



OUTCOMES
MANAGER

FOTO Outcomes Manager Support Staff Training Guide

Version 121714



FOCUS ON[®]
THERAPEUTIC
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Table of Contents

Table of Contents	2
Why FOTO?	5
Benefits from Measuring Outcomes with FOTO.....	5
Industry Trusted.....	6
Endorsements.....	7
System Requirements	8
Whitelist Information	8
Support Staff User E-Mail Verification & Security Setup Process	9
Bookmarking / Setting Favorite in your Internet Browser	10
Internet Explorer.....	10
Firefox.....	10
Login and Account Settings	11
Password Reset.....	11
Support Staff User Account.....	12
Selecting a Clinic	12
Support Staff Home.....	12
The Navigation Menu	13
Navigating Patient Screens	13
Patient Activity Screen.....	14
Creating Test Patients.....	14
Patient Details Screen.....	15
Patient Details Box.....	15
Episodes Box.....	15
Episode Details Screen.....	16
Activity Box.....	16
Surveys Box.....	16
Episode Details Box.....	16
Navigating Episode Screens	17

Open Episodes Screen.....	17
Monitoring Emailed Surveys	17
Clinician Activity Screen	18
Patient / Episode Set Up	20
Adding a Patient.....	20
Creating an Episode	20
Optional Surveys	20
Adding / Changing Episode Details	21
Deleting an Episode	21
Surveys.....	22
Intake Surveys	22
Paper Intake Survey	22
Electronic Intake Survey (Email or In Clinic)	22
Removing an Intake Survey.....	22
Completed Intake Survey	23
Status Surveys	24
Add Survey	24
Adding a New Episode.....	24
Linking Episodes.....	25
Unlinking Episodes.....	27
Linking Episodes Created at Different Times	27
Electronic Patient Data Collection.....	28
In Clinic.....	28
Show QR Code.....	28
Show Lobby Code.....	29
Completing the Survey.....	29
Email.....	30
Emailing the Lobby Code.....	31
Email Logs.....	31
Paper Patient Data Collection	32

Paper Survey Forms 32

 Downloading Paper Surveys 32

 PTPN Members 32

Entering Data from Patient Paper Survey Forms 33

Paper Entry with Optional Surveys 34

Staff Discharge..... 35

 Reopening Discharged Patient Episode 36

Complete Episode 37

 Surveys Required 37

 PQRS Measures 37

Incomplete Episodes 38

 Intake NON-PARTICIPATION (NP): 38

 Status Incomplete Discharge 40

Printing Patient Specific Survey Reports 43

 Printing from a Tablet 43

FOTO Online Resources/Training 44

FOTO Provider Assistance Contact Information..... 45

Addendum A – EMR Integration 46

Benefits from Measuring Outcomes with FOTO

- **Medicare Compliance**

FOTO is the tool to assist with the new Claims-Based Outcomes Reporting (CBOR) required for all Medicare B patients. FOTO has measures – both Functional Status (FS) Measures developed by FOTO and additional measures like NOMS by ASHA, NeuroQOL, and the ABC Scale – to calculate functional modifiers for all the G-Codes defined in the rule.

- **More Efficient Evaluations**

At Intake, your patient spends a few minutes at the computer answering questions about how well they are able to do their usual activities. This information is printed on a report that the therapist has immediate access to and can use to focus the patient evaluation quickly.

- **Better Patient Management**

The Patient Specific Reports that print as each survey is completed help clinicians monitor patient progress against the risk adjusted (age, severity, acuity, body part) aggregate in FOTO's database. Immediately identifies if the patient is not achieving expected functional change.

- **Better Patient Communication**

The Patient Specific Reports can be used to better communicate about your expectations and their progress. One client reports that using the predictive information on number of visits and duration to gain patients' buy in has resulted in a reduction of his no show / cancel rate to 4%.

- **Better Communication with Referring Physicians and Payers**

The Patient Specific Reports can be used to fortify communication with Referring Physicians and Payers. The Functional Health Status Summary provides a very easy to read graph – if it is going up, the patient is getting better. Some clients circle the graph and the measure of patient satisfaction – very quick recap of progress with patient episode.

- **Enhanced Marketing to Referral Sources**

The Outcomes Profile Reports provide a unique Marketing Opportunity to Referring Physicians and Payers. To begin with, many clients send the first graph page of the reports with a letter to their referral sources explaining that their top priority is providing quality care for their patients and that they can prove it. That page compares the percent of physical functional change, average visits, functional change per visit, average duration, and patient satisfaction to the national aggregate. You can go a step further than that and use custom referral tracking in the software to actually provide an outcomes profile report sorted only for the patients from that referral source. This encourages the referral source to send more of their referrals to you because this is information they would have difficulty obtaining elsewhere.

- **Enhanced Marketing Directly to Patients**

FOTO provides awards and recognition for excellence in patient care. These can be displayed in your facility. We also provide press release templates that have been very effective in announcing honors to your local news media and articles generated from that. That is the kind of press that has a credibility that money can't buy.

FOTO is the trusted choice for measuring rehabilitation outcomes...

- **Endorsed by the National Quality Forum**

FOTO's Functional Status Change Measures have been endorsed by the National Quality Forum (NQF) whose mission is to improve the quality of American healthcare. NQF sets national priorities and goals for performance improvement, endorses national consensus standards for measuring and publicly reporting provider performance and promotes the attainment of national quality goals through education and outreach programs.

- **Chosen by CMS to Measure Value-Based Purchasing**

FOTO conducted a CMS-funded study on the feasibility and impact of implementing a pay-for-performance for patients receiving physical or occupational therapy services under Medicare Part B using FOTO's Value Purchasing Payment Algorithm, which is based on measuring treatment effectiveness (functional improvement) and efficiency (resource utilization).

