IDEXX Cornerstone* Compliance Assessment Tool* Primer

8.3 *Participant Workbook*

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Compliance Assessment Tool* Primer

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Introduction

Course Description

The Compliance Assessment Tool* (CAT) Primer is used by trainees and coaches to:

- Help determine areas of concentration in measuring patient compliance
- Review preparation tasks that occur prior to measuring compliance
- Set up the tool to collect compliance data and aid in patient compliance
- Present procedural steps, protocol demonstrations, and opportunities for protocol searches

Prerequisites

- The most current version of the IDEXX Cornerstone* Practice Management System installed at the practice.
- Knowledge of basic Cornerstone system navigation.

Getting Started

Throughout this training, you will be working in your own practice's database.

This course is most effective if you work at a Cornerstone workstation while following along in the participant workbook and completing the exercises.

Training Content

Content of the course includes:

- Getting Started With the Compliance Assessment Tool
- Measurement and Management of Compliance
- Setting Up Protocols
- Regular and Alternative Compliance Searches
- Generating Compliance Results for Reports
- Compliance Reports
- Placing Protocols into Groups
- Compliance Alerts

These icons are used throughout the training to provide additional information:

Important Information: Provides critical information about the topic or procedure. Read this information carefully.

Note: Provides additional information about the topic or procedure.

Tip: Provides helpful information about the topic or procedure.

Background and Preparation

Getting Started With the Compliance Assessment Tool

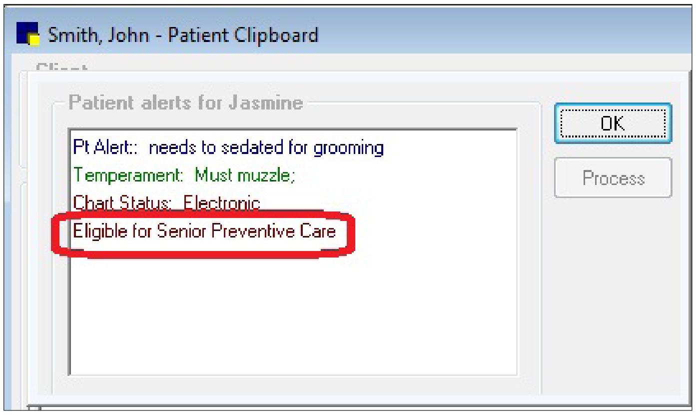
Imagine a staff member being able to quickly assess what a patient needs when scheduling appointments or accessing their Patient Clipboard*. With the Compliance Assessment Tool* (CAT), this could be a reality. Using compliance alerts, the Compliance Assessment Tool can notify staff when patients are eligible for specific protocol services.

CAT also allows you to measure the compliance rate of your practice protocols by analyzing your practice's data from electronic medical records, patient profiles, check-ins, and invoices to determine patient compliance with your standards of care. CAT comes complete with reports that let you easily view compliance results for services and the value of those services that was gained or missed.

Putting It to Work

Compliance alerts can be turned on and off to align with your current marketing initiatives. For example:

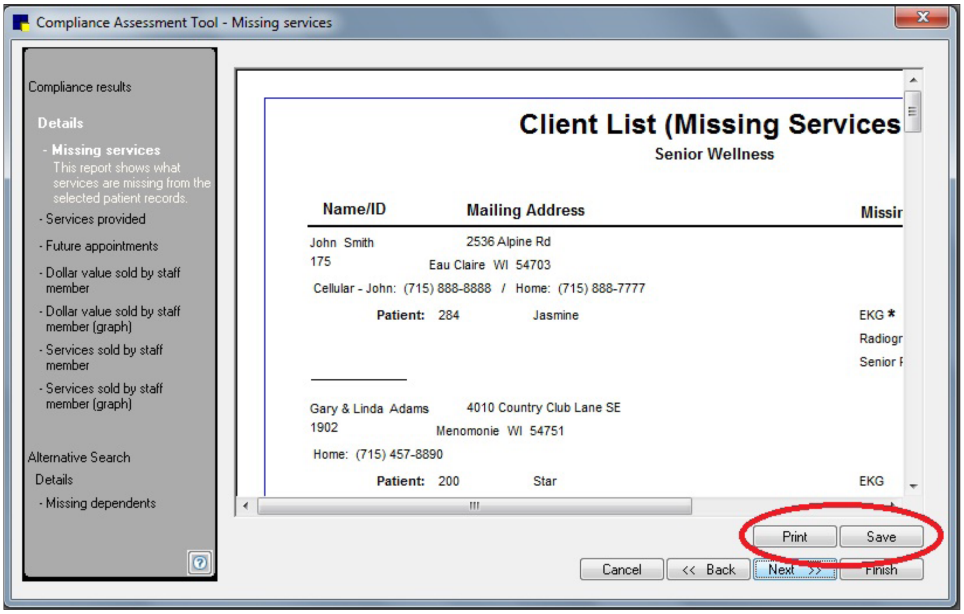
- Turn on the dental protocol alert December through January for your February dental health promotion.
- Turn on the senior preventive care protocol alert August through September for the October senior health month promotion.



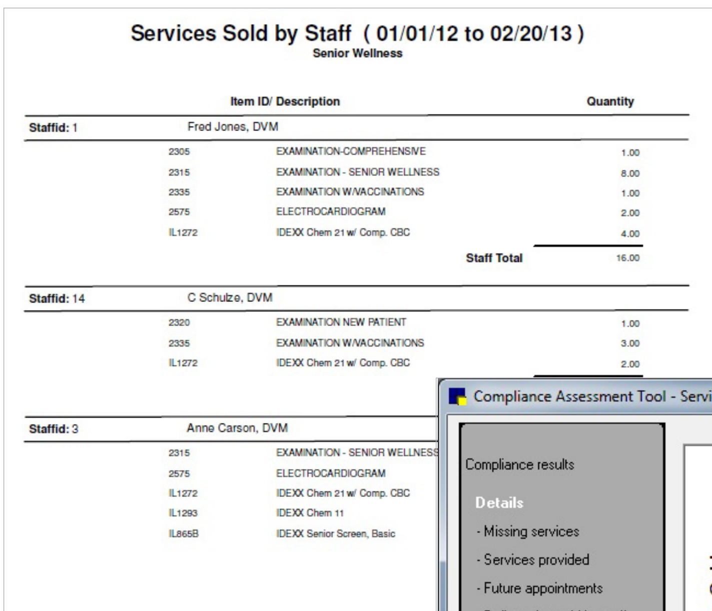
Sample Marketing Calendar

Month	Promotion	Compliance Alerts
January		Dental
February	Dental Health	Heartworm Test
March		Heartworm Test
April	Heartworm Test	Flea/Tick Prevention
May		Flea/Tick Prevention
June	Flea/Tick Prevention	Adult Preventive Care
July		Adult Preventive Care
August	Adult Preventive Care	Senior Preventive Care
September		Senior Preventive Care
October	Senior Preventive Care	Microchip
November		Microchip
December	Microchip	Dental

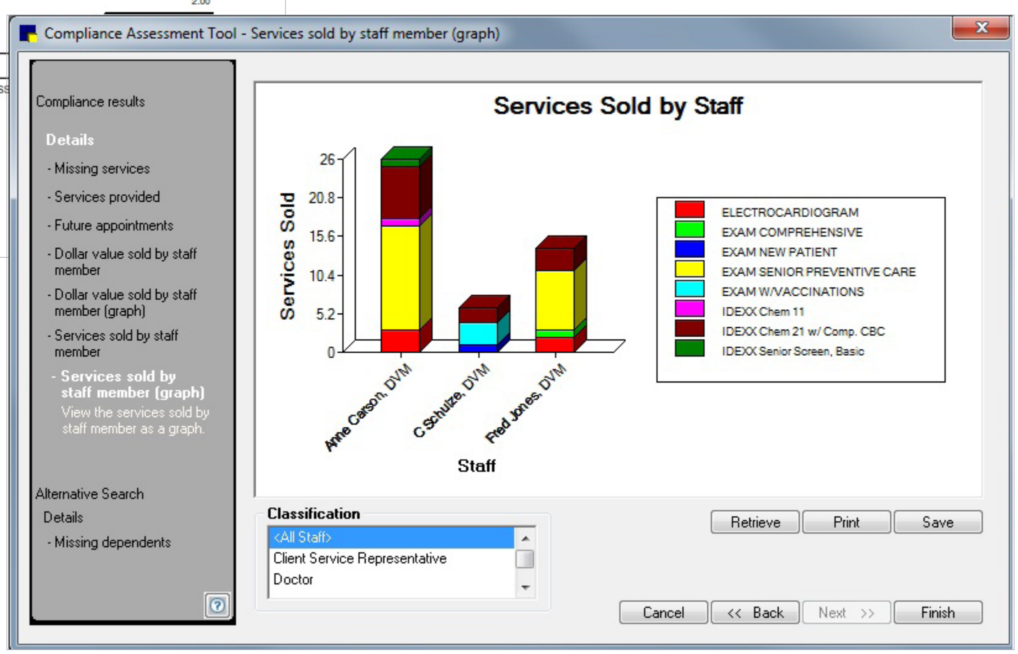
After you generate compliance results, use the reports that are produced to generate reminder lists for calls or targeted marketing. You can export results in a format that allows you to merge with correspondence for mass educational mailings to clients.



The Compliance Assessment Tool can also help to standardize standards of care and protocols in the practice, especially if there are multiple doctors. Reports and graphs of staff productivity can be reviewed based on each protocol.


Services Sold by Staff (01/01/12 to 02/20/13)
Senior Wellness

		Item ID/ Description		Quantity
Staffid: 1	Fred Jones, DVM			
	2305	EXAMINATION-COMPREHENSIVE		1.00
	2315	EXAMINATION - SENIOR WELLNESS		8.00
	2335	EXAMINATION W/VACCINATIONS		1.00
	2575	ELECTROCARDIOGRAM		2.00
	IL1272	IDEXX Chem 21 w/ Comp. CBC		4.00
			Staff Total	16.00
Staffid: 14	C Schulze, DVM			
	2320	EXAMINATION NEW PATIENT		1.00
	2335	EXAMINATION W/VACCINATIONS		3.00
	IL1272	IDEXX Chem 21 w/ Comp. CBC		2.00
Staffid: 3	Anne Carson, DVM			
	2315	EXAMINATION - SENIOR WELLNESS		
	2575	ELECTROCARDIOGRAM		
	IL1272	IDEXX Chem 21 w/ Comp. CBC		
	IL1293	IDEXX Chem 11		
	IL865B	IDEXX Senior Screen, Basic		



What is Compliance?

Compliance is the degree to which patients are receiving the care that is recommended for them.

Patient Compliance Importance

Tracking and managing patient compliance ensures that patients receive the treatments and services that you believe are best for them. As a result, patients are well cared for, owners are satisfied customers, and staff feel pride in the service they provide. By providing more services through better care, the practice will gain incremental revenue without the need to attract new clients.

AAHA Compliance Study

Hill's Pet Nutrition, Inc. and the American Animal Hospital Association (AAHA) together completed a study of patient compliance in 2002.[1] The results of the study provide evidence of a substantial problem with compliance. The study related to only those dogs and cats that had been seen by a veterinarian at least once in the last twelve months. It found that a significant number of pets had received less than the best care, despite the perception of clinic staff that compliance was generally high.

The key points of this study were:

- Clinics are satisfied with compliance
- Staff assume high rates of compliance
- Clinics don't measure compliance
- Compliance is actually significantly lower than believed
- Staff tend to think poor compliance is the client's fault
- Staff think clients can't or won't pay

Benefits

What are the benefits of measuring compliance and using compliance alerts?

- Better medicine and better patient health
- Increased client satisfaction
- Increased staff satisfaction and morale
- Increased economic benefits to the practice

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1 American Animal Hospital Association. *The Path to High Quality Care: Practical Tips for Improving Compliance.* Lakewood, Colorado: American Animal Hospital Association; 2003.

What are Standards of Care?

A standard of care is a medical treatment guideline and can be general or specific. It specifies appropriate treatment based on scientific evidence and collaboration between medical professionals involved in the treatment of a given condition. Although standards of care vary by veterinary practice, they encompass diagnostic and treatment processes that a clinician should follow for a certain type of patient, illness, or clinical circumstance. Your particular standards of care may even include your mission, as well as your policies used to care for your patients and interact with your clients.

Example:

Standard of Care: Senior Preventative Care	
Components	
Physical exam	Urinalysis
Senior blood panel	Chest radiographs
CBC	EKG
Thyroid panel	

Begin with the End in Mind

When you begin with the end in mind, start by describing what you want to achieve and we'll work on the steps to get there. When we begin with the end in mind, the path seems clear. Stephen Covey said, "All things are created twice. There's a mental or first creation, and a physical or second creation of all things."[2] Use this concept with compliance assessment—identify the issues, and then plan and act on them.

In your practice, this means identifying your annual business goals for a specific protocol, such as dental, and setting up a Compliance Assessment Tool protocol that is related to an annual practice goal.

Recommendations for Improving Compliance

1. Think about it first

The Goal—the need or opportunity

- What is the goal?
- Why is the goal important?

2. Plan and Act

The Action Plan and Implementation

- Measure the current level
- Steps to follow—processes
- Provide direction
- Learn and reinforce new behavior

The Milestones

- Series of attainable measurable accomplishments

The Resources

- Tools needed to accomplish the goal
- Leadership, priorities, and training

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2 Stephen R. Covey. *The Seven Habits of Highly Effective People Personal Workbook*. New York: Simon and Schuster; 2003.

