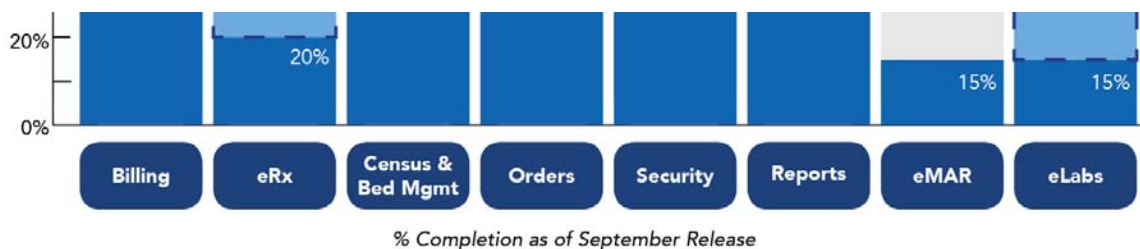## DEAR CREDIBLE,

2018 INPATIENT STATISTICS

- 268 Hours of Direct Partner Collaboration

- 875 Hours of Product Design

- 10,000+ Development Hours Spent on Module To Date

- 370 Enhancement Components Completed and Released

- 303 Enhancement Components Remaining for 2018 Releases

Since its initial launch, Credible has greatly expanded the Inpatient/Residential Module with new features and enhancements, many developed through collaboration with our Partners. This Partnership continues with each month's release, as Credible develops and adds updates requested by our Partners to the Inpatient/Residential module.

% Completion as of September Release

Credible Inpatient is a Credible Premium module requiring a contract addendum. For more information about adding this module to your Agency's Domain, please contact your Partner Relationship Manager.

Please note: The 31 items and categories marked with an asterisk below, while developed as part of the Inpatient/Residential initiative, do not require the Inpatient module for use. These items are available to all Credible Partners. However, note that some items logically require an addendum – updates to Credible eRx require the Agency to have contracted for eRx, for example, while Meducation® is available to anyone that contracts for it.

Inpatient Module: Current Features and 2018 Enhancements

Inpatient Billing*

- The Billing Payer functions have been restructured, allowing **Payer Copying, Payer Templates**, and related functions to support multiple configurations of a single payer for different services.
- **Client Payment** Plans have been added, allowing Agencies to create customized plans for their clients, track their payments, and provide updates on statements.
- **Billing Payer Plan Types** allow Partners to support insurance companies with different billing expectations for different services to create plan types for those scenarios.
- **837i Enhancements** were made to support the loops and segments needed for inpatient billing.

Facilities and Bed Management

- A **Totals view** shows major statistics at a glance, including Utilization %, Capacity %, and status of beds Open, Occupied, On Hold, and R&S.
- Staff can easily see bed vacancies, check clients in and out of beds, and create holds on beds.
- **Staff may now be assigned to specific facilities or wings**, placing focus on their tasks and allowing for quicker identification of both clients and outstanding tasks.
- More **granular staff permission** controls enhance the security and access to client's information.

Enhanced Client Census

- The **personalized view** allows users to modify the screen to only show what's important to them.
- The census can now be **printed.**

- **Additional client information** can be displayed, including Name, Gender, Age, Smoking Status, Warnings, Diagnosis, and Estimated Date of Discharge.
- **Census navigation** now includes breadcrumbs to allow staff to easily move through the module.
- Improvements were made to the **medical profile,** including outcomes graphing.

Medications, Orders, and Related Services

- *eMAR 2.0 has added **STAT**, **titrations**, and **split dosing** options.
- ***Tall Man lettering** can be enabled, improving the safety of prescribing and administering medication.
- ***Client Prescription History** displays in the Client Medications List.
- ***Cancel Prescriptions** messages sent for a prescription prescribed from a clinic location where a provider has a DEA number now include this DEA number.
- **Meducation® integration** is now available, giving providers and clients access to enhanced information about medication. This information is available in 24 different native languages, printable in various font sizes. (Note that this is a Credible Premium item.)
- Via Meducation®, **medication administration schedules** can be included in a visual format to improve compliance with medication instructions.
- *Staff can create **custom order lists** and print them.
- *Orders can be assigned to **specific employees**.
- *On discharge, orders can be **automatically discontinued**.
- *Where required, orders can be **marked as recurring**.
- ***Standing Order Sets** now integrate fully with the Inpatient/Residential module.
- *eMAR 2.0 **orders auto-populate** with orders from Standing Order Sets.

Reports*

- The **RIS Short-Interval Recidivism** report provides information about readmissions.
- The **RIS Pre-Cert Report** provides the opportunity to perform utilization reviews.

