

My CurrentCare Story

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How did things take place before CurrentCare?



Before CurrentCare, we had to rely on making a lot of phone calls to get the data we needed. This task was incredibly time consuming and boring. In particular, we would have to call pharmacies to get the information required to complete a patient's medication reconciliation. We spend a lot of time with our patients being sure to accurately reconcile their medications. If patients don't bring in their meds, it's often hard to find out what they are adhering to and to confirm what they are taking.

The biggest challenge is determining changes other providers have made to their medications. Once our medication reconciliation is complete, we take a full history (both medical and surgical). In this process, I would say approximately 75% of patients don't remember specific doctor's names or the details of surgeries they may have had. It was also difficult to get details about findings and results (such as for colonoscopies) as well as specific, clinical diagnoses (such as a specific diagnosis of breast cancer). Often, we had to depend on our EHR archives for consultant reports and this information wasn't always timely.



How do things take place with CurrentCare?

With CurrentCare, we can fill the gaps. Often, people simply forget details about their health care. This is normal over time: We might remember that we had a procedure but can't remember the name of the procedure or what provider completed it. I can often find this type of data in CurrentCare. For example, gastric bypass surgery requires a lot of visits and screening, as well as very important follow-up. Without picking up the phone, I can simply look in CurrentCare and get information as to when my patient was seen last and what his labs are showing regarding the metabolic impact of this procedure. There are a huge amount of dietary concerns for these patients and I can support their care and help with this education. Another example is in regards to our patients with Diabetes. With CurrentCare, I can check to see if they are getting their insulin at the pharmacy. I can check their full profile and see if they are keeping appointments and getting the care and services they need.



How do things take place with CurrentCare? (continued)



Finally, regarding the use of Emergency Services, I can look at the Encounters list in the CurrentCare Viewer and see a patient history over time. When they do go to the ER, we can see the reason for visit and verify if it is appropriate use of the facility. With this information, we can develop valuable interventions that improve care.

For example, instead of just treating a person's alcoholism get lined-up with a more appropriate place to go instead of the ER when they need help. I can then monitor the difference in their ER visits before we started providing intervention and after to see if the intervention is helping.

How does that impact your life/work?



In healthcare, data drives everything that we do. CurrentCare takes the burden of providing accurate details off the patient and off of us. The care we provide can then be more patient centered and we can focus on helping them take care of themselves. CurrentCare helps with this process. For example, when patients get certain diagnoses, they can be overwhelmed by information. With CurrentCare, care managers can help guide patients with making sure they have appointments and ensuring they have important information and education. When I meet with my patients, having this data helps build confidence.

Additionally, it gives me satisfaction to know that, if I do a prescreening using CurrentCare, I can develop a more comprehensive treatment plan even when the patient may not be able to provide a thorough history on their own. That means I can get the data I require and provide a problem specific treatment plan right away when I meet with them—I don't have to call them days later. When you go home at the end of the day and you think about the work you've done with your patients, it's good to know you have the resources there to firm things up to provide the care they need in a timely and supportive way.



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