The Achievement

- Acknowledge and celebrate accomplishments
- Measure achievement (ongoing)

Use the Begin With the End in Mind worksheet in the Appendix to plan and document your goals.

Opportunity Scenario

Your business goal for the year is to increase patient compliance with your standards of care by 20% for:

- Heartworm testing
- Pre-anesthetic panel prior to surgery

Example 1: Heartworm testing

Heartworm Test Standard of Care: All patients purchasing heartworm preventative must have purchased a heartworm test within the past 12 months.

What if you searched your data and found out that only 72% of patients who purchased heartworm preventative (HWP) had a heartworm test (HWT) within the past 12 months?

What if your patient care and revenue potential could be increased like this…

Percent of eligible patients purchasing HWP who had HW test	100%	90%	80%	72%
Number of tests performed monthly	200	180	160	144
Your fee	$30	$30	$30	$30
Monthly revenue potential for HW tests	$6,000	$5,400	$4,800	$4,320
Monthly increase over existing revenue	$1,680	$1,080	$480	---
Annual increase over existing revenue	$20,160	$12,960	$5,760	---

What? I could increase my annual revenue just by increasing compliance with our practice's heartworm test standard of care? YES, you can!

Example 2: Preanesthetic panel prior to surgery

Preanesthetic Testing Standard of Care: All patients undergoing surgery must have a preanesthetic panel performed.

Of course everyone would like to be at 100% compliance. But what if you searched your data and found out that only 35% of patients who underwent surgery had a pre-anesthetic panel performed before their procedure?

What if your patient care and revenue potential could be increased like this…

Percent of eligible patients to purchase preanesthetic panel before surgery	**100%**	**80%**	**60%**	**40%**	**35%**
Number of preanesthetic panels performed monthly	**100**	**80**	**60**	**40**	**35**
Your fee	**$69**	**$69**	**$69**	**$69**	**$69**
Monthly revenue potential for preanesthetic panels	**$6,900**	**$5,520**	**$4,140**	**$2,760**	**$2,415**
Monthly increase over existing revenue	**$4,485**	**$3,105**	**$1,725**	**$345**	
Annual increase over existing revenue	**$53,820**	**$37,260**	**$20,700**	**$4,140**	

What? I could increase my annual revenue just by increasing compliance with our practice's Pre-Anesthetic Testing Standard of Care? YES, you can!

Measurement and Management of Compliance

Performance measurements and planning are important to the development of your practice. After you understand the components of the Compliance Assessment Tool, you can begin the initial measurements and then put your plan for improvement into action. Then, on a regular basis (monthly is suggested), continue to measure your current levels.

Before CAT Training Begins

Use Check-In Dates vs. Invoice Dates

The Compliance Assessment Tool uses either check-in dates or invoice dates to determine when the patient was last seen in the practice.

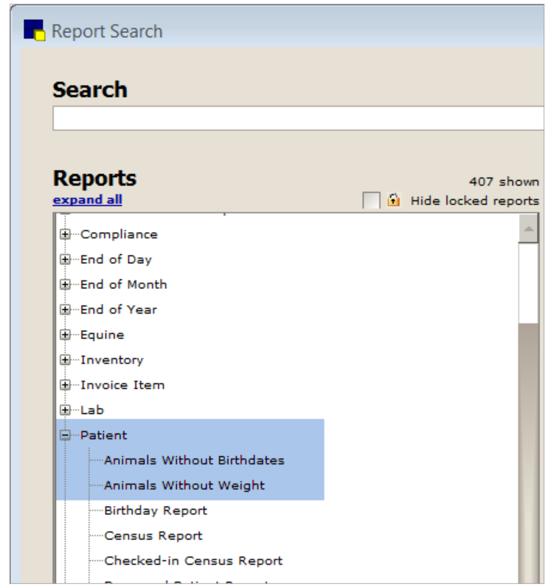
- If your practice uses check-in, tracking compliance is based on when patients were checked into the practice through Cornerstone and covers all patient visits, regardless of whether an invoice was generated during the visit. This is the preferred method for tracking compliance. To set this up, go to **Controls > Defaults** > **Practice and Workstation > Check-in** > and select the **Use check-in date for compliance** check box.
- If your practice does NOT use check-in, you can track compliance based on invoice dates. Note, however, that all patients who visit the practice in a specified date range are counted for compliance purposes. For example, if a client receives services in the practice but is not invoiced (i.e., suture removal), or if a client visits the practice but is not seen for an appointment (i.e., the owner stopped by to purchase pet food), these types of situations will adversely affect compliance results.

Review Weight and Age Data

Review missing weights and ages for patients. Because the Compliance Assessment Tool places each patient into a certain species/age group, patients with no weight or no birth date in their patient record will not be included in the results. See the steps below.

1. Review your files for missing weight and birth dates using the reports listed below.

   Reports to Review:
   - Patients Missing Birth Dates (**Reports > Patient > Animals Without Weight**)
   - Patients Missing Weights (**Reports > Patient > Animals Without Birthdates**)



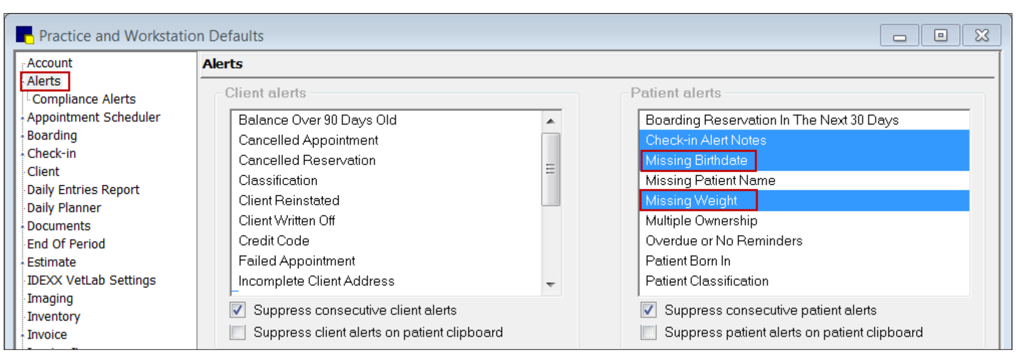
2. Record information in the chart below from the reports you reviewed in #1.

   These reports include only active status patients. Patients with inaccurate statuses can skew reported results.

List the total numbers for:	Totals
Patients without weights	
Patients without birthdates	

3. Recommendations for capturing patient weight and birthdate information:
   - **Birthdates**—Set birthdate as a required data field (**Controls > Defaults > Practice and Workstation > Required Data**).
   - **Weights**—Capture weights using one of the following methods:
     - **Check-in**
     - **Medical Notes**—Modify the number of days for prompting for a weight (**Controls > Defaults > Practice and Workstation > Documents**).
     - **PVL and Invoice**—Use the Update Vital Signs special action to prompt staff for a weight if not recorded in specified days (**Lists > Invoice Item >** click **Update > Special Actions** tab.
4. Set patient alerts to identify missing information, and use alerts to prompt entry of information.

   Set patient alerts by selecting **Controls > Defaults > Practice and Workstations > Alerts**.



Using Protocols and Searches to Generate Compliance Results

Setting Up Protocols

Cornerstone provides predefined protocols (based on the chart shown below) set up by species, age, and weight. To view a list of these predefined protocols, select the **Display predefined IDEXX protocols** check box in the Protocol Setup Wizard or on the Compliance Results window.

Feline

Age	Weight 0-20
1	7
2	13
3	20
4	26
5	33
6	40
7	44
8	48
9	52
10	56
11	60
12	64
13	68
14	72
15	76
16	80
17	84
18	88
19	92
20	96
21	100
22	104
23	108
24	112
25	116

Canine

	Weight			
Age	0-20	20-50	50-90	>90
1	7	7	8	9
2	13	14	16	18
3	20	21	24	26
4	26	27	31	34
5	33	34	38	41
6	40	42	45	49
7	44	47	50	56
8	48	51	55	64
9	52	56	61	71
10	56	60	66	78
11	60	65	72	86
12	64	69	77	93
13	68	74	82	101
14	72	78	88	108
15	76	83	93	115
16	80	87	99	123
17	84	92	104	131
18	88	96	109	139
19	92	101	115	
20	96	105	120	
21	100	109	126	
22	104	113	130	
23	108	117		
24	112	116		
25	116	120		

COLOR KEY **Adult** **Senior** **Geriatric**

Chart on which predefined protocols are based

Compliance Comparison Types

The Compliance Assessment Tool allows you to run two types of compliance comparisons—a regular compliance search or an alternative compliance search.

- **Regular compliance search:** Search for patients to see if they received recommended services based on species, age, weight, or diagnosis. For example, you may want to search for all senior patients seen in the last six months to see which recommended services from your senior care protocol were not provided.
- **Alternative compliance search:** Search for missing services based on other services provided. For example, you may want to search for all patients who received heartworm preventatives to see if they also received a heartworm test.

tip To select multiple items in a list, just click each item.

Demonstration of a Regular Search

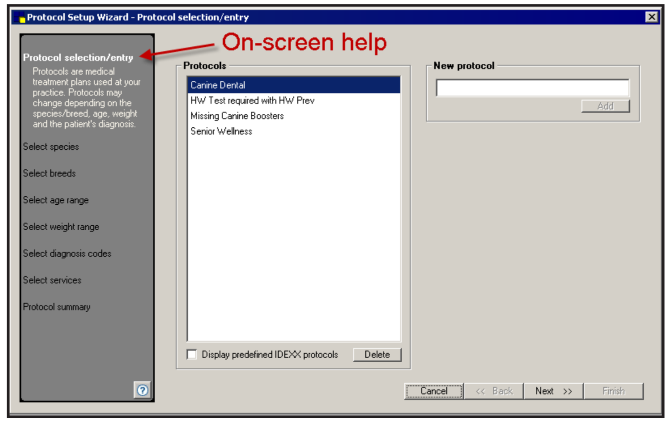
Our objective is to search patient files for missed opportunities.

Select **Reports > Compliance Assessment Tool > Protocol Setup Wizard**.

On the Compliance Assessment Tool Wizard window, the **Protocols** list shows existing protocols. View the left navigation pane in the Protocol Setup Wizard window to identify where you are in the process. Helpful information regarding what to do in the window is provided.

tip On-screen help is available on the left side of the Protocol Setup Wizard. When creating a regular search protocol, the following options are available:

- Select species
- Select breeds
- Select age range
- Select weight range
- Select diagnostic codes
- Select services
- Protocol summary



Step 1—Protocol selection/entry

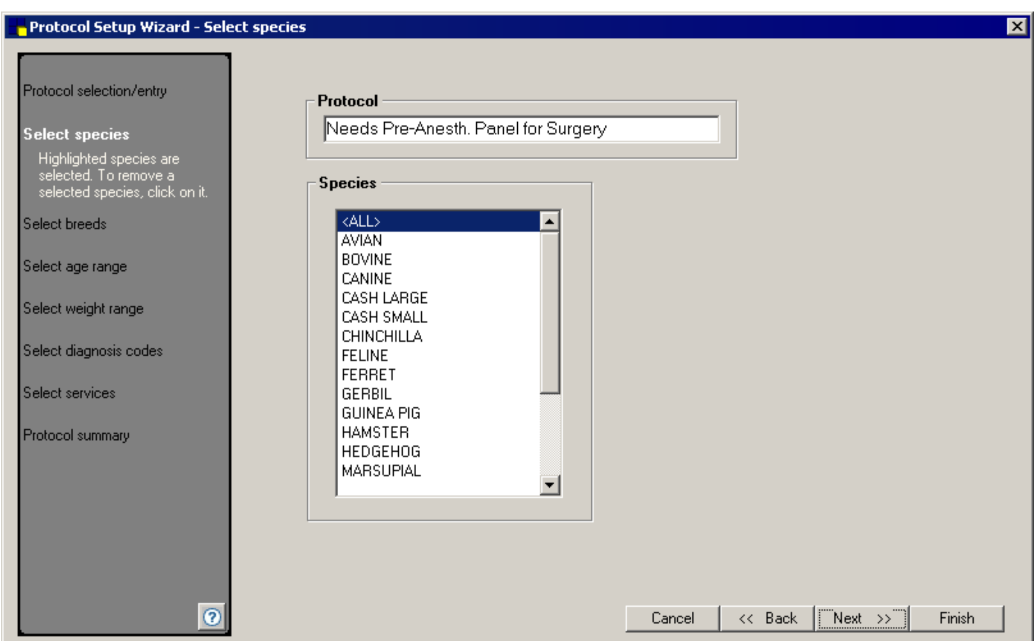
1. On the Protocol Setup Wizard – Protocol selection/entry window, type the protocol description in the **New Protocol** box.

   This will be the description for the standard of care you want to measure. This will also be the name of the Compliance Alert.