- **Approved for CMS' Physician Quality Reporting System (PQRS)**

FOTO's Functional Status Change Measures have been accepted into PQRS and are recognized as valid, reliable and responsive outcomes measures. PQRS is a reporting program that uses a combination of provider (eligible professional) payment adjustments to promote reporting of quality metrics describing care. FOTO is also an approved data registry for PQRS.

- **Recommended by CMS for Functional Limitation Reporting**

The Congressional and CMS mandate for 2013 (CMS-1590-FC) required therapy providers to report patients' functional limitations using a severity modifier and a G code to identify the most important impairments. FOTO was recommended by CMS to determine and report functional status.

- **Recommended by CMS for Documenting Medical Necessity**

In CMS Transmittal 63 (Outpatient Therapy Cap Exceptions Process for Calendar Year 2007), FOTO was identified as an approved tool to provide documentation of medical necessity when care exceeds the Medicare therapy cap.

...FOTO is the Outcomes Measurement Standard

FOTO IS THE STANDARD FOR MEASURING PATIENT OUTCOMES IN PHYSICAL REHABILITATION

FOTO is a private sector outcomes measurement company that has been selected by many national organizations and publications:

ENDORSED BY AMERICAN PHYSICAL THERAPY ASSOCIATION (APTA) SECTIONS

The APTA Private Practice Section and Section on Women's Health have endorsed FOTO as the recommended tool for their members in measuring outcomes.

MANDATED BY THE PHYSICAL THERAPY PROVIDER NETWORK (PTPN)

PTPN, the country's first and largest network of independent rehabilitation therapists in private practice, has required the use of FOTO since 2007 for Quality Assurance and for participation in Pay-for-Performance Initiatives.

CHOSEN BY INSURANCE COMPANIES FOR PAY-FOR-PERFORMANCE

FOTO's Outcomes Measurement Tools and Reporting Services are currently being used in Pay-for-Performance initiatives by HealthPartners (Minnesota) and Louisiana Blue Cross Blue Shield. Additional projects with health insurance plans are in development.

INTEGRATED WITH ELECTRONIC HEALTH RECORD VENDORS

FOTO has all the essential elements to accomplish integration with any electronic health record, documentation or billing system. Currently, nine EHRs have live integrations with FOTO, and development is ongoing.

PUBLISHED IN RESPECTED SCIENTIFIC JOURNALS

FOTO currently has 87 articles published in peer-reviewed journals including:

- Journal of Clinical Epidemiology
- Journal of Prosthetics and Orthotics
- Journal of Rehabilitation Outcomes
- Measurement
- Spine
- Physical Therapy
- Medicine
- Journal of Hand Therapy
- Quality of Life Research Applied Measurement
- American Journal of Occupational Therapy
- Archives of Physical Medicine & Rehabilitation
- Journal of Occupational and Environmental Medicine
- Journal of Manual & Manipulative Therapy
- International Journal of Therapeutic Rehabilitation
- Journal of Orthopedic and Sports Physical Therapy
- Physiotherapy Canada

System Requirements

The system requirements are as follows:

- **Browser Compatibility**
(all versions since 2008 unless otherwise noted)
 - Mozilla Firefox
 - Internet Explorer (v7 or later)
 - Chrome
 - Safari

- **JavaScript and cookies**
 - Must be enabled

- **Portable Document Format (PDF)**
(Only required for viewing reports)
 - Any recent Adobe Acrobat Reader (with browser plugin)
 - Any 3rd-party compatible viewer (non-preferred)
 - Note that Chrome and Firefox browsers have built-in PDF rendering that satisfies this requirement

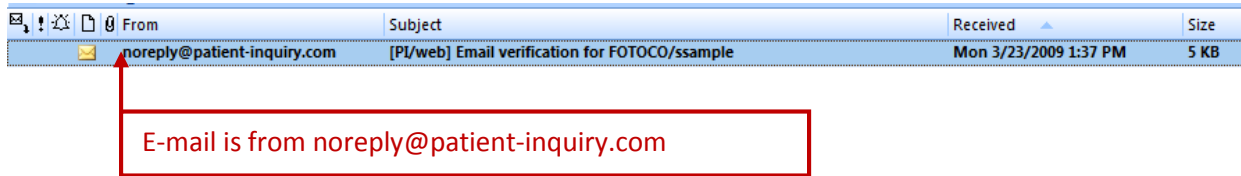
Whitelist Information

Please be sure to Whitelist the following for internet, email and at the organization server level if needed:

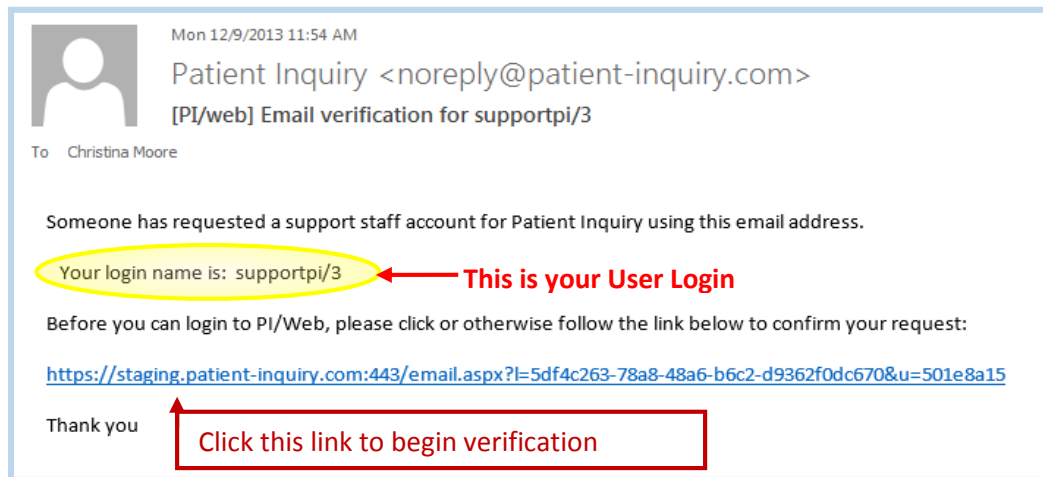
- Patient-inquiry.com
- Fotoinc.com
- Mandrillapp.com

