OB Queue and OB ADT Patient List

Hospital admission/discharge/transfer (ADT) data feeds are transmitted twice daily as an additional way to identify pregnant women with Medicaid coverage in North Carolina. The OB ADT Patient List provides information on patients with recent hospital utilization. Accuracy of this data is dependent on the information entered at each hospital. All hospitals do not participate in the ADT data feeds.

ADT feeds should result in the patient’s name automatically appearing in the patient’s county of residence’s OB Queue. The OB ADT Patient List provides detailed information on the patient’s hospital utilization.

The purpose of this document is to provide additional information to assist in preparing for outreach and follow up for patients that appear in the OB Queue and/or on OB ADT Patient List. ADT data is helpful for both identifying patients that need care management services as well as making care managers aware of patients on their caseload that have any hospital utilization during the time the care manager (CM) is working with the patient.

OB Queue:
The OB Department’s task list (queue) can be found in the VirtualHealth Care Manager portal: Admin > Management > Tasks

Please refer to the Managing the OB Department Queue document for exact steps in checking the OB Queue. It is imperative that the CM supervisor or team lead review the OB Queue and OB ADT Patient List daily in most of our counties. There are a few exceptions where the smallest counties may check the OB Queue and OB ADT Patient List every other day. Appropriate management of the OB ADT Patient List ensures patients receive timely outreach and engagement.

<table>
<thead>
<tr>
<th>Date Created</th>
<th>Assigned To</th>
<th>Priority</th>
<th>Due-By</th>
<th>Task Type</th>
<th>Task Description</th>
<th>Created By</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/28/2019 3:00 AM</td>
<td>OB (Department)</td>
<td>High</td>
<td>03/29/2019</td>
<td>Care Team</td>
<td>Assign Primary CM if not already assigned</td>
<td>Admin, System</td>
</tr>
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<tr>
<td>03/28/2019 3:00 AM</td>
<td>OB (Department)</td>
<td>Medium</td>
<td>04/01/2019</td>
<td>Referral</td>
<td>Complete Outreach - ADT - New Episode: OB</td>
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In the OB Queue, the CM should click on the member’s name (which is located between the “assigned
to” and “priority” headers above; deleted due to it being protected patient information) and obtain the member’s Medicaid ID, if applicable. Next step, search for that member. Once the CM locates the member in VH, the CM begins to gather facts to determine if this is an “appropriate” referral. The above screenshots give an example from a county’s OB Department Queue. The 4 entries seen above are 2 members. One member had a hospital visit on 3/20/19, the member appeared in the OB Queue on 3/28/19 at 3am. That member should be assigned an OBCM today and the OBCM should begin the initial evaluation process immediately.

The initial process should include a review of the following information: prior Pregnancy Assessment(s) and/or other care management documentation, information from claims data, the member’s medical record and information from the referral source (OB ADT Patient List). Any assessment findings should be documented on the Comprehensive Needs Assessment-OB (CNA-OB) and include the source of the information (i.e. per EMR, member hospitalized for hyperemesis). A case note describing how the assessment findings were obtained should also be documented.

When patients are identified for outreach due to having a recent hospitalization, the PMH Risk Screening Form is typically not available. The Pregnancy Care Manager should reach out to the member to conduct a Brief Pregnancy Assessment to determine the patient’s strengths and needs. Please refer to the Brief Pregnancy Assessment in VH as well as the MIIS Cheat Sheet.

**OB ADT Patient List:**

This dashboard can be found using the following path: OneLogin → CareImpact for OBCM and CC4C → Current Pregnancies Patient List for OBCM → OB ADT

To make the list smaller, change the “Admit Date” range to accommodate the frequency in which the report is being checked. If this report is viewed every other day, then view “Admit Date” range of one week, instead of the preset range of multiple months. Once the date range filters are applied, click on “Export Patient List.”

**Reminders:**

Review “Data as of” date to see when this information was last updated. This report is typically updated twice a day.
Per OBCM program expectations, patients that have been to the hospital must have a documented attempt to engage as quickly as possible, within 3 business days of notification.

OB ADT Patient List:
Once the report is in an Excel format, you can review information by patient to see:

- The Primary and Secondary Diagnosis
- What type of visit they had (Inpatient, Outpatient, ED, Unknown)
- The admission date (should match the filter you applied before exporting the patient list).
- Whether or not they have been discharged. If they have been discharged it will tell you the date of discharge.
- The hospital they visited.

Once a patient is identified via the OB ADT Patient List or the OB Queue from an ADT, the CM should begin their initial evaluation process. Please reference the Pregnancy Care Management Step by Step Guide for Documentation for the exact steps to follow regarding documentation in VH.