2. Click **Add**. In the **Protocols** list, the protocol description appears.

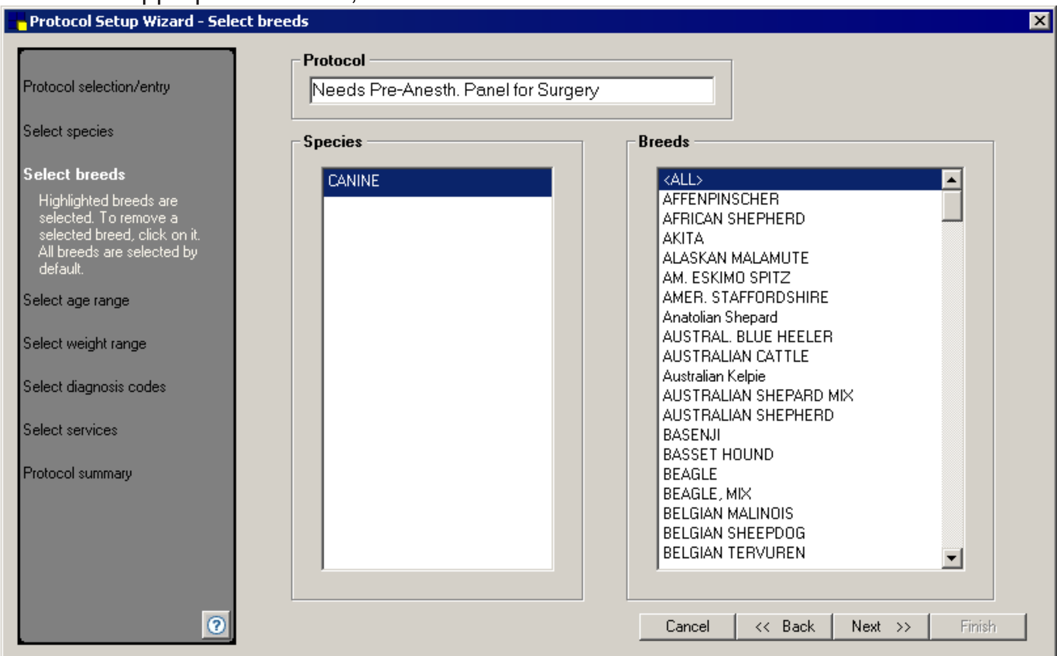
Step 2—Select species

On the Protocol Setup Wizard - Select species window, select the species for which you will use this protocol. You can select one species, multiple species, or all species. By default, **<ALL>** species is selected. Then, click **Next**.



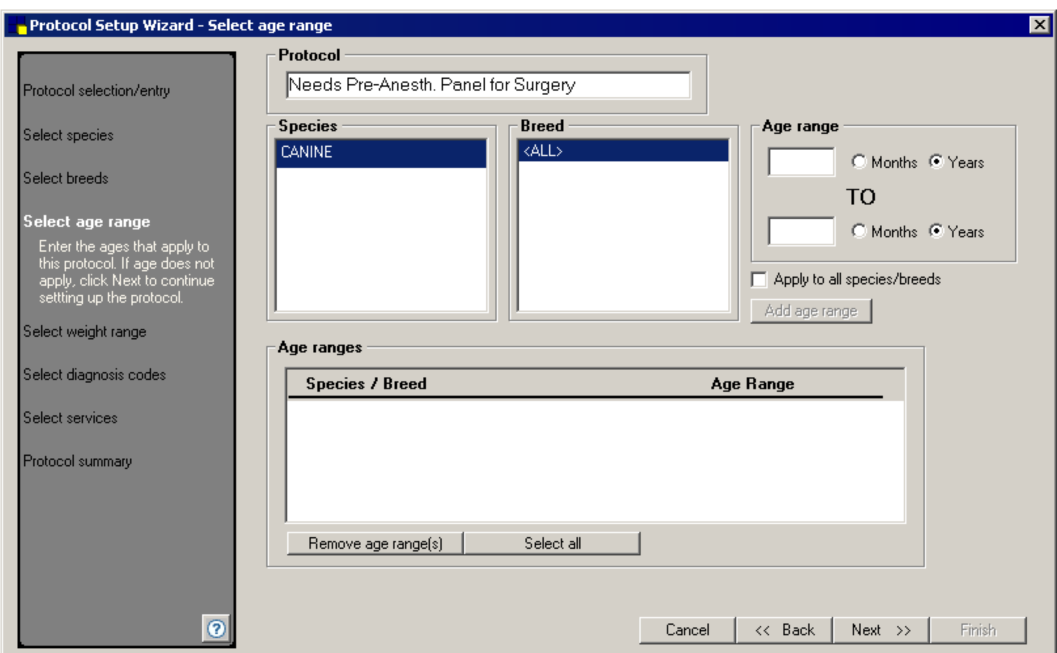
Step 3—Select breeds

1. On the Protocol Setup Wizard - Select breeds window, select each breed for which you will use this protocol. You can select a specific breed, multiple breeds or all breeds. When all species are selected; select all breeds. If specific species are selected you can select one or more individual breeds. This helps you to narrow the search criteria you will use in your protocol.
2. Select the appropriate breeds, and then click **Next**.



Step 4—Select age range

1. On the Protocol Setup Wizard - Select age range window, set the age ranges for the species and/or breeds you selected in the previous window. If you selected **<ALL>**, you can set the age range (the one you will search within) for all species and all breeds.



Examples of other options:

<ALL> species with <ALL> breeds. Age range set for all.

Species	Breeds	Age ranges
<ALL>	<ALL>	3 months to 999 years

One species and multiple breeds. Breeds have different age ranges.

Species	Breeds	Age ranges
Canine	Chihuahua mix	6 months to 10 years
	Chihuahua	6 months to 10 years
	Great Dane mix	18 months to 6 years
	Great Dane	18 months to 6 years

Two species. Each with <ALL> breeds. Each species has different age range.

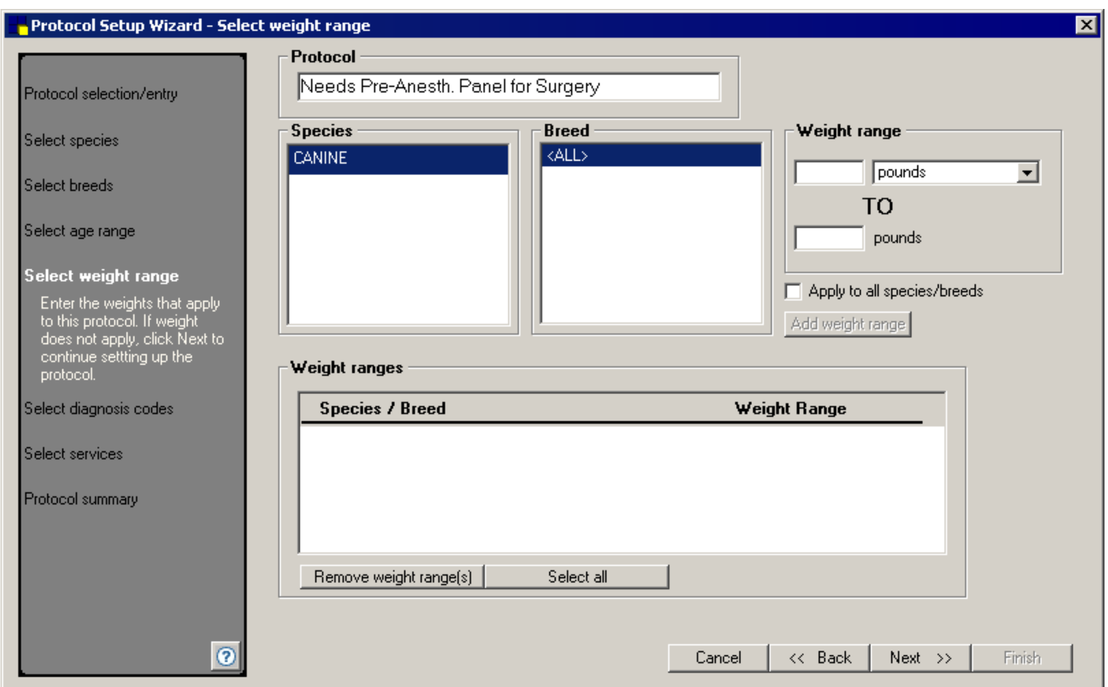
Species	Breeds	Age ranges
Canine	<ALL>	3 months to 999 years
Feline	<ALL>	6 months to 999 years

When you have selected more than one species or breed, select the **Apply to all species/breeds** check box to apply the age range to all the species and breeds you have specified.

2. Enter the appropriate age range, and then click **Next**.

Step 5—Select weight range

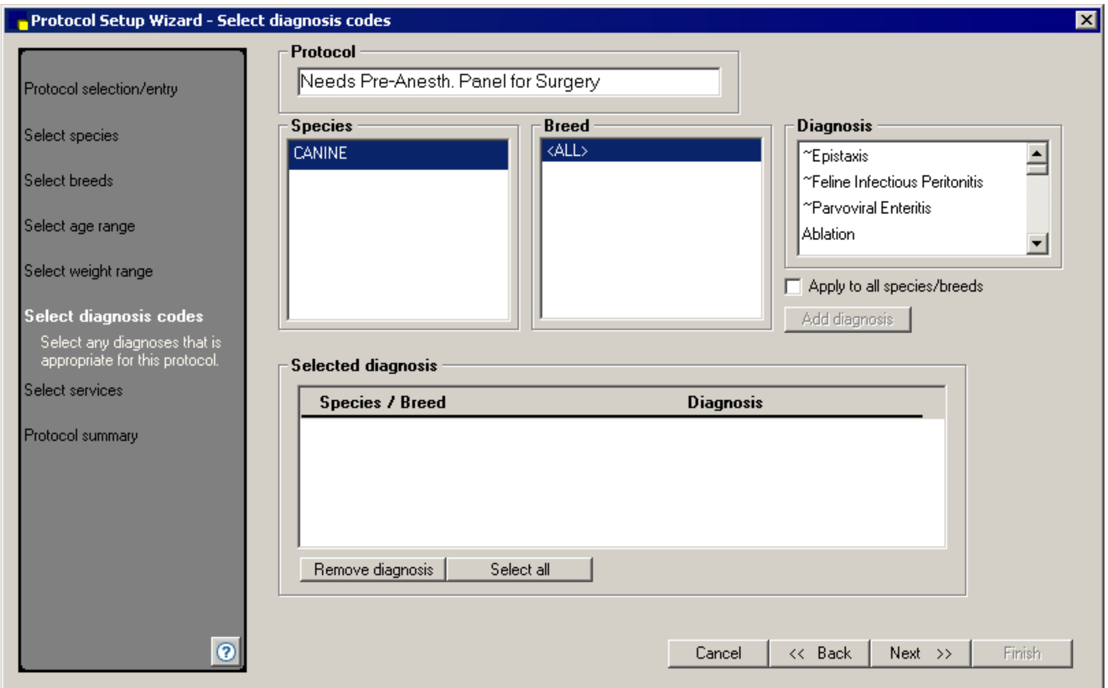
On the Protocol Setup Wizard - Select weight range window, set the weight ranges for the species and/or breeds you selected in the previous window. If you selected **<ALL>**, you can set the weight range (the one you will search within) for any species and breeds selected. Then, click **Next**.



Step 6—Select diagnosis codes

On the Protocol Setup Wizard - Select diagnosis codes window, set the diagnostic codes for the species and/or breeds you selected in the previous windows. If you selected **<ALL>**, you can select the diagnosis codes (the codes you will search within) for canines of all breeds. Then, click **Next**.

If no diagnoses apply to this protocol, click **Next** without selecting a diagnostic code.

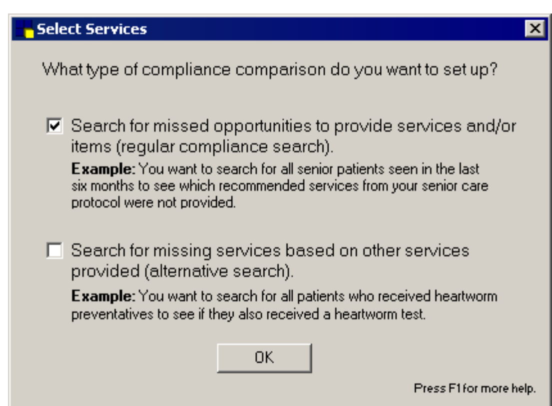


Step 7—Select services

Select the type of compliance search

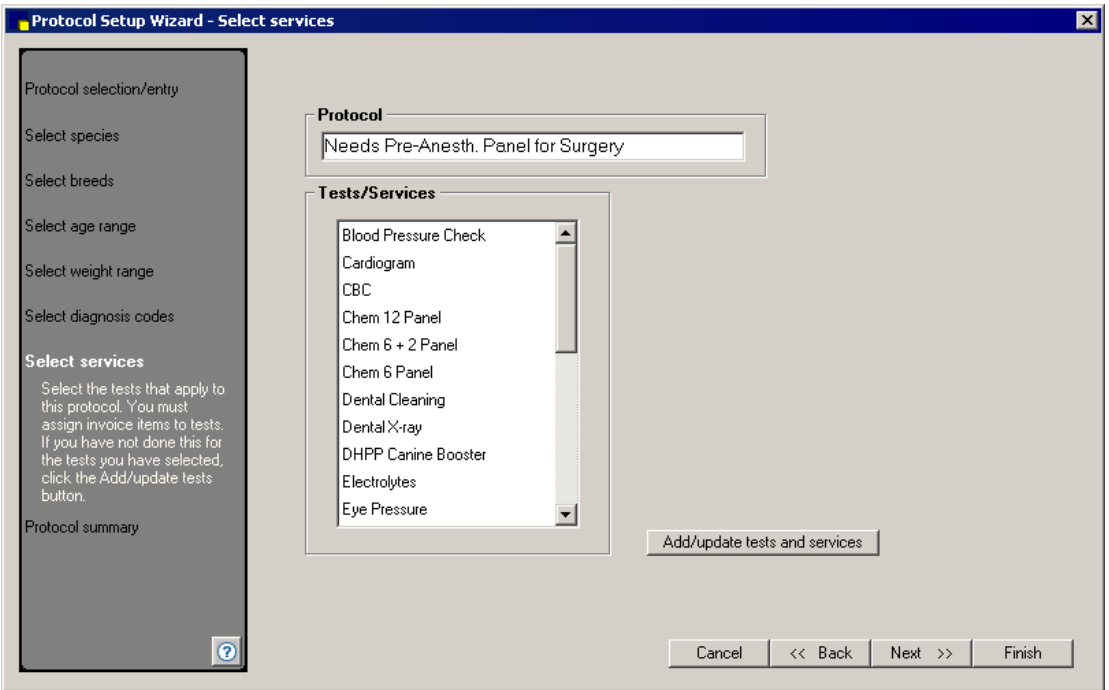
On the Protocol Setup Wizard - Select Services window, select the type of compliance search to run. There are two types of compliance searches:

- **Regular compliance search (missed opportunities)**—Cornerstone searches for patients to see if there are missed opportunities to provide services and/or items.
- **Alternative search (missing services/items)**—Cornerstone searches your patient records to see if there are missing services, based upon other services provided.