Support Staff User E-Mail Verification & Security Setup Process

When the FOTO Administrator registers a Support Staff User, an e-mail is generated and immediately sent to the new user. If the e-mail is not received, check any spam or junk mail folders. Also check that e-mails containing links are not being blocked by the organization's IT department. If the e-mail is still not available, notify the person serving as the FOTO Administrator for the Practice or FOTO Support.



The e-mail contains a link which will allow the Support Staff User to verify their e-mail address and complete the registration process.



Clicking the link in the verification e-mail will access the Security Setup screen (below). Enter the desired password (and confirm) and create a security question and answer, then click **Update**.

Security Setup

Please set a security question and answer that you will be asked if you ever need to reset your password. Then enter the password you would like to use with this account.

New Security Question:

New Security Answer:

New Password:

Confirm New Password:

✘ **Must meet at least 2 of these rules**

- At least one lower case character
- At least one upper case character
- At least one digit
- At least one special character

✘ **Must be a minimum length of 4 characters**

✔ **Must not contain user name**

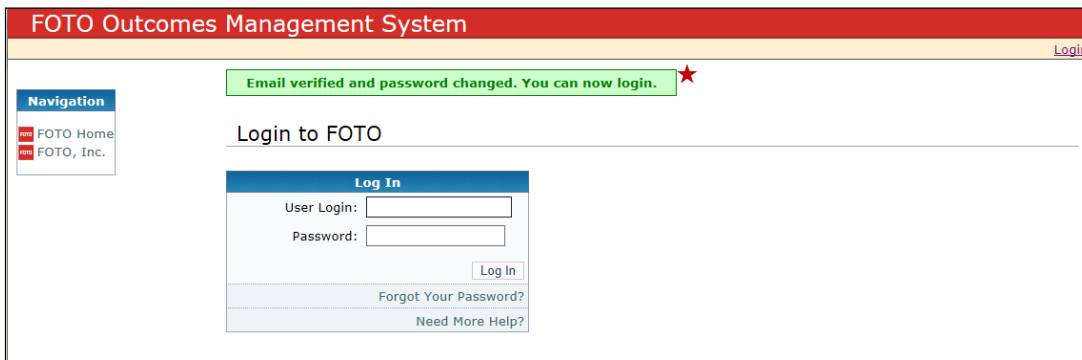
✔ **Must not be a commonly used password**

Note the following:

- The security question should be something that you would easily remember, but others would not easily know, like your mother's maiden name.
- If you forget your password, the system will ask you the security question and you must supply the answer in order to reset the password.
- The password requirements in red will turn green as the requirements are met when creating the new password.
- If the new password contains the user name, the requirement in green will turn red and will not allow the password to be created.

Once the Security Setup is complete, you will see the below green message indicating that you are ready to login.★

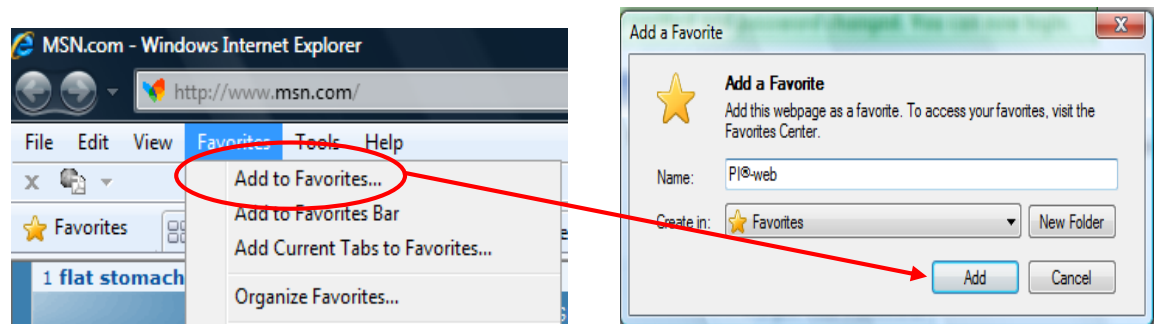
It is advised that you set a bookmark or favorite at this point (before logging into the system).



Bookmarking / Setting Favorite in your Internet Browser

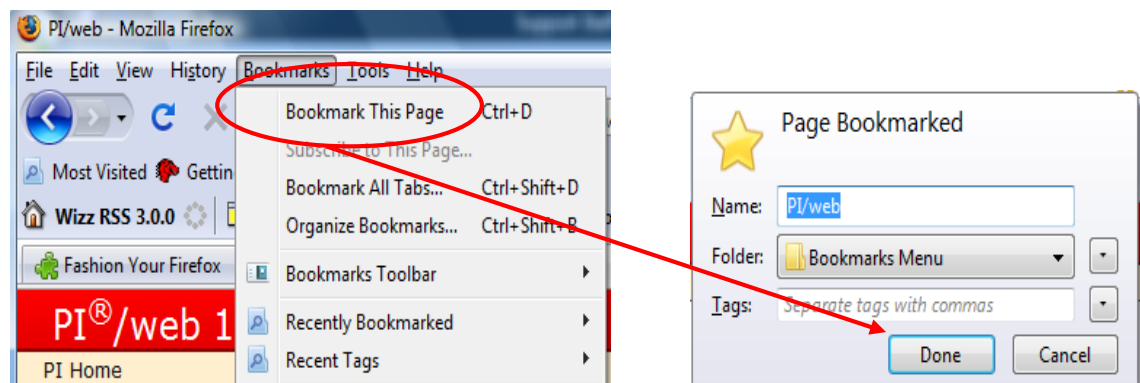
Internet Explorer

Select Favorites > Add to Favorites. (Right-click anywhere on the page if you do not have a toolbar at the top.)



