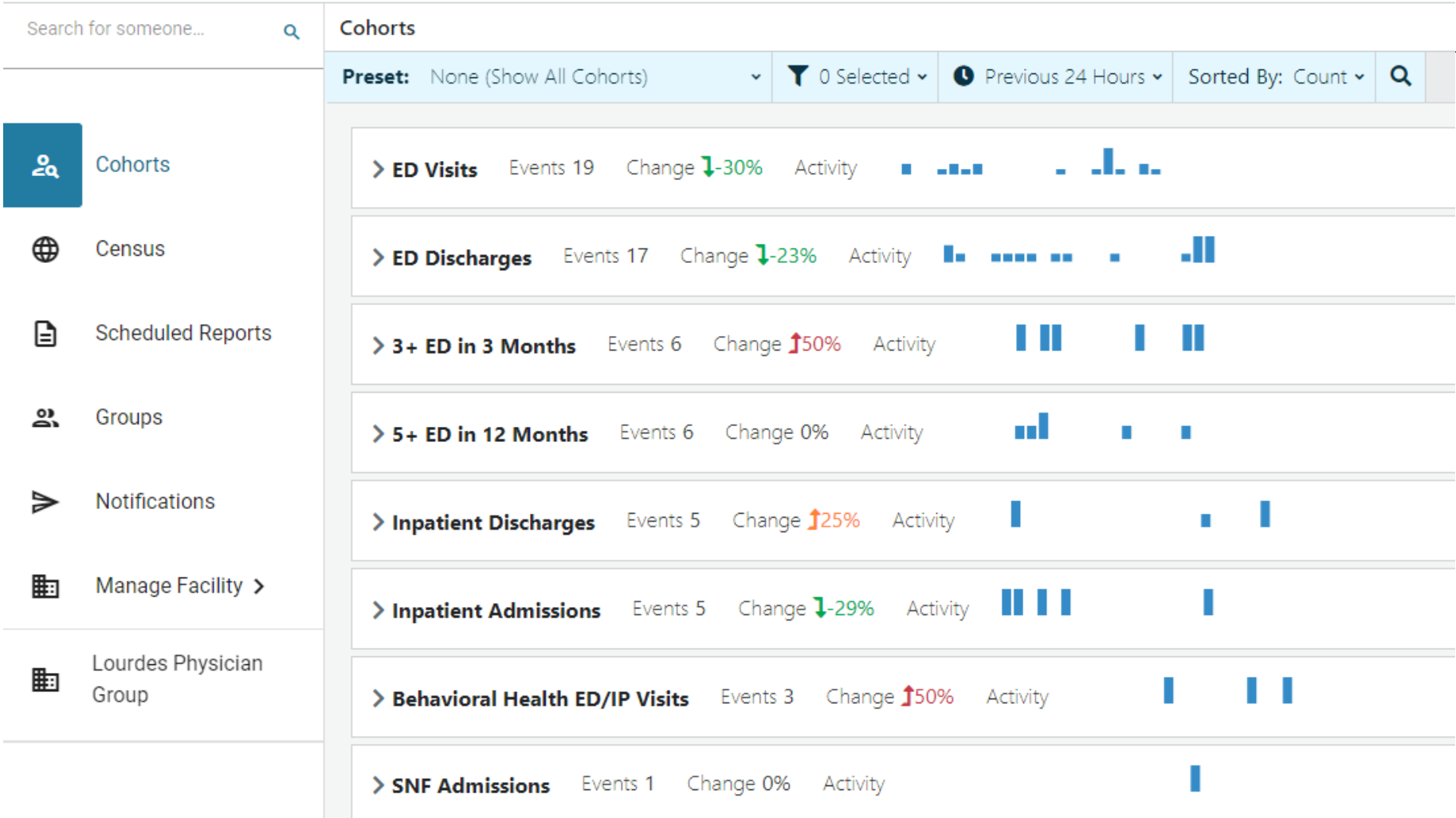


TRACKING ER VISITS AND HOSPITALIZATIONS





COHORTS





| Scheduled Reports | | | | |
|--------------------------------------|--------|-------------------|------|---------|
| 12/28/23-01/04/24 | | | | |
| Description | Status | Date | Rows | Preview |
| Prior Day - ED Admits and Discharg | ✓ | 01/04/2024 4:17AM | 18 | |
| Prior Day - IP - Observation - Admit | ✓ | 01/04/2024 3:02AM | 11 | |
| Prior Day - ED Admits and Discharg | ✓ | 01/03/2024 4:17AM | 26 | |
| Prior Day - IP - Observation - Admit | ✓ | 01/03/2024 3:01AM | 8 | |
| Prior Day - ED Admits and Discharg | ✓ | 01/02/2024 4:17AM | 13 | |
| Prior Day - IP - Observation - Admit | ✓ | 01/02/2024 3:01AM | 6 | |

SCHEDULED REPORTS



INPATIENT/OBSERVATION

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O |
|---|-----------|------------|-----------|-------------|---------------|---------------------------|------------------|----------------|-----------|-----------|------------|---|-----------|-----------------|---|
| | Member ID | First Name | Last Name | Patient DOB | Location | Visit Facility | Admit Date | Discharge Date | Diagnoses | 12M ED Vi | 12M IP Vis | Patient Re | Readmissi | Readmission Ris | |
| 1 | | | | | LMG W Pasco F | Trios Southridge Hospital | 12/27/2023 20:51 | 1/3/2024 11:50 | | 2 | 1 | https://se | 0.08 | Moderate | |
| 2 | | | | | LMG W Pasco F | Providence Kadlec Regiona | 1/3/2024 20:09 | | R55:Synco | 7 | 2 | https://secure.collectivemedical.com | | | |