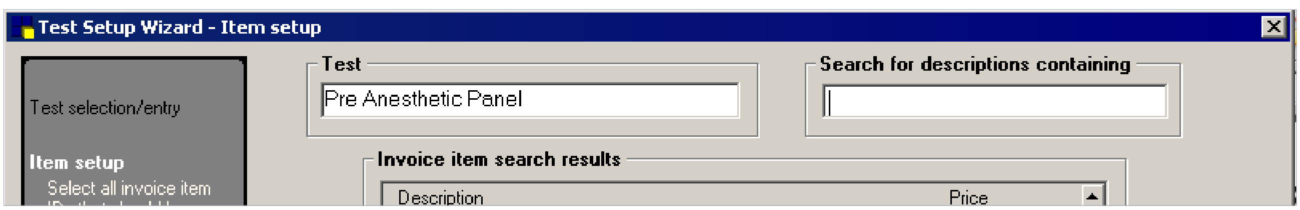
1. For this demonstration, select the **Search for missed opportunities to provide services and/or items (regular compliance search)** check box, and then click **OK**.
2. On the Protocol Setup Wizard - Select services window, with your protocol description listed in the **Protocol name** box, select from provided tests/services that apply to your protocol and/or to add new or modify existing tests/services, and then click the **Add/update tests and services** button.

   Create or modify one test or service at a time.



3. On the Item setup window, in the **Search for descriptions containing** box, type part of the description of the service or inventory item related to this test/service.

tip Items in red are inactive, but you can still select them for protocols.



4. In the list, select your practice's invoice items for this test/service. Once selected, the items appear in the **Invoice items selected** area.

You can have one or more items; select each one you have in your database so they are added to the list below.

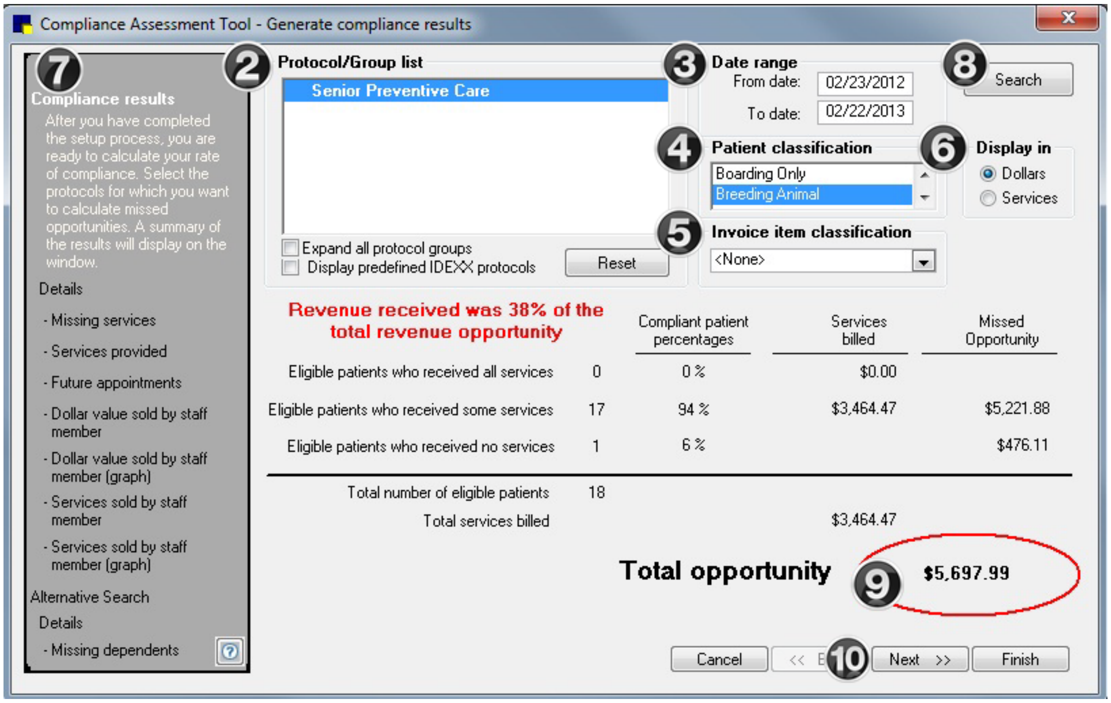
5. Select one item as the default item. This default item will serve as the price basis when calculating your opportunity.
6. In the **Hx Search (months)** column, select the number of months that you want the CAT to search back in patient history once it finds a visit that meets the criteria.
7. Click **Finish**.
8. On the Compliance Assessment Tool - Select services window, select the next test/service that applies to the protocol and repeat the steps above, or, if protocol setup is complete, click F**inish**.
9. When the *Would you like to create compliance results?* message appears, click **Yes** if you would like to generate compliance results immediately or **No** if you would like to generate them at a later time.

tip Compliance results can be generated from **Reports > Compliance Assessment Tool > Generate Compliance Results** any time after protocols have been created.

Generating Compliance Results for a Regular Compliance Search

Procedural step numbers correspond with the numbers on the image.

1. From the **Reports** menu, select **Compliance Assessment Tool > Generate Compliance Results**
2. On the Compliance Assessment Tool - Generate compliance results window, select the protocol.



3. In the **Date range** area, enter the date range to search to find a patient visit (this will be check-in dates or invoice dates based on your default setting).

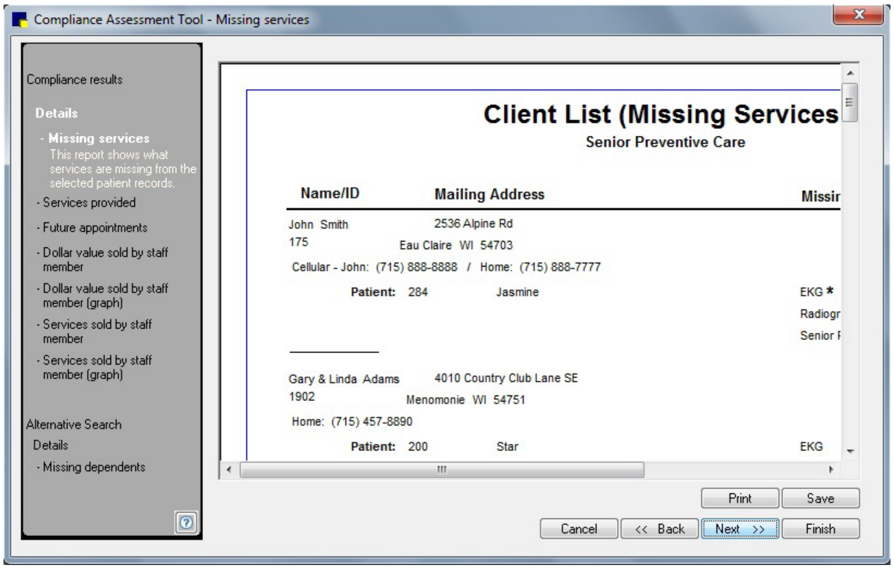
4. In the **Patient classification** area, deselect patient classifications that should not be included in this search; for example, Boarding Only, Emergency Only, Grooming Only, and Referral.
5. In the **Invoice item classification** area, make selections for the invoice item classifications to which this search applies.

   If you would like to search for compliance on pre-anesthetic testing, use the invoice item classification field to filter the search to only those patients who were also invoiced for items included in the surgery classification.

6. In the **Display in** area, make a selection for the way in which you want the results to appear: in **Dollars** or **Services**.

   If you want to know the total quantity rather than the total dollar amount, select **Services**.

7. Verify that the **Compliance results option** is selected in the left navigation pane.
8. Click **Search**. Your total opportunity will display.
9. The Compliance Assessment Tool - Generate compliance results window provides information, gathered from your data, about patients who are in compliance, in partial compliance, and not compliant with the criteria listed in your search.
10. Click **Next** to view the first report. In addition to viewing, you can also print or save the reports.



11. Click **Next** to view the next report. Continue clicking **Next** to view each successive report. Each report can be viewed, printed, or saved.
12. Click **Finish** to exit from the reports and the Generate compliance results window.

Regular Search Compliance Reports

After compliance results are generated, you can view or print a number of reports and graphs from the Compliance Assessment Tool.

Regular Search Reports

- **Missing Services**: This report lists the eligible patients' owners, addresses, and selected tests from which the patient did not receive at least one invoice item.
- **Services Provided**: This report shows clients with patients who received invoice items from one or more of the selected protocol's tests and lists the invoice items each patient received.
- **Future Appointments**: This report lists pets who are scheduled for future appointments and are eligible for services in the selected protocol. It includes the pet owner's name and address. The report prints the appointments for staff members in date order.
- **Dollars Sold by Staff**: This report shows the dollar value of the selected protocol's services that were provided to eligible patients. The report prints in staff member order. To list the dollar value for an individual staff classification, under **Classification**, click the classification (doctor, groomer, receptionist, etc.) and click the **Retrieve** button.
- **Dollars Sold by Staff (graph)**: View the dollar value of the selected protocol's services that were provided to eligible patients as a graph.
- **Services Sold by Staff**: This report shows the quantity of services sold to eligible patients by staff members.
- **Services Sold by Staff (graph)**: View the quantity of services sold by staff member as a graph.

To print or save the reports or graphs:

1. On the Compliance Assessment Tool window, under **Details** (in the navigation pane), click the type of compliance results detail (Missing services, Services provided, Missing dependents, etc.) to view in a report. Use the **Next** and **Back** buttons to go back and forth, selecting and viewing the applicable reports.
2. With the results report displayed in the pane on the right, click **Print** or **Save** to save the report data to a file.

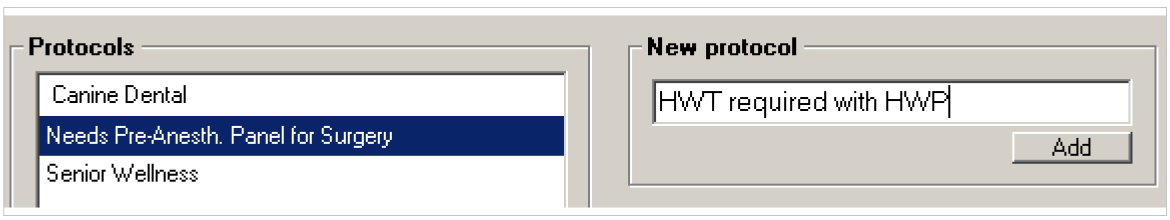
Demonstration for an Alternative Search

An alternative search is one that looks for missing services based on other services or items provided. Our objective is to search patient files for missing services.

Select **Reports > Compliance Assessment Tool > Protocol Setup Wizard**.

Step 1—Protocol selection/entry

1. On the Protocol Setup Wizard – Protocol selection/entry window, type a protocol description in the **New Protocol** box.

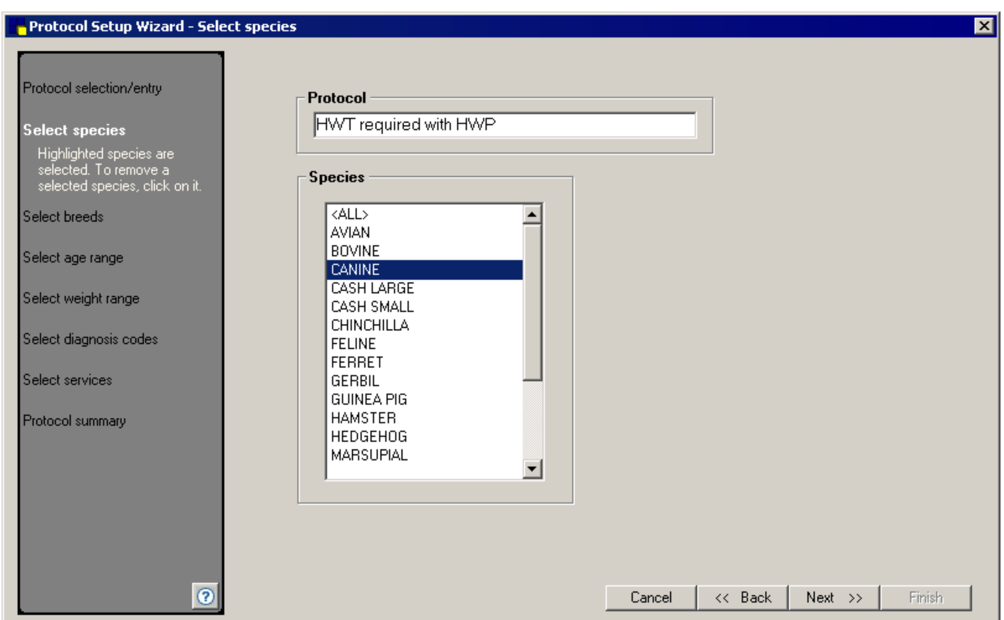


This will be the description for the standard of care you want to measure. This will also be the name of the compliance alert.