Administration and Security

- Additional **Security Matrix** functions have been added to support taking bed board actions from the Inpatient Client card; restricting users to read-only access to the Census; and providing limits to the ability to view the client census altogether.
- *The **Notification** system has been enhanced to support inpatient/residential facilities.

September and October Enhancements
Billing Enhancements*

- **Alternate IDs** will be supported for Billing Providers and Attending Providers in Payer Config.
- **Payer and Authorization** documentation will be displayed in bed board intervals.
- The **Bed Board Billing** calculations will be reviewed and improved.
- Prior **intervals** in an inpatient/residential stay will be available for editing.

Facilities and Bed Management

- To facilitate Inpatient/Residential bed and floor management, the **room search function** is being enhanced to restrict the viewing of information on occupied beds when the client in the bed is not normally accessible to the employee.
- **Facility- and Wing-Based Inpatient Access** provides fine-grained control of the visibility and actions that users may perform on the beds associated with facilities and wings by allowing EHR Admins to assign specific facilities and wings to individual users.
- The **Inpatient tab's displayed metrics** (Utilization, Capacity, Open, Occupied, On Hold, R&S) will be calculated based on the assigned facilities and wings and will be indicated as such.
- On the **Facilities dropdown** users will be limited to selecting from among the facilities assigned to them.
- Facility assignments will also determine which beds the user can perform **Bed Board actions** on.

Medications, Orders, and Related Services*

- **Medical Profile Graphing** is being further enhanced.
- **Standing Order Sets** will use all Orders 2.0 categories and functionality, and may be defined to use the expanded Order Categories and user-defined Order Types.
- Agencies will be able to define standard **Consult Orders** for their facilities.

Administration and Security

- **Security Matrix enhancements** are being added to cover three scenarios: users needing read-only access to the Inpatient/Residential census; users needing read-only access to bed assignment details; and permission to assign and un-assign facilities and wings for employees.

November and December Enhancements

Billing Enhancements*

- Enhanced support for Episodes will be integrated.

Facilities and Bed Management

- The availability of **Restraint/Seclusion** beds will be configurable by facility type. When disabled, the R/S graphics will no longer appear.
- **Additional Facility Types** will be added, allowing Partners to configure more than two types.
- The ability will be added to **retain a default Facilities/Wing view** between Credible sessions.
- The **Census View** will be further upgraded, adding the ability to view multiple clients assigned to a room/wing at the same time, as well as decrease the size of the view.
- **Actionable, color-coded icons** indicating status are being enhanced; users may click the icons to perform related actions.

- A drag-and-drop **floorplan layout tool** will allow Agencies to easily reorganize the beds within their facilities and wings.
- To document the collection of client belongings by the facility, a **Property Log** will be deployed.
- The **Discharge Management Process** will provide a simple step-by-step discharge workflow to help ensure the completion of all required discharge tasks.

Medications, Orders, and Related Services

- *The overhaul and major enhancement of the eLabs module will be launched as **eLabs 2.0**. (Please note that this upgrade will be available at no charge to Agencies which have purchased eLabs.)
- ***High Alert Medications** functionality will be added.
- ***Medication Peer Review** will provide a framework for Partners to perform peer review of medications.
- *Certain medications will be grouped together in **PRN Groups**. Once one of these medications has been ordered, Credible will automatically prevent the ordering or dispensing of the other medications in that group.
- Agencies will be able to create a **Facility-Specific Formulary** containing a list of the medications available in the facility's in-house pharmacy.

Reports

- **Shift/Daily Documentation** will permit Agencies to collect all documentation generated by a facility's staff during a single shift or day and combine it into a single view or report.
- Based on selected criteria, the **HCAHPS Survey** tool will provide the Agency with a total population or a randomized list of clients for export. The Agency may then import this list into the survey tool of their choice.
- Credible will provide a phased support for **Hospital-Based Inpatient Psychiatric Services** (HBIPS) measures. This will include tracking items such as the use of physical restraints and seclusion, including the time frames and supporting documentation. It will also be possible to report on these measures.

Administration and Security

- *The **Warnings** system will be revamped, with many enhancements planned. These include the addition of Warning Types, i.e., Billing warnings vs Inpatient warnings vs Mobile warnings, allowing prioritization of display based on the screen.
- The **Facility-Wide Whiteboard** will include all tasks planned for the day at the facility, allowing supervisors to see at a glance what has been ordered.
- *The **Redlining Tool** will allow supervisors to validate previously assigned orders.

We want to thank the many Partners who contributed their time, suggestions, requests, and recommendations to this initiative. This is why Partnership is a cornerstone of Credible.

Thank you for your continued Partnership,

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