Firefox

Select Bookmarks > Bookmark This Page



Login and Account Settings

Enter your User Login and password, then click **Log In**.



Login to FOTO

Log In

User Login: supportpi/3

Password: ●●●●●●

Log In

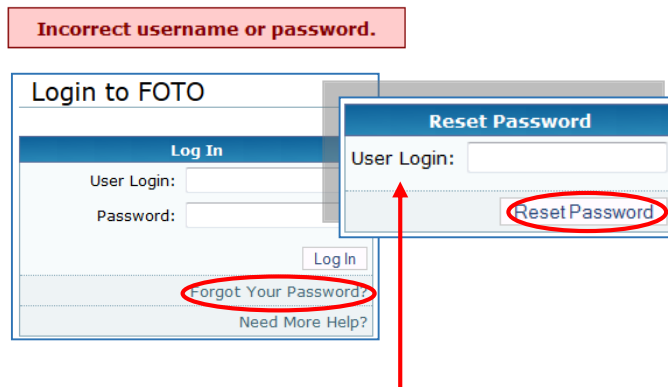
Forgot Your Password?

Need More Help?

Click for Live Support

Password Reset

If you forget your Support Staff User password, click **Forgot Your Password?** from the login screen.



Incorrect username or password.

Login to FOTO

Log In

User Login:

Password:

Forgot Your Password?

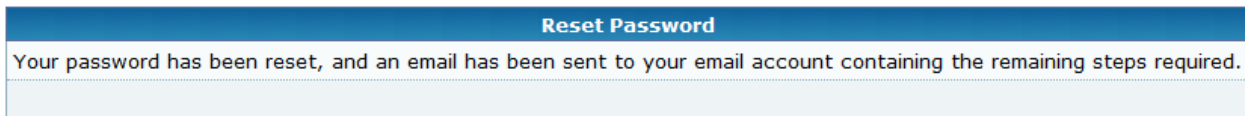
Need More Help?

Reset Password

User Login:

Reset Password

1. Enter your User Login (e.g. FOTOCO/Clinician) in the next screen and click **Reset Password**.
 - A Reset Password notification message will appear.

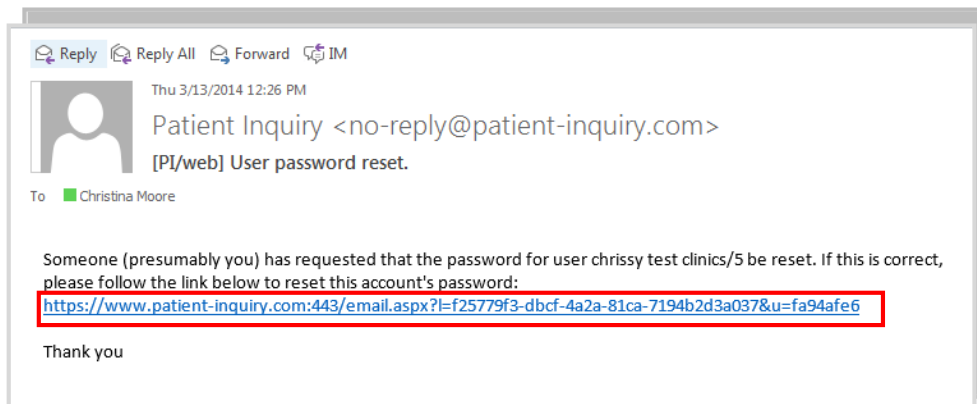


Reset Password

Your password has been reset, and an email has been sent to your email account containing the remaining steps required.

- **If nothing happens, the User Login is either incorrect or is the Administrator login.**
- The **Forgot Your Password?** button will not work for the Administrator login.

2. Click the link from the e-mail sent to the address associated with your User Login.



Reply Reply All Forward IM

Thu 3/13/2014 12:26 PM

Patient Inquiry <no-reply@patient-inquiry.com>
[PI/web] User password reset.

To: Christina Moore

Someone (presumably you) has requested that the password for user chrissy test clinics/5 be reset. If this is correct, please follow the link below to reset this account's password:
<https://www.patient-inquiry.com:443/email.aspx?l=f25779f3-dbcf-4a2a-81ca-7194b2d3a037&u=fa94afe6>

Thank you

3. You must answer your security question in order to change your password.
4. Enter and confirm the new password
5. Click **Update**

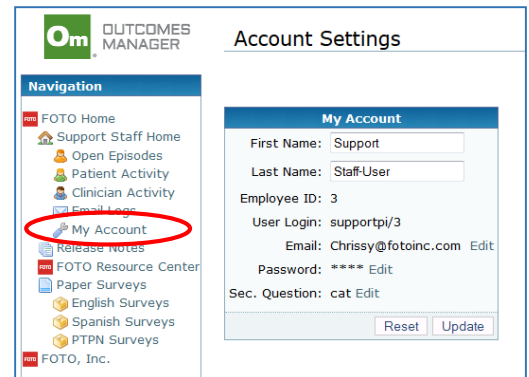
- If all password requirements at the bottom are green, but you still receive a message to try again, your security answer is incorrect. Note that it is case-sensitive.
- If you cannot remember the answer, the FOTO Administrator for your clinic can change your password for you or you can contact FOTO Support.