2. Click **Add**. In the **Protocols** list, the protocol description now appears.
3. With the protocol description selected in the list, click **Next**.

Step 2—Select species

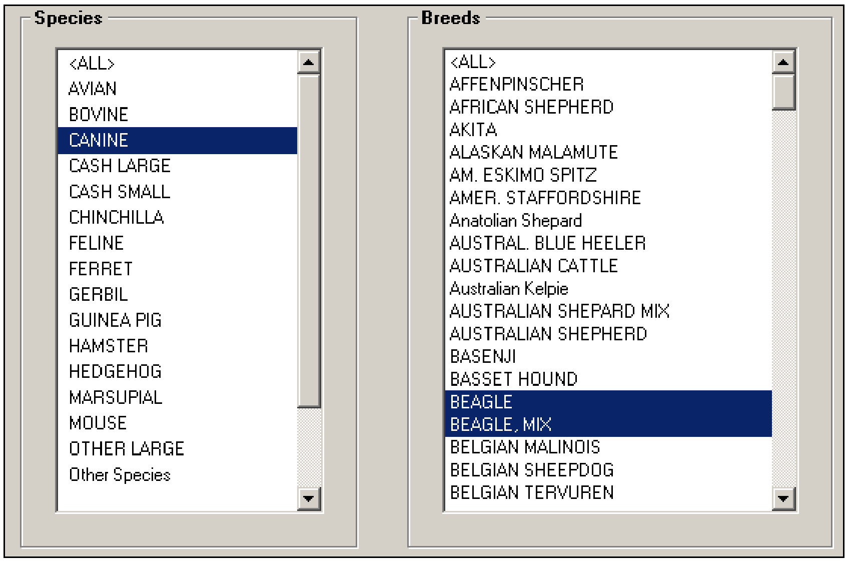
1. On the Protocol Setup Wizard – Select species window, select the species for which you will use this protocol. You can select one species, multiple species, or all species. By default, all species are selected.



2. Select the appropriate species, and then, click **Next**.

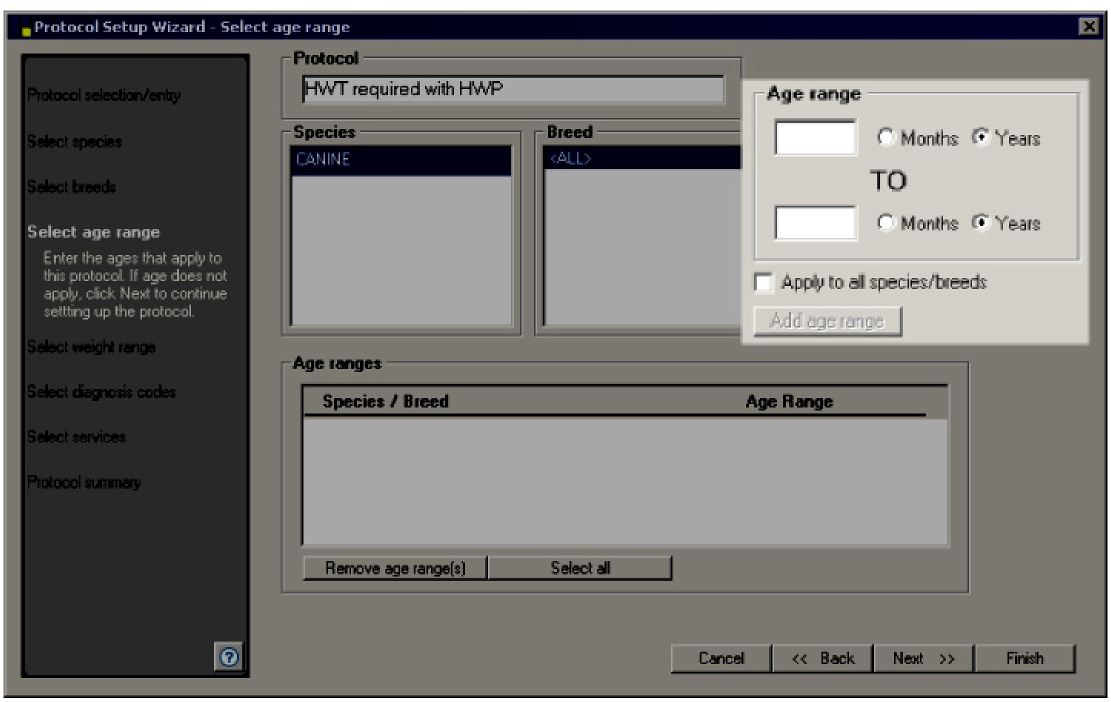
Step 3—Select breeds

1. On the Protocol Setup Wizard - Select breeds window, select the breeds for which you will use this protocol. You can select a specific breed, multiple breeds, or all breeds. When all species are selected; select all breeds. If specific species are selected, you can select one or more individual breeds. This helps you to narrow the search criteria you will use in your protocol.
2. Select the appropriate breeds, and then click **Next**.



Step 4—Select age range

1. On the Protocol Setup Wizard - Select age range window, set the age ranges for the species and/or breeds you selected in the previous window. If you selected **<ALL>**, you can set the age range (the one you will search within) for all species and all breeds.



Some other options:

One species with <ALL> breeds. Age range set for all.

Species	Breeds	Age ranges
Canine	<ALL>	3 months to 999 years

One species and two breeds. Breeds have different age ranges.

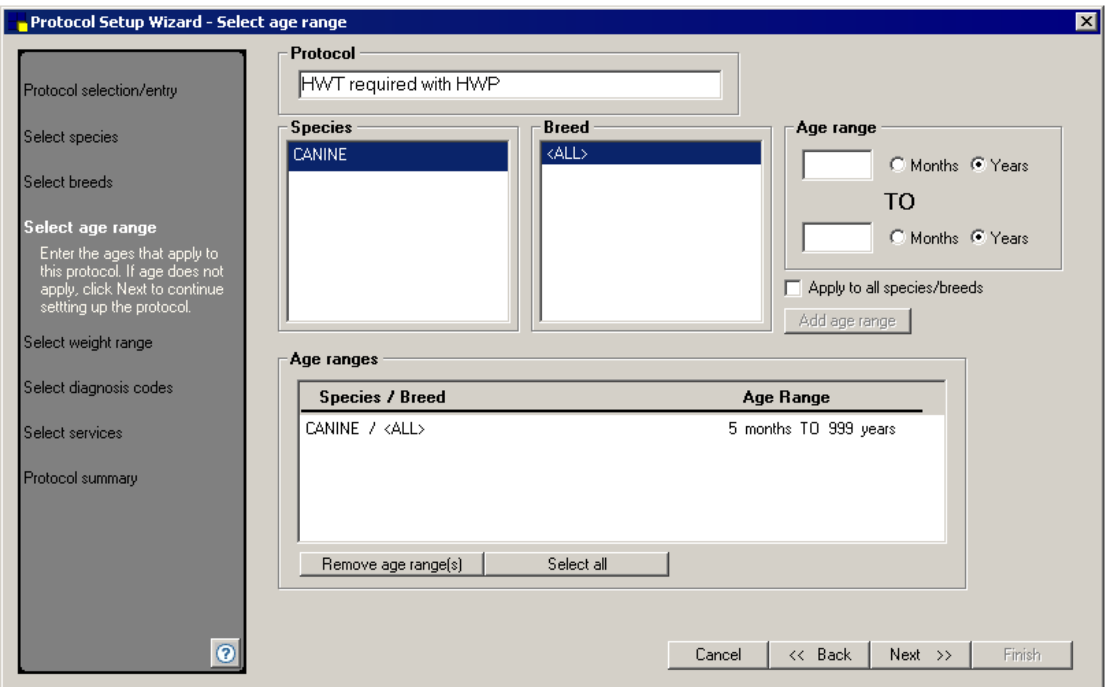
Species	Breeds	Age ranges
Canine	Beagle mix	6 months to 10 years
	Beagle	1 year to 11 years

Two species. Each with <ALL> breeds. Each species has different age range.

Species	Breeds	Age ranges
Canine	<ALL>	3 months to 999 years
Feline	<ALL>	6 months to 999 years

When you have selected more than one species or breed, select the **Apply to all species/breeds** check box to apply the age range to all the species and breeds you have specified.

2. Select the **Apply to all species/breeds** check box to add the selected age range to all chosen species and breeds.



3. Click the **Add age range** button.

If multiple age ranges are listed, you can select or remove them by clicking the **Select all** or **Remove age range(s)** buttons.

4. When age ranges are complete, click **Next**.

Step 5—Select weight range

1. On the Protocol Setup Wizard – Select weight range window, set the weight ranges for the species and/or breeds you selected in the previous window. If you selected **<ALL>**, you can set the weight range (the one you will search within) for all species and all breeds.
2. Click **Next**.

Step 6—Select diagnosis codes

1. On the Protocol Setup Wizard - Select diagnosis codes window, set the diagnostic codes for the species and/or breeds you selected in the previous window. If you selected **<ALL>**, you can set the diagnosis codes (the one you will search within) for all species and all breeds.
2. Click **Next**.

Step 7—Select services

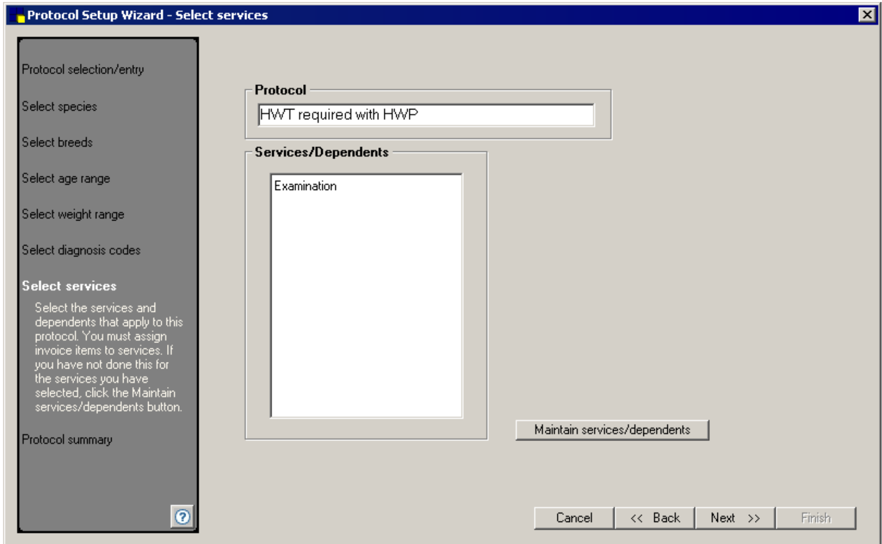
Select the type of Compliance Search

On the Protocol Setup Wizard - Select Services window, select the type of compliance search you will run. There are two types of compliance searches:

- **Regular compliance search (missed opportunities)**—Cornerstone searches for patients to see if there are missed opportunities to provide services and/or items.
- **Alternative search (missing services/items)**—Cornerstone searches your patient records to see if there are missing services, based upon other services provided.

Select Services

1. Select the **Search for missing services based on other services provided (alternative search)** check box.
2. Click **OK**.



Set Up the Services

1. On the Select services window, with the protocol description in the **Protocol** box, click the **Maintain services/ dependents** button.
2. Notice that the window's title bar specifies that we are working in the Alternative Search Wizard. Now, we will set up the service and dependent items that are the criteria for this search.

Set Up Service Items

1. On the Service selection/entry window, in the **New service** box, type the name of the service.

   "Service" can mean service or inventory invoice items.

2. Click **Add**.

   You can select only one service category with alternative search protocols; regular search protocols can have multiple service categories attached.

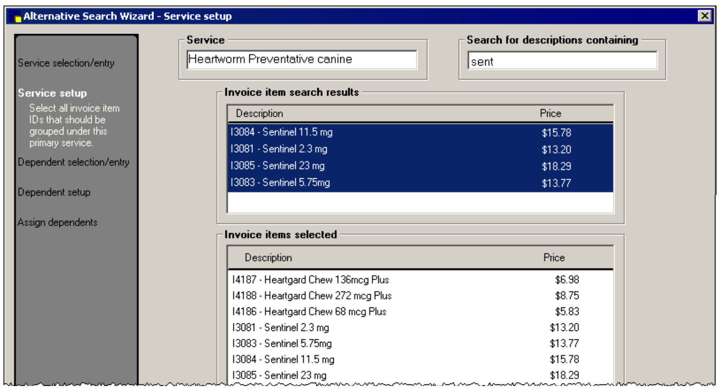
3. Click **Next**. Remember to watch the left panel—it tells you what to do.

Link Items—Service Setup

1. On the Alternative Search Wizard – Service setup window, in the **Search for descriptions containing** box, type part of a service or inventory item's description.
2. In the list, select the applicable service or inventory items. Press the CTRL key to select more than one item. Once selected, in the **Invoice item search results** area, the items appear in the **Invoice items selected** area.

