How to set up the Compliance Assessment Tool* for a wellness protocol

Prerequisites for effective Compliance Assessment Tool reporting

Set up assessment based on check-in date

The Compliance Assessment Tool* uses either check-in date or invoice date to determine when the patient was last seen in the practice. **Check-in date** is the preferred method for tracking compliance.

Compliance reporting based on check-in dates:

- Is based on when patients were checked in through the Cornerstone* Software.
- Reflects all patient visits, even if no invoice was generated during the visit.
- Does not include activities that don't involve checking in, such as over-the-counter sales and prescription refills.

To set up assessment based on check-in date:

Go to **Controls > Defaults > Practice and Workstation > Check-in**, and then select the **Use check-in date for compliance** check box.

Ensure patient ages and weights are recorded

For protocols that use age and/or weight as selection criteria, any patients that are missing weight or birth date in their patient records will not be included in the results.

Use the following reports to review your files for missing birth dates or weights, and then update patient records accordingly:

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

Customize predefined IDEXX wellness protocols

1. Go to **Reports > Compliance Assessment Tool > Protocol Setup Wizard**.
2. In the selection/entry window, make sure the **Display predefined IDEXX protocols** check box is selected.

   The protocols are organized into groups, such as Canine Adult Wellness or Canine Senior Care. Each canine group contains items labeled Grp1, Grp2, Grp3, etc. The group numbers represent specific age and date ranges.

   Note: If a message asks whether you want to make a change to all the protocols in this group, click **Yes**. You may see this message now or during your completion of the following steps.
3. Select one of the protocols in the protocol group you want to customize. For example, you could select Canine Adult Wellness Grp1 to customize the whole Canine Adult Wellness group.
4. In the list on the left, select **Select services**.
5. Select **Search for missed opportunities…** and click **OK**.
6. In the Tests/Services list, click tests to select or deselect them.

   Tip: Click the help icon in the left pane or press **F1** for more detailed information.
7. Click **Add/update tests and services**.

8. For each test or service, double-click it in the Tests list; then, in the **Search for descriptions containing** box, type part of the service or inventory item description related to this test/service. Do the following:
   a. Select the item(s) you want on the Invoice item search results list. Hold down the Ctrl key to select multiple items. Items in red are inactive, but you can still select them for protocols.
   b. In the Invoice items selected list, select one item as the default. This item will be the price basis used to calculate the *Total opportunity* value in the compliance assessment report.
   c. For each item, in the **Hx Search (months)** column, select the number of months that you want the tool to search back in the patient history to find invoices that demonstrate protocol compliance.
   d. Click **Finish**.
9. If you want to add a new test or service, type a name in the **New Test** box, click **Add**, and follow the instructions in step 8 to assign invoice items to the new test.
10. In the Select Services window, click **Next**. The Protocol summary window displays the protocol.
11. Click **Finish**.
12. To generate compliance results immediately, click **Yes** when prompted and follow the "Run a compliance assessment report" instructions below. (To generate results later, click **No** at the prompt.)

Run a compliance assessment report

1. To display the Generate compliance results window, go to **Reports > Compliance Assessment Tool > Generate Compliance Results**.
2. In the **Protocol/Group** list, select each protocol or protocol group to include in the compliance check.
3. Adjust the date range as needed. The past year is preselected for you. The date range uses either the check-in date or the invoice date, depending on which you have set up.
4. In the **Patient classification** list, deselect any classifications that you **don't** want to include, such as Boarding Only, ER/Referral Patient, Grooming Only, etc.
5. If applicable, in the Invoice item classification area, select invoice item classifications to which this search applies.
6. In the Display in area, click **Dollars** to display results in dollar amounts, or click **Services** to display results by quantity.
7. Click **Search**. The results appear in the bottom half of the window.
8. Use the **Next** and **Back** buttons to view, print, or save the detail reports of the compliance results.
9. Click **Finish**.

Set up 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 is displayed, you can process it to see which services or tests are missing from the patient record.

1. Go to **Controls > Defaults > Practice and Workstation**.
2. In the navigation pane, click **Alerts**, and then click **Compliance Alerts**.
3. In the Compliance alerts list, select (or deselect) the protocols for which you want alerts to be displayed. We recommend selecting no more than 2–3 protocols at 2–3 points of contact, so that the alerts don't affect system performance.
4. If you want to view the predefined protocols, select the **Display predefined IDEXX protocols** check box.
5. In the **Display compliance alerts** list, select where you want the alerts to be displayed, and then click **OK**.

Learn more

- Press **F1** for detailed information on the currently active window.
- To get the most out of the Compliance Assessment Tool, we recommend the *Measuring and Managing Compliance* course. Email cornerstonecoach@idexx.com for more information.

IDEXX