Support Staff User Account

Once you log into FOTO, you can change your Staff User account settings by clicking **My Account** in the Navigation menu.

- Changes to the First and Last Name can be made from this screen and saved by clicking **Update**.
- Changes to e-mail address, password, or security question/answer can be made by clicking on the word **Edit** to the right of the respective field.



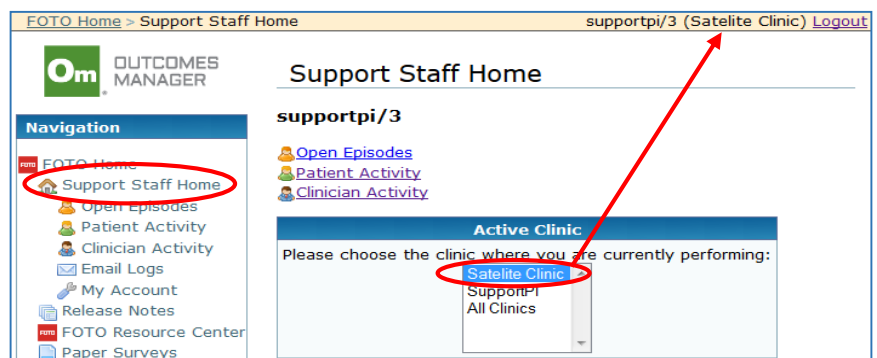
Selecting a Clinic

If the organization contains more than one clinic, the user must select the clinic at which they are currently working. Once a clinic is chosen, it will show next to the user login name in the upper right corner.

Support Staff Home

If you work at more than one clinic within the organization, you can switch clinics by clicking on **Support Staff Home** in the Navigation Menu.

Note that only patients belonging to the clinic you have selected will be available. If you need to view all patients in the organization, select "All Clinics".



The Navigation Menu

Navigation

- FOTO Home
- Support Staff Home
- Open Episodes
- Patient Activity
- Clinician Activity
- Email Logs
- My Account
- Release Notes
- FOTO Resource Center
- Paper Surveys
 - English Surveys
 - Spanish Surveys
 - PTPN Surveys
- FOTO, Inc.

The Navigation Menu on the left side of the screen provides immediate access to most all of the screens needed to manage patients and episodes.

FOTO

The red FOTO links provide valuable information on FOTO, the Outcomes Measurement System, using the system, and much more. It should be noted that these links will take you out of the system and you will need to log back in to manage patient episodes.

Release Notes

Release Notes will show the last time updates were made to the system and what changes were made.

Navigating Patient Screens

When managing a patient in FOTO, there are 3 main screens from which most activities are performed:

1. **Patient Activity** – Manage patient list, add or find a patient, click **Details...** to open Patient Details screen
2. **Patient Details** – Manage patient information, select an episode from the list by clicking the condition
3. **Episode Details** – View and manage details for the selected episode; manage surveys, view/print reports

1

2

3

FOTO Outcomes Management System

FOTO Home > Support Staff Home > Manage Patients > Patient Details > Episode Details Sutterco2PI/foto (Sutterco2PI) Logout

Episode Details

Use the toolbar at the top to easily navigate back from the Episode Details screen to the Patient Details screen or to Logout of the system.

Patient Activity Screen

This screen defaults to show all patients for the selected clinic (if more than one clinic per organization).

Patient Activity

Add Patient ← Add Patients from this screen.

Show **Episode State**

- Setup only
- Intake only, need status
- Need Staff Discharge
- Discharged Complete Episodes
- Discharged Incomplete Episodes, no status, NO SCORE
- Non-Participation reason specified
- No Episodes

Update Episode State Filters

Search:

Click any column header below to sort by that column.

	Id	Patient	Email	Setup Only	Intake Only	Need DC	Discharged Complete	Discharged No Score	NP	Episode Count
Details...	000001	Mouse, Mickey		0	1	0	0	0	0	1
Details...	1	Patient, Ima	support@fotoinc.com	0	1	4	8	2	1	16
Details...	10001	Doe, Jane		0	0	0	0	1	1	2
Details...	123654	Mouse, Minnie								
Details...	456465	Simpson, Bart								
Details...	5485	Piper, Peter	Pickledpeppers@pec							
Details...	59844	Kelly, Grace								
Details...	Danceman	Estaire, Fred								

Showing 1 to 8 of 8 entries Show 10 entries

Previous Next

Search:

	Id	Patient	Email
Details...	10000	Doe, John	Chrissy@fotoinc.com
Details...	10001	Patient, Sample	SamplePatient@gmail.com
Details...	11111	Mouse, Mickey	Mainmouse@disney.com
Details...	34534	Duck, Daisy	Donaldsgirl@disney.com
Details...	Fbranigan	Branigan, Flash	

- To select a patient, click the **Details...** button to open the Patient Details screen.
- To show more than 10 Patients, change the selection in the drop down menu at the bottom. The change will be reflected in the “Showing” message to the left.
- Click **Next** to go to the next page if needed.
- The **Search** field can be used to search the patient list by Patient ID, name or email.
- The screen will hold any selected filters or searches until changed or the user logs out.



Creating Test Patients

Creating a test patient is an excellent way to learn and practice using the FOTO Outcomes Management System.