   You may have one or more items; select each one you have in your database so they are added to the **Invoice items selected** list.

   tip Items in red are inactive, but you can still select them for protocols.



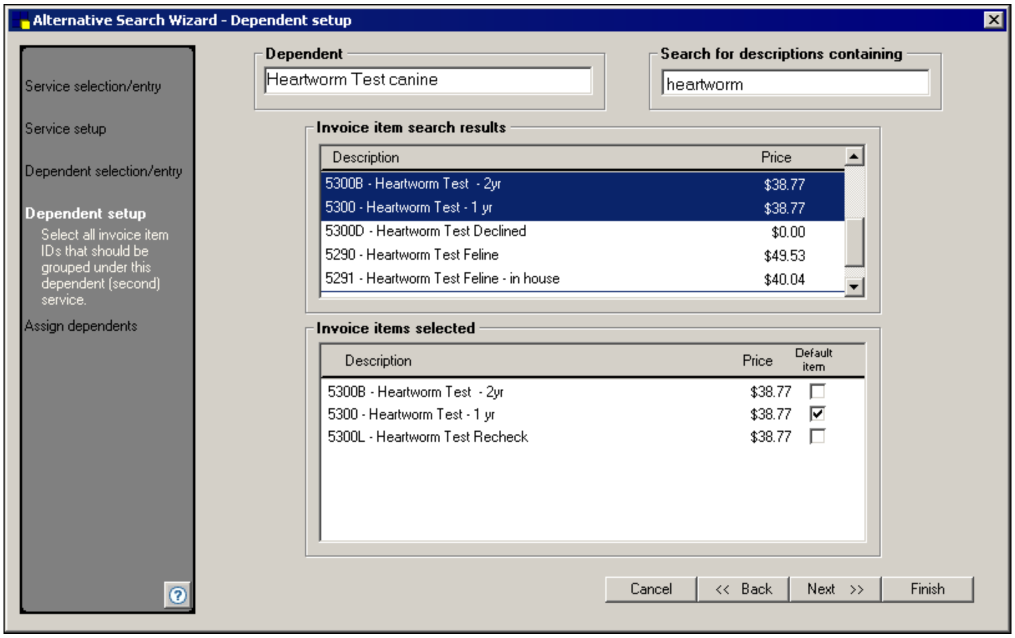
3. Continue the selection process to select/list all of the related service or inventory items.
4. Click **Next**.

Set up the Dependents

1. On the Alternative Search Wizard – Dependent selection/entry window, set up the dependent items. These are the items that will be searched for if the service item criterion is met.
2. In the **New dependent** box, type the dependent name.
3. In the **Dependents** list verify that the service category name is selected.
4. Click **Next**.

Link the Items

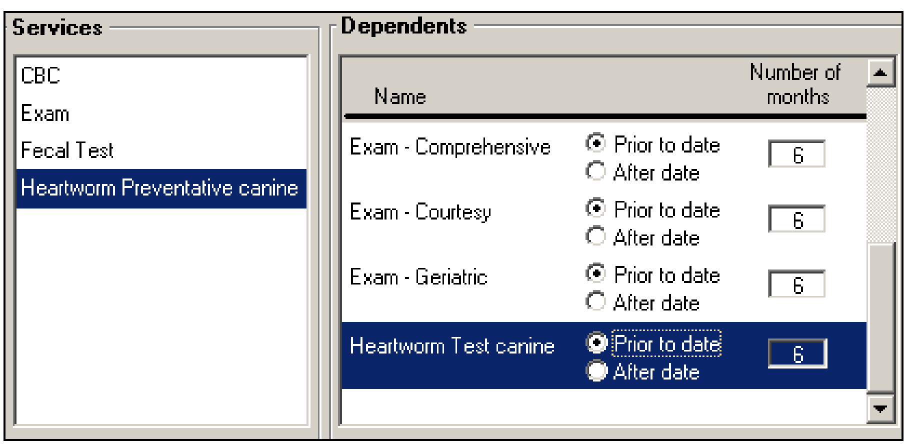
1. On the **Dependent setup** window, in the **Search for descriptions containing** box, enter the service or inventory item description that you are searching for.
2. From the **Invoice item search results** area, highlight each applicable service or inventory item in your list. Use the CTRL key to select more than one item. When the items have been selected, they will appear in the **Invoice items selected** area.
3. Select one item as the default item. This default item will serve as the price basis when calculating your opportunity.



4. Click **Next**.

Set Criteria

1. On the Alternative Search Wizard - Assign dependents window, in the **Services** area, verify that the service is selected.
2. In the **Dependents** area, select the appropriate dependent.
3. Select the appropriate search option. You can search **Prior to the date** (of the service item that was located in history) or **After the date** (of the service item that was located in history).
4. In the **Number of months** column, list the number of months to search for (prior to the date or after the date).
5. Optional: If there is more than one service to which you need to assign dependents, repeat the previous 3 steps until all services and dependents are listed appropriately.
6. Click **Finish**.



Protocol Summary and Finish Up

1. On the Select services window, in the **Services** area, select the service.
2. To view or print the Protocol Summary (a report), verify that the appropriate protocol name is listed, select the Services/Dependents for the protocol and click **Next**. Use the **Print summary** button to print the Protocol Summary. Click **Finish** when complete.
   OR
   If you are finished, click **Finish** and you'll have an option to generate compliance results.
3. When the *Would you like to create compliance results?* message appears, click **Yes** if you would like to generate compliance results immediately or No if you would like to generate them at a later time.

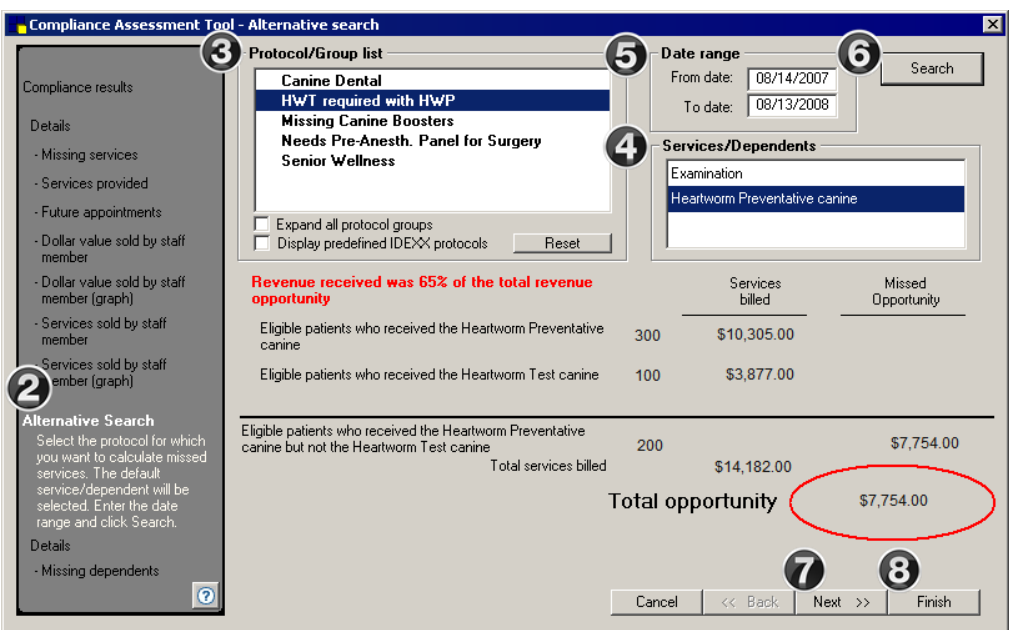
tip Compliance results can be generated from **Reports > Compliance Assessment Tool > Generate Compliance Results** any time after protocols have been created.

Generating Compliance Results

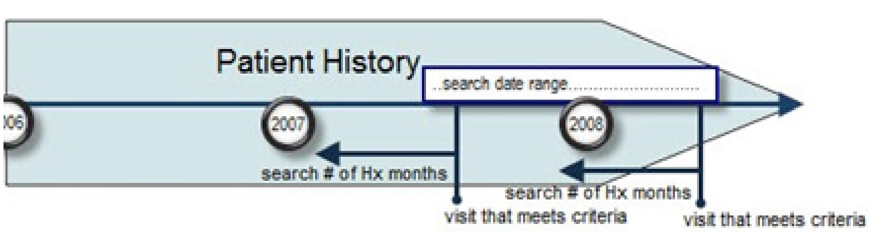
1. From the **Reports** menu, select **Compliance Assessment Tool > Generate Compliance Results**.
2. In the left navigation pane, select the **Alternative Search** option. Notice that the title bar for the window now says Alternative Search Wizard.

Alternative Search
Select the protocol to calculate missed services for. The default services/dependent will be selected. Enter the date range and click Search.

3. Select the protocol.
4. In the **Services/Dependents** area, verify that the appropriate items are selected.



5. In the **Date Range** area, enter the date range in which you will search to find a patient visit (this will be check-in dates or invoice dates based on your default setting).



6. Click **Search**. Your total opportunity will appear.

   The Compliance Assessment Tool - Generate compliance results window provides information gathered from your data about patients who are in compliance, in partial compliance, and not compliant with the criteria listed in your search.

7. Click **Next** to view the report. In addition to viewing, you can also print or save the report.

   When reports are saved, they are in a file which can be used in a spreadsheet (requires appropriate software).

8. Click **Finish** to exit from the reports and the Generate compliance results window.

Alternative Search Compliance Reports

After compliance results are generated, you can view or print reports and graphs from the Compliance Assessment Tool.

Alternative Search Reports

- **Missing Dependents (Alternative Search)**: This report lists eligible patients who received the primary service but did not receive the dependent service. This report also lists the dollar value of missing tests by doctor.

  tip Print the Client List (Missing Services) Report and the Client List (Services Provided) Report for a complete comparison.

To print or save the reports or graphs:

1. On the Compliance Assessment Tool window, under **Details** (in the navigation pane), click the type of compliance results detail (Missing services, Services provided, Missing dependents, etc.) to view in a report. Use the **Next** and **Back** buttons to go back and forth, selecting and viewing the applicable reports.
2. With the results report displayed in the pane on the right, click **Print** or **Save** to save the report data to a file.

More About Protocols

Ideas For Compliance Protocols

Regular Search

- Canines and felines with specific diagnosis without purchasing a specific diet (kidney disease & k/d, g/d, etc.)
- Breeds pre-disposed to hip dysplasia that have not had hip radiography
- Canines without a current heartworm test
- Canines and felines without a current preventative care visit

Alternative Search

- Canines and felines on maintenance medication and without applicable lab work (thyroid meds and T4 labs)
- Canines and felines that had a wellness exam but haven’t purchased diet/nutritional food
- Canines who purchased heartworm prevention and need a heartworm test for a refill

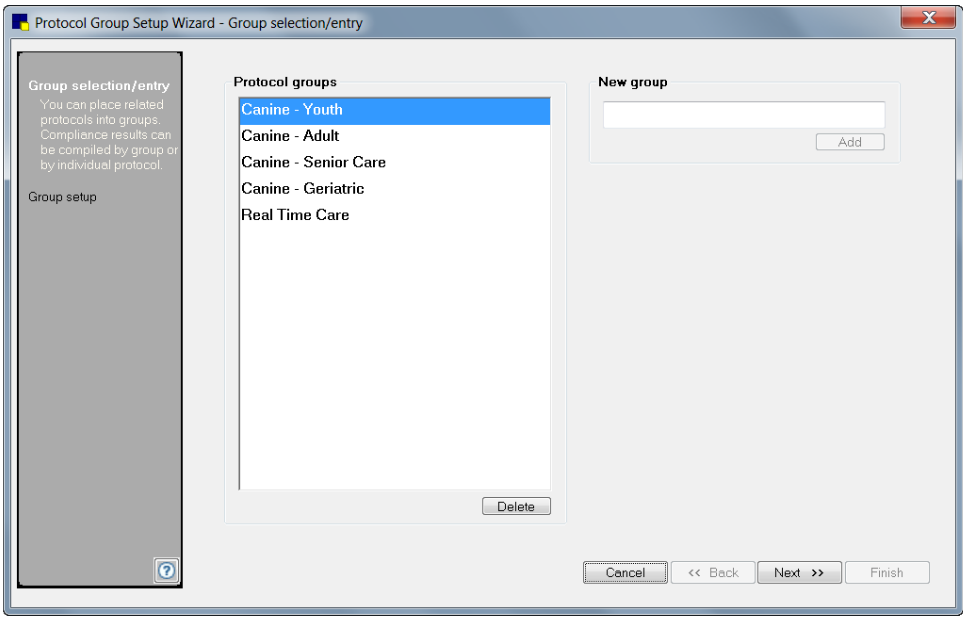
Placing Protocols into Groups

You can place related protocols into groups. Compliance results can be compiled by group or by individual protocol.