| 3 | | | | | LMG W Pasco F | Trios Southridge Hospital | 1/1/2024 16:02 | 1/3/2024 16:40 | | 6 | 1 | https://se | 0.12 | Moderate | |
| 4 | | | | | LMG W Pasco F | Providence Kadlec Regiona | 1/3/2024 8:30 | | Z1630:Res | 2 | 1 | https://se | 0.04 | Low | |
| 5 | | | | | LMG W Pasco F | Providence Kadlec Regiona | 1/3/2024 8:30 | | N3001:Acc | 2 | 1 | https://se | 0.04 | Low | |
| 6 | | | | | LMG W Pasco F | Providence Kadlec Regiona | 1/2/2024 5:52 | 1/3/2024 15:18 | N9989:Oth | 0 | 1 | https://se | 0.03 | Low | |
| 7 | | | | | LMG W Pasco F | Providence Kadlec Regiona | 1/2/2024 1:40 | 1/3/2024 7:10 | I4891:Uns | 4 | 3 | https://se | 0.14 | Moderate | |
| 8 | | | | | LMG W Pasco F | Providence Kadlec Regiona | 1/3/2024 16:49 | | I4891:Uns | 4 | 3 | https://se | 0.14 | Moderate | |
| 9 | | | | | LMG W Pasco F | Toppenish Community Hos | 1/3/2024 14:48 | | | 5 | 1 | https://se | 0.13 | Moderate | |
| 0 | | | | | LMG W Pasco F | Providence Kadlec Regiona | 1/3/2024 11:35 | | G8929:Oth | 2 | 1 | https://se | 0.08 | Moderate | |
| 1 | | | | | ZZZLMG Intern | Virginia Mason Medical Ce | 1/2/2024 19:47 | 1/3/2024 17:05 | | 2 | 1 | https://se | 0.04 | Low | |
| 2 | | | | | | | | | | | | | | | |



MASTER ROSTER



TCM VS ER FOLLOW UP WORKFLOWS

TCM

Call 1st and 2nd business day after DC

Schedule within 7-14 days of DC – depending on risk level/complexity/availability of appts

Pull records, summarize hospital visit, update med rec

ER

Triage who gets calls

First contact attempt within 7 days of DC

Schedule appropriate ER follow up if needed