- Click **Add Patient** from the Patient Activity screen
- Test patients can have any first and last name you want, however, **the word “test” must be in the Patient ID** to ensure the results are not included in the clinic reports.
- Test patients can be deleted by the clinic FOTO administrator **as long as the word “test” is in the Patient ID.**
- Enter your e-mail address for the test patient to practice using the e-mail survey option

Patient Details Screen

Patient Details Box

Patient information may be edited in the Patient Details box. Click **Update** to save any changes made. The fields will be explained in greater detail under section **Patient / Episode Set Up**.

- **Default Clinic** - the default clinic will be the clinic the user was logged in under when the patient was created.
 - To change this clinic, simply select the needed clinic from the drop down and click **Update**
 - If the needed clinic is not available for selection in the drop down, it means that there is already a patient under the needed clinic with the same Patient ID.

Note: To create a Test Patient, be certain the word "Test" is in the Patient ID as shown here. This will keep the episodes created out of your reports.

If changes are made to this screen, be certain to click **Update** to save.

Episodes Box

The Episodes box lists all episodes associated with the patient.

Episodes							Instruction Guide	
Condition	Clinic	Clinician	Created	Intake	Status	Staff Discharge	NP	
Ankle	SupportOM	10000	9/9/2014 4:27:15 PM	Pending			NP	
Knee	SupportOM	10000	11/14/2013 11:09:28 AM	Complete	Complete(2)	Add Survey	Staff DC	

[Start a New Episode](#)

- Clinic, Clinician and date created are shown for each episode.
- The Intake and Status columns show various information about the surveys associated with the episode.
- Status Surveys (if applicable), Staff Discharge or NP may be added as appropriate for the episode by clicking the corresponding buttons.
- Click on the Episode Condition to open the Episode Details screen
- Click **Start a New Episode** to begin a brand new episode of care

Episode Details Screen

The Episode Details Screen shows all information associated with the episode and corresponding surveys. The fields will be explained in greater detail under section **Patient / Episode Set Up**.

Activity Box

- Add, begin, enter and email surveys.
- View or download patient specific reports
- Manage visit number associated with surveys taken

Surveys Box

- Lists surveys added, date started and time taken to complete each portion of the survey
- Download PDFs needed if using paper surveys

Episode Details Box

- Add or change episode details
- Add NP if unable to get an Intake
- Add Staff Discharge
- Reopen discharged episode
- Delete episode if no status surveys have been added
- See Step 5 of section **Patient / Episode Set Up** for more detailed information

Episode Details for Patient, Sample [TEST10001] - Shoulder

- [Episode Details](#)
- [Audit Report](#)

Activity						
Date Created	Activity	Activity Status	Status Date	Measure	Visit	Report
10/2/2013	Intake Survey	Created	10/2/2013		1	
Paper Entry Continue Email Survey						

Surveys				
Survey	Type	Date Assigned	Date Started	Time Elapsed
Shoulder	Intake	10/2/2013		
Demographics	Intake	10/2/2013		
Fear	Intake	10/2/2013		
Download All PDFs				

Episode Details	
Patient Alias:	TEST10001
Patient Name:	Patient, Sample
Clinic:	SupportPl
Care Type:	Orthopedic
Condition:	Shoulder
Impairment:	Muscle, Tendon + Soft Tissue Disorders
Surgery Type:	-- Not Applicable --
Support Staff:	1
Primary Clinician:	Clinician, Sample
Alt. Clinician 1:	
Alt. Clinician 2:	
Alt. Clinician 3:	
Payer Source:	Medicare B
Physician Referral:	None
Employer Referral:	None
Insurance Referral:	None
Other Referral:	None
Status of Episode:	Open
Patient Selected Surgeries:	Not yet asked
Patient Selected Onset:	Not yet asked
Weight:	Not yet asked
Height:	Not yet asked
Delete Episode Reset Intake NonParticipation... Save Changes	

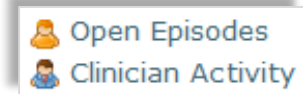
Note: If an episode has been discharged, the discharge will need to first be removed by clicking **Edit/Reopen** before making any changes to the Episode Details box.

(See section, **Reopening Discharged Patient Episode**)

Navigating Episode Screens

There are 2 screens from which episodes can easily be viewed and sorted.

- **Open Episodes** – Lists all active/open episodes for the clinic
- **Clinician Activity** – Lists all episodes by clinician



Open Episodes Screen

The Open Episodes screen shows all active episodes that have not been closed either with a discharge or NP. It also shows patients who have no episodes created.

- Patients with multiple episodes will be listed more than once.

Open Episodes

Search: **3**

Click any column header below to sort by that column.

Id	Patient	Clinician	Condition	Info	Setup	Intake	Status	Close
1	Patient, Ima	10000	Knee	1 Status Complete	04/16/14	04/15/14	04/16/14 Add Survey	Staff DC
1	Patient, Ima	10000	Shoulder	1 Status Complete	08/19/14	08/19/14	08/25/14 Add Survey	Staff DC
1	Patient, Ima	10000	Thoracic Spine	1 Status Complete	04/16/14	04/16/14	04/16/14 Add Survey	Staff DC
10001	Doe, Jane	10000	Neck	Intake Incomplete	09/09/14			NP

Showing 1 to 4 of 4 entries Show entries

◀ Previous Next ▶

1. To show more than 10 Patient Episodes, change the selection in the drop down menu at the bottom. The change will be reflected in the “Showing” message to the left.
2. Click **Next** to go to the next page if needed.
3. The **Search** field can be used to search by Patient ID, name, clinician or key words in the Info column.
4. Surveys, NPs and Staff Discharges may be added to the episodes.
5. Patient Details and Episode Details may be viewed by clicking on the “ID” and “Condition” respectively.
6. Patient Specific, Staff Discharge and NP reports may be viewed by clicking on the date listed in the corresponding column.