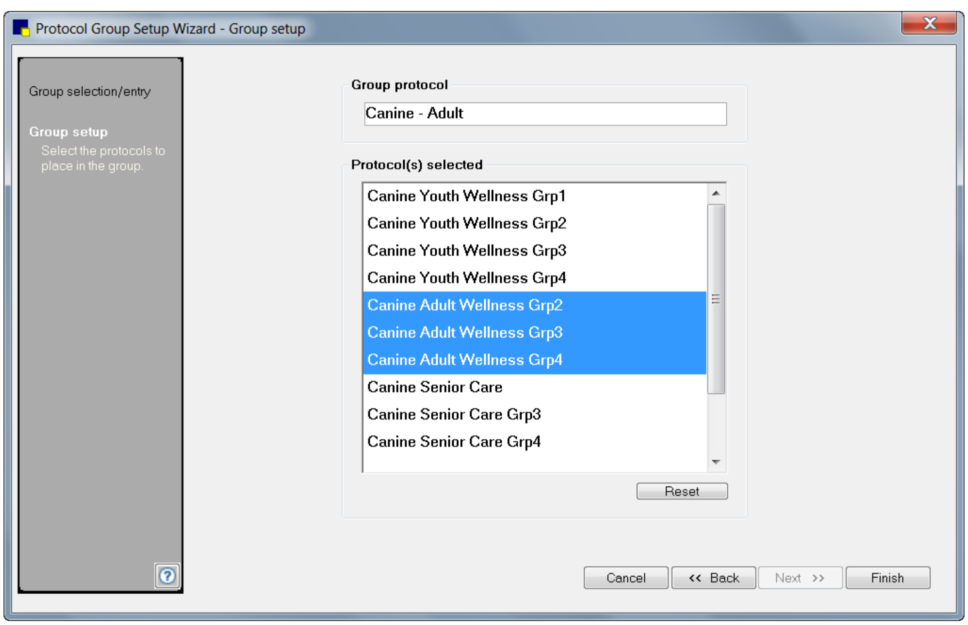
Why group protocols? Individual protocols can have only one weight and/or age range specified per species. If you want to develop a broader protocol (for example, a protocol for canine senior care), individual protocols based on weight and age can be placed in a group protocol.

All protocols in a group must have the same tests; however, the age and/or weight among the protocols are different. After the initial protocol is added to a group, only protocols with the same tests can be added.

1. On the **Reports** menu, select **Compliance Assessment Tool > Protocol Group Setup**.
   The Group selection/entry window appears.



2. Select the protocol group to which you want to add or remove protocols. If you want to create a new group, enter the name of the new group and click the **Add** button. Click **Next**. The Group setup window appears.

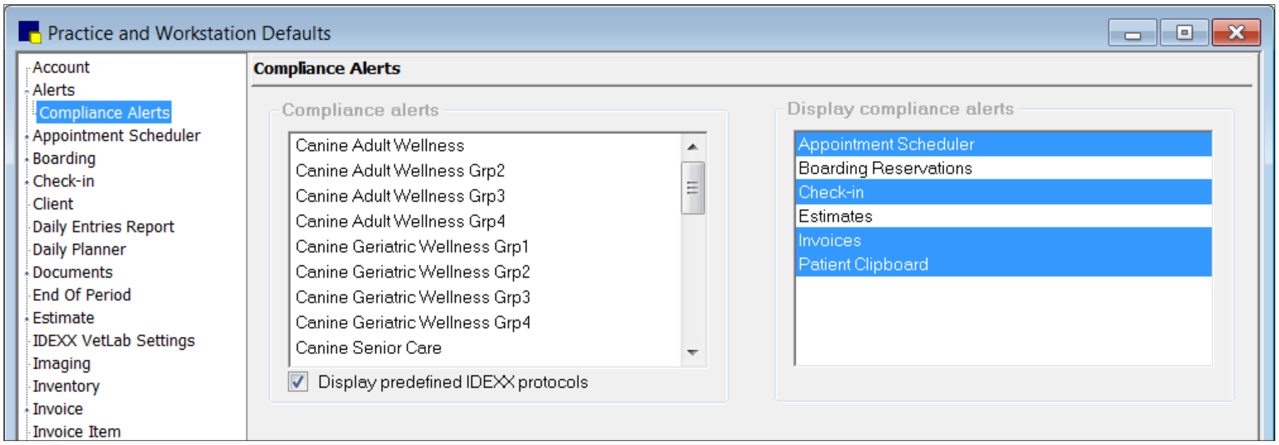


3. Select the protocols to add the group. To clear the protocols from the group, click the **Reset** button.
4. Click **Finish** when you are done adding protocols to the group.

Compliance Alerts

Setting Up and Using Compliance Alerts

You can set up your system to display an alert when a patient who needs a recommended service is seen. When the alert displays, you can process the alert to see which services or tests are missing from the patient record.



Setting Up Compliance Alerts

1. On the **Controls** menu, select **Defaults > Practice and Workstation**.
2. In the navigation pane, click **Alerts** to expand its sub-items, and then click **Compliance Alerts**. The Compliance Alerts configuration pane appears on the right side of the window. The alerts lists displays with active alerts selected.
3. In the **Compliance alerts** list, select (or deselect) the protocols for which you want alerts to display. Alerts will display for patients who need a recommended service associated with the selected protocols. To view the preloaded protocols, select the **Display predefined IDEXX protocols** check box.
4. In the **Display compliance alerts** list, select when/where you want the alerts to display (in Appointment Scheduler, on boarding reservations, at check-in, when an invoice or estimate is started for the patient, or when accessing their record on the Patient Clipboard).

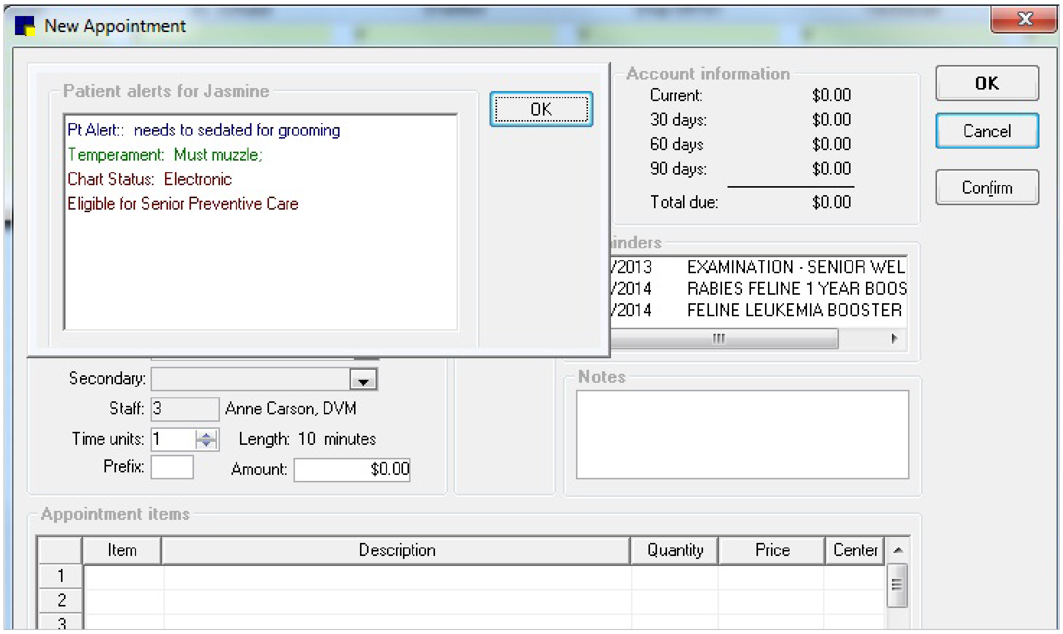
Even if consecutive alerts are suppressed, selected compliance alerts will still display.

This setting can be changed later if you want to modify your selections (proper security access is required). If processing speed slows down after you establish your compliance alerts, limit the number of windows or compliance alerts that display.

Using Compliance Alerts

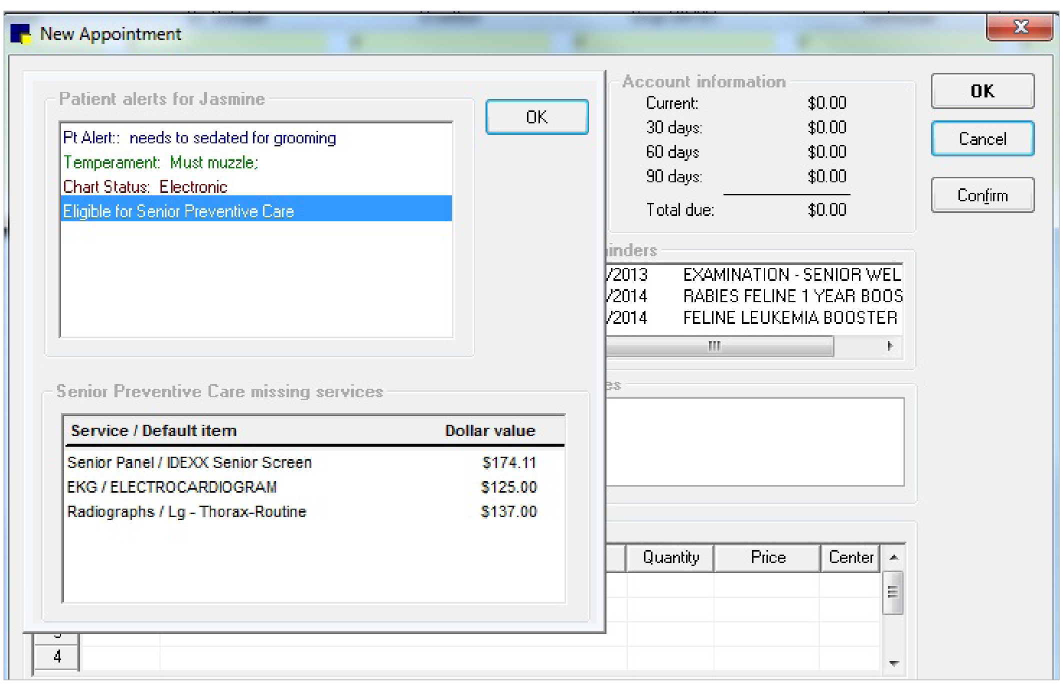
Keeping in mind the settings for Compliance Alerts and Display Compliance Alerts, when you open a window on which compliance alerts will be displayed, you'll see the following message display briefly: *Checking patient for compliance*.

If the patient is eligible for services, you'll see a message like this.



To see the services/items or services/dependents associated with that alert, click the alert name. The list, with descriptions and dollar values, will be displayed. These alerts provide your staff with strategic information they can use to educate the client to increase patient compliance.

If multiple compliance alerts are listed, click each alert to see its details.



Summary

CAT Primer Summary

You have learned how to:

1. Set up the protocols using the Protocol Setup Wizard.
   Reports > Compliance Assessment Tool > Protocol Setup Wizard
2. Generate the compliance results
   Reports > Compliance Assessment Tool > Generate Compliance Results
3. Set Cornerstone features to maximize and drive compliance
   - Patient Alerts
   - Compliance Alerts
   - Default setting

	To Do List Tasks (use extra lines to add your own tasks)	
	1	Review missing weights for patients.
	2	Review missing birth dates for patients.
	3	Create and act on a plan to improve entry of weights and birth dates for patients.
	4	Set up patient alerts for missing patient weights and birthdates.
	5	Verify the **Use check-in date for compliance** default setting.
	6	Set up protocols.
	7	Set up new protocol groups.
	8	Modify existing protocol groups.
	9	Set up compliance alerts.
	10	Generate compliance results on a regular schedule.
	11	Document compliance results and track them on a regular schedule.
	12	Create and act on a plan to improve compliance.
	13	
	14	
	15	
	16	
	17	
	18	

Appendix

Begin With the End in Mind Worksheet

The Mental Creation—The Goal—The Need or Opportunity

1. List your goal.

2. State why the goal is important.

The Physical Creation—The Action Plan and Implementation

1. Measure your current level as it pertains to the goal (in #1 above).

2. List the steps you will follow to achieve the goal.

3. Describe the direction you will need to provide to others.

4. List the new behaviors you will need to accomplish and how you'll reinforce them.

5. List the milestones (attainable, measurable accomplishments) you'll have along the way.

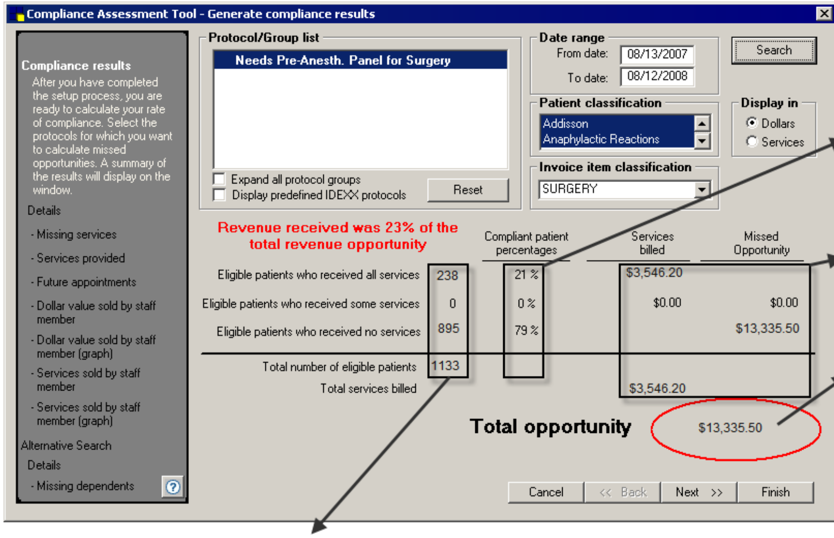
6. List the resources (tools, leadership, priorities, and training) you'll need.

7. List ways to acknowledge and celebrate accomplishments.

8. Plan how you'll measure the achievement on an ongoing basis. Set up protocols for regular and alternative searches as described in this document.

Compliance Results Breakdown

Regular Search



Eligible patient who:
received the Panel...21%
received some services...+ 0%
(used if searching for more than 1 service)
didn't receive the Panel...+ 79%
1133 patients who met the criteria in our search.............. = 100%

Billing total for:
the 238 patients who received the Panel...$3,546.20
the 238 patients who received some services..$0.00
(used if searching for more than 1 service)

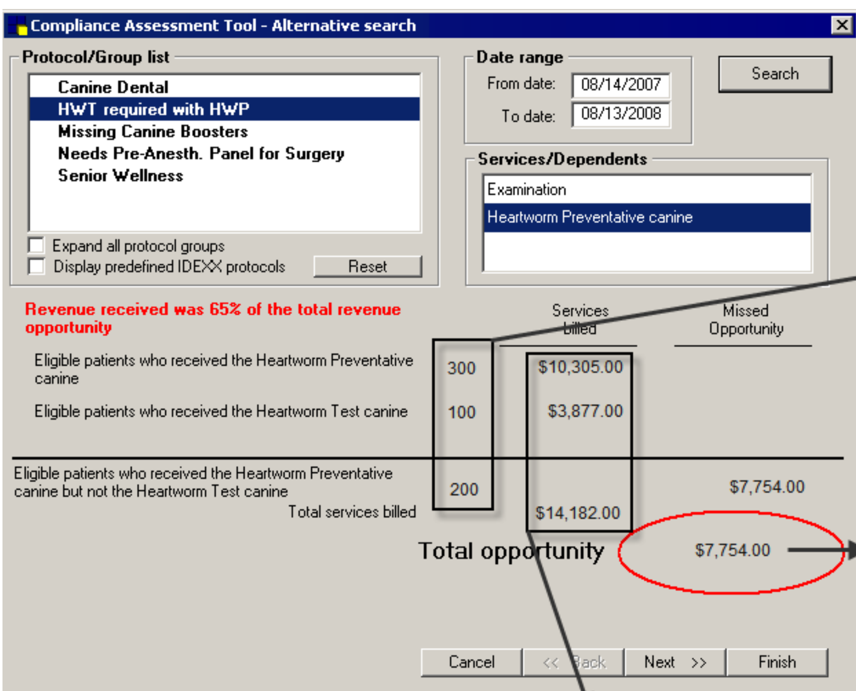
Total Panel services billed for patients missing Panel before surgery....$3,456.20

Missed Opportunity: 895 patients missing Panel before surgery.... = $13,335.50

Eligible patients who:
received the Panel..238
received some services...0 (used if searching for more than 1 service)
didn't reveive the Panel...895

Total number of patients to met the criteria in our search...1133

Alternative Search



Eligible patients who:
purchased heartworm preventative...........................300
bought preventative and had heartworm test.............100
bought preventative but did not have heartworm test..200

Missed Opportunity:
Patients not having heartworm test within 12 months of heartworm preventative purchase = $7,754

Billing for the:
300 patients who purchased heartworm preventative..............................$10,305.00
100 patients who purchased heartworm preventative and heartworm test...$3,877.00
Total services billed for eligible patients for preventative and test.............$14,182.00

Protocol Setup Worksheet

Regular Search			
Protocol Name			
Species			
Breed			
Age Range			
Weight Range			
Diagnostic Codes			
Tests and Services	**Items Linked to Tests/Services**	**Default Item**	**History number of months**

Alternative Search			
Protocol Name			
Species			
Breed			
Age Range			
Weight Range			
Diagnostic Codes			
Tests and Services	**Items Linked to Tests/Services**	**Default Item**	**History number of months**

Remember to:

- Set up a group to coordinate with the protocol.
- Set up compliance alerts.
- Set up patient alerts for missing weight and missing birth date.

Measurement Dashboard

IDEXX Measurement Dashboard										
Cornerstone Related Feature	Key Measures	Identify Specific Critical Measurements			Set Goals and Define Actions		Measure Performance			
		Data Source	Baseline Measure	Veterinary Benchmark	Goal	Actions	Frequency of Measurement	Measure #1 /Date	Measure #2 / Date	Measure #3 /Date
(The recommended areas of focus)	(The measures that address the areas of focus)	(Where do we find the measurements in Cornerstone?)	(Where are we now?)	(What do the experts say?)	(Where do we want to go?)	(How are we going to get there?)	(Now that our plan of action is in place, how do things look?)			
Patient Compliance										
Promote Heartworm Testing and Prevention	1. % of dogs with a current heartworm test	Reports > Compliance Assessment Tool (CAT)	____% of active dogs	83% for dogs (AAHA study[3])		Verbal recommendation of heartworm testing to all dogs at each visit, during check in and out. Reminders sent to those that are not compliant.	Monthly			
	2. % of dogs with a current preventative (12 months)	Reports > Compliance Assessment Tool (CAT)	____% of active dogs	48% for dogs (AAHA study)		Recommend heartworm preventative to all pets that have had a heartworm test, and record in medical records if declined. Send letter to pets not on medication and stress importance of medication				
Promote Dental Prophylaxis	3. % of Graded patients	Reports > Compliance Assessment Tool (CAT)								
	4. % of Grade 0 performed	Reports > Compliance Assessment Tool (CAT)		10% (AAHA study)						
	5. % of Grade 1 performed	Reports > Compliance Assessment Tool (CAT)		15% (AAHA study)						
	6. % of Grade 2 performed	Reports > Compliance Assessment Tool (CAT)		29% (AAHA study)						
	7. % of Grade 3 performed	Reports > Compliance Assessment Tool (CAT)		42% (AAHA study)						
	8. % of Grade 4 performed	Reports > Compliance Assessment Tool (CAT)		> 47% (AAHA study)						

3 All AAHA study references in the Measurement Dashboard are to: *American Animal Hospital Association. The Path to High Quality Care: Practical Tips for Improving Compliance*. Lakewood, Colorado: American Animal Hospital Association; 2003.

IDEXX Measurement Dashboard

Cornerstone Related Feature	Key Measures	Identify Specific Critical Measurements			Set Goals and Define Actions		Measure Performance			
		Data Source	Baseline Measure	Veterinary Benchmark	Goal	Actions	Frequency of Measurement	Measure #1 /Date	Measure #2 / Date	Measure #3 /Date
(The recommended areas of focus)	(The measures that address the areas of focus)	(Where do we find the measurements in Cornerstone?)	(Where are we now?)	(What do the experts say?)	(Where do we want to go?)	(How are we going to get there?)	(Now that our plan of action is in place, how do things look?)			
Promote Therapeutic Diet	9. % of clients who purchased therapeutic diets	Reports > Compliance Assessment Tool (CAT) Practice Explorer		55% (AAHA study)						
	10. % of clients that purchased Therapeutic Diets that continued to purchased diet	Practice Explorer		No AAHA Study Measure Available		Call back				
Provide Senior Screening	11. % of pets over the age of 7 with a senior screening performed	Reports > Compliance Assessment Tool (CAT)		34% (AAHA study)		Patient Alert (Senior Screening), Yes/No—At the time of appointment, ask if they'd like a senior screening. Send client info on senior screening. Create Senior Screening Recommend. Attach recommend to Canine Annual with "Ask" > 7yrs. Exam Group with Recommended Pick List CAT list for patients over 7 years with senior screen and alternate procedures (i.e., Senior Screen service vs. Complete Blood Profile + X-rays + ECG individually).				
Promote Core Vaccines	12. Core Vaccination Compliance - Canine	Reports > Compliance Assessment Tool (CAT)		87% (AAHA study)						
	13. Core Vaccination Compliance - Feline	Reports > Compliance Assessment Tool (CAT)		87% (AAHA study)						

IDEXX Measurement Dashboard

Cornerstone Related Feature	Key Measures	Identify Specific Critical Measurements			Set Goals and Define Actions		Measure Performance			
		Data Source	Baseline Measure	Veterinary Benchmark	Goal	Actions	Frequency of Measurement	Measure #1 /Date	Measure #2 / Date	Measure #3 /Date
(The recommended areas of focus)	(The measures that address the areas of focus)	(Where do we find the measurements in Cornerstone?)	(Where are we now?)	(What do the experts say?)	(Where do we want to go?)	(How are we going to get there?)	(Now that our plan of action is in place, how do things look?)			
Promote Preanesthetic Testing	14. Preanesthetic Testing Compliance	Reports > Compliance Assessment Tool (CAT)		69% (AAHA study)						

Skill Assessment and Evaluation

Compliance Assessment Tool* Primer Skill Assessment

Practice Name: ____________________

Your Name: ____________________

Completion Date: ____________________

Instructions: After completing your training, please read each of the following skill assessment statements and evaluate your ability to perform each task. Mark only one "x" for each skill statement.

	Can Perform	Can Perform but NOT Using	Cannot Perform	Not Applicable
1. I can access the Reports menu.				
2. I can access and set security for Cornerstone reports.				
3. I can review the number of patients missing birthdates and weights.				
4. I can set compliance alert defaults.				
5. I can access the Compliance Assessment Tool*.				
6. I can perform a regular compliance search using the Compliance Assessment Tool*.				
7. I can perform an alternative search using the Compliance Assessment Tool.				
8. I can preview a report.				
9. I can print a report.				
10. I can save a report as another file type (.xls, .txt, .csv, etc.).				

Results of the Skill Assessment

_____ Can Perform

_____ Can Perform but not Using

_____ Cannot Perform

_____ Not Applicable

Reminder: Please return this Skill Assessment using one of the following methods:

Return this information to:

Cornerstone Education Department at CornerstoneCoach@idexx.com.

Mail this information to:
IDEXX Computer Systems
Attn:Cornerstone Education Department/Gina Toman
One IDEXX Drive
Westbrook, Maine 04092

IDEXX **Cornerstone*** Practice Management System

Compliance Assessment Tool* Primer Evaluation

We value your opinion!

Tell us what you think about the Compliance Assessment Tool Primer course.

Practice: ______________________ Date: ______________

Trainer: ______________________

Feedback received from you regarding the training is vital to our continued improvement. When you have completed this evaluation, please use one of the return methods listed at the end.

Topics include:

Measurement is the key to success. Learn how to access predefined reports and other measurement features such as the Compliance Assessment Tool*, Snapshot, and Performance Tracker to answer common client questions. Your practice will walk away with a measurement and management plan using our Cornerstone Measurement Dashboard. Topics include:

- Getting Started With the Compliance Assessment Tool
- Measurement and Management of Compliance
- Setting Up Protocols
- Regular and Alternative Compliance Searches
- Generating Compliance Results for Reports
- Compliance Reports
- Placing Protocols into Groups
- Compliance Alerts

1. How likely would you be to recommend an IDEXX Cornerstone course to a friend or colleague?

1 Not Likely...thru...8 Not Likely 9 ..... Likely 10

1	2	3	4	5	6	7	8	9	10
O	O	O	O	O	O	O	O	O	O

2. For us to better understand the opinions of our participants, please explain why you selected the rating above?

3. The prerequisites for this course are:

- The most current version of Cornerstone installed at the practice.
- Knowledge of basic Cornerstone navigation.

Indicate which participants were ready for, and met the prerequisites for, this course.
Please select all that apply.

O Our practice O All other practices O Some other practices

4. How was the length of the course?

O Too short O Too long O Just right

Additional Comments:

5. Referring to the items listed below, did we meet your expectations:

	No	...	...	...	...	...	...	...	...	Yes	
	1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**N/A**
The course content matched the course description.	O	O	O	O	O	O	O	O	O	O	O
The course materials were professional looking.	O	O	O	O	O	O	O	O	O	O	O
The course materials provided contained valuable content.	O	O	O	O	O	O	O	O	O	O	O
The trainer arrived well prepared and used appropriate examples.	O	O	O	O	O	O	O	O	O	O	O
The trainer used effective communication skills.	O	O	O	O	O	O	O	O	O	O	O
The trainer answered all of my questions effectively.	O	O	O	O	O	O	O	O	O	O	O
As a result of this course we can expand our use of Cornerstone's features.	O	O	O	O	O	O	O	O	O	O	O
This course provided a good value for the cost.	O	O	O	O	O	O	O	O	O	O	O

Additional Comments:

6. Did you follow along with the participant workbook during the course presentation?

O **Yes** I followed the participant workbook the majority of the time.

O **No** I didn't use the participant workbook.

O **Sometimes** I used the participant workbook some, but not most, of the time.

If **No** or **Sometimes**—why not?

7. What was the most valuable aspect of this course?

8. What suggestions do you have for future revisions of this course?

9. Using the roles listed, count and record how many participants (from your practice) attended some, or all, of this course. *If someone holds more than one of these roles, record their primary role only*.

Primary Roles	Number of participants with this primary role that attended this course
Veterinarian	
Technician or Nurse	
Reception or Client Services	
Office, Practice or Business Manager	
Practice Owner	
Other *(List role and record Number)*	
Other *(List role and record Number)*	

Thank you! We appreciate your feedback.

Testimonial Permission:

(Please check the box below)

☐ Please have an IDEXX Computer Systems Representative contact me to discuss featuring my comments in promotional materials.

Your Name: ______________________

Practice Name: ______________________

Practice City, State: ______________________

Practice Telephone #: ______________________

Reminder: Please return this Evaluation using one of the following methods:

<u>Return this information to</u>:
Cornerstone Education Department at CornerstoneCoach@idexx.com.

<u>Mail this information to</u>:
IDEXX Laboratories
Attn: Cornerstone Education Department/Gina Toman
One IDEXX Drive
Westbrook, Maine 04092

IDEXX LABORATORIES