Note: Reports will open in a separate window. If the browser is set to block all Pop-ups, a message should appear asking to allow Pop-ups from this site. Click “Always Allow” to ensure the reports can be easily viewed. If this message does not appear, the browser may need to be set to allow all Pop-ups.

Monitoring Emailed Surveys

The column labeled “Info” will show if a survey has been emailed to a patient. Enter “email sent” into the search field to see all episodes that have had surveys emailed, but have not yet been completed by the patient.

(See also section, **Email Logs**)

Clinician Activity Screen

This screen provides patient episode data by clinician.

- If the user is support staff only, all clinicians and their associated patient episodes for the selected clinic (if more than one) may be viewed.
- If the user is also a clinician, only patient episodes assigned to this user will be shown.

Previous 21 Months 4/14/2013 - 1/14/2015

Search:

Click any column header below to sort by that column.

Select	Clinician	Count	Last Intake	Last Status	Last Discharge	Visits	Setup Only	Intake Only	Needs DC	Discharged Complete	Discharged No Score
Select	Clinician, Sample [10000]	22	01/05/2015	12/30/2014	11/14/2014	4	1	5	6	7	2
Select	Therapist, Good [789]	4	11/11/2014	12/29/2014	10/10/2014	5	0	0	1	1	2
Select	Good-Therapist, BONNIE [3433434]	7	01/05/2015	01/05/2015			0	5	2	0	0

Showing 1 to 3 of 3 entries Show 10 entries

Therapist, Good [789] Statistics

Show	Episode State	Count
<input type="checkbox"/>	Setup only	0
<input type="checkbox"/>	Intake only, need status	0
<input checked="" type="checkbox"/>	Need Staff Discharge	1
<input checked="" type="checkbox"/>	Discharged Complete Episodes	1
<input checked="" type="checkbox"/>	Discharged incomplete episodes, no status, NO SCORE	2
<input type="checkbox"/>	Non-Participation (NP) reason specified	0
	Total	4

1. Select the desired time frame from the drop down menu.

- The date range will calculate automatically
- All patient episodes Setup within this date range will included
- Click the column headers to sort clinicians by that column.
- To show more than 10 Clinicians, change the selection in the drop down menu at the top. The change will be reflected in the “Showing” message to the left.
- Click **Next** to go to the next page of Clinicians
- The **Search** field can be used to search for a specific clinician.

FOTO Home > Support Staff Home > Activity Report

Last 30 Days 7/28/2013 - 8/26/2013

Last 30 Days

This Week

Previous 2 Weeks

This Month

This Quarter

Previous Quarter

This Year

Previous Year

Previous 12 Months

Previous 21 Months

2. If you are a clinician, go to step 3. If you are not a clinician, click **Select** by the clinician for which you would like to view patient episodes.

Select	clinician, clinician [clinicians]	8	10/22/2013	10/22/2013		1	6	0	
Select	Clinician, Great [gclinician]	17	10/22/2013	10/22/2013	10/14/2013	10	2	6	1
Select	discipline, test [testdiscipline]	3	10/04/2013	10/04/2013		1	1	0	

- If you are a clinician, or you have selected a clinician, the associated patient episodes created during the selected time frame will appear at the bottom of the screen. Episodes will only be listed if the clinician is listed as the Primary Clinician for the episode.

Clinician Activity

Previous 12 Months | 1/14/2014 - 1/14/2015

Moore, Chrissy [1] Statistics

Show	Episode State	Count
<input checked="" type="checkbox"/>	Setup only	1
<input checked="" type="checkbox"/>	Intake only, need status	1
<input checked="" type="checkbox"/>	Need Staff Discharge	1
<input checked="" type="checkbox"/>	Discharged Complete Episodes	1
<input checked="" type="checkbox"/>	Discharged incomplete episodes, no status, NO SCORE	2
	Non-Participation (NP) reason specified	0
	Total	6

Search:

Patient ID	Patient	Body Part	Payer Source	Insurance	Site	Start	Intake	Status	Staff Discharge	Discharge Entered	Visits
test00001	Doe, Jane	Pelvic Floor Dysfunction	Patient	None	Sample Clinic	07/01/2014	07/01/2014	07/01/2014	07/01/2014	01/13/2015	5
test_154	Duck, Daisy	Shoulder	Workers' Comp	None	Sample Clinic	01/12/2015	01/12/2015	Add Survey	Staff DC		
test00131	Patient, Sample	Upper Leg	Other	None	Sample Clinic	02/24/2014	02/02/2014	04/14/2014 Add Survey	Staff DC		
test_mouse	Mouse, Mickey	Shoulder	Patient	None	Sample Clinic	12/10/2014	12/10/2014		01/11/2015	01/14/2015	2
test00131	Patient, Sample	Shoulder	Workers' Comp	None	Sample Clinic	11/13/2014	10/10/2014		10/10/2014	11/13/2014	1
toy1	toystory, RONNIE	Hip	Litigation		Sample Clinic	01/09/2015					

Showing 1 to 6 of 6 entries | Show 10 entries |

This episode list functions similarly to the list on the Open Episodes screen:

- To show more than 10 Patient Episodes, change the selection in the drop down menu at the bottom. The change will be reflected in the “Showing” message to the left.
- Click **Next** to go to the next page if needed.
- The **Search** field can be used to search by any keyword, number, or date.
 - If searching for a specific patient episode, be certain that the episode was created during the selected time frame (date range).
- Click **Export** to drop the data into an Excel spreadsheet. This will be data only; the formatting will not transfer.
- From this screen, surveys, NPs and Staff Discharges may be added to the episodes.
- The Patient Details and Episode Details may be viewed by clicking on the “PatientID” and “Condition” respectively.
- Patient Specific, Staff Discharge and NP reports may be viewed by clicking on the date listed in the corresponding column.

Note: The reports will open in a separate window. Pop-up blockers may need to be disabled.

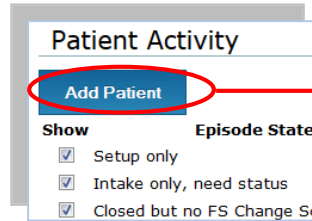
Patient / Episode Set Up

Adding a Patient

1. Select **Patient Activity** from the Navigation Menu.

2. Click **Add Patient**

3. Enter information for the patient and click **Create**.

A screenshot of the 'Sign Up New Patient' form. It contains several input fields: 'First Name', 'Last Name', 'Patient ID', 'Gender' (radio buttons for Male and Female), 'Language' (dropdown menu set to English), 'Date of Birth' (with MM/DD/YYYY format), 'E-mail', and 'External ID'. At the bottom, there is a checkbox labeled 'Continue creating patient episode.' which is checked. To the right of the checkbox are 'Cancel' and 'Create' buttons, with the 'Create' button circled in red.

- Some surveys are based on age so be certain the birthdate entered is correct.

- **E-Mail** is an optional field, however, patient surveys cannot be sent by e-mail if left blank.

- **External ID** will populate if a patient is pulled from one of the EMR systems that integrates with FOTO. Manual entry is not recommended, see **Addendum A – EMR Integration**.

- To create a patient without creating an episode, uncheck the box next to **Continue creating patient episode**.

Creating an Episode

4. Input appropriate information for the episode and click **Create Episode**.

- **Clinic** – Ensure the correct clinic is selected
- **Clinician** – if the correct clinician is not listed, notify the clinic FOTO Administrator to add this person.
- **Care Type, Body Part, Impairment** - determine the type of survey that will be created for the patient.
- **Surgery Type** - only required if the impairment is post-surgical.
- **Payer Source** is the TYPE of insurance plan the patient is presenting for payment of care (not the specific insurance).
- **For Visit** – Defaults to “1” to indicate the first visit, but can be changed if the Intake Survey will be taken on a subsequent visit.

A screenshot of the 'Create a New Episode' form. It has a title bar 'Create a New Episode' and a sub-header 'Episode Details'. The form contains several dropdown menus: 'Clinic' (set to My PT Clinic), 'Clinician', 'Care Type', 'Body Part', 'Impairment', 'Surgery Type' (set to -- Not Applicable --), and 'Payer Source'. There is a 'For Visit' input field set to 1. Below these are two columns of optional surveys: 'Available' (listing Pain, Patient History, ABC Scale, MFIS-21, PSFS, Pain Disability Index) and 'Required' (listing Global Rating, PQRS Measure 154, PQRS Measure 131). At the bottom right, there is a 'Create Episode' button circled in red.

Optional Surveys

Must be selected here and cannot be added later.

- To select, move the survey from “Available:” to “Required:” using the “>” button.
- To remove or change optional surveys after episode creation, delete the episode and start over.
- For more information about each of the optional surveys, click on **FOTO Resource Center** in the Navigation menu. Select **Instructional Guides** then click on **Optional Survey Descriptions**.

Note: The Administrator may have some optional surveys pre-selected as required for all patients.

Adding / Changing Episode Details

- Once the episode is created, the Episode Details screen will appear. Information may be edited or added in the Episode Details box if needed. Be certain to click **Save Changes** when finished.
 - Clinic** – to change the clinic for the episode, select it from the drop down menu. This will remove the episode from the current clinic's episode screens. If the needed clinic is not available, a patient with the same Patient ID already exists at that clinic. Contact FOTO to merge duplicate patients.
 - Care Type, Impairment** – If the Care Type is incorrect, it is best to delete the episode and start over since the survey initially created will not change.
 - Surgery Type** – must be selected if impairment is post-surgical.
 - Primary Clinician** – This is the clinician that will show for the episode and on the reports.
 - Alt. Clinician** – up to 3 additional clinicians may be added, however, only the primary clinician will show on the reports.
 - Payer Source** – This field will affect certain surveys and can be changed here if needed. *PQRS Measure surveys must have Medicare B selected.*
 - Referrals** – If needed, the drop down lists for these referrals must be set up by the FOTO administrator.
 - Surgeries, Onset, Weight, and Height** - will be populated by the patient once they answer these questions in the intake survey. If answered incorrectly, enter or select correct answer from the drop down menu.
- Click **Save Changes** when finished.

Episode Details

Patient ID: TEST10001

Patient Name: Patient, Sample

Clinic: My PT Clinic

Care Type: Orthopedic

Condition: Shoulder

Impairment: Muscle, Tendon + Soft Tissue Disorders

Surgery Type: -- Not Applicable --

Support Staff: 1

Primary Clinician: Clinician, Sample

Alt. Clinician 1:

Alt. Clinician 2:

Alt. Clinician 3:

Payer Source: Medicare B

Physician Referral: None

Employer Referral: None

Insurance Referral: None

Other Referral: None

Status of Episode: Open

Patient Selected Surgeries: Not yet asked

Patient Selected Onset: Not yet asked

Weight: Not yet asked

Height: Not yet asked

Delete Episode Reset Intake NonParticipation... **Save Changes**

Deleting an Episode

Click **Delete Episode** from the Episode Details screen.

- Episodes may be deleted as long as they only contain an intake survey.
- Once a status survey is added, the **Delete Episode** button will no longer be available.

Patient Selected Surgeries: 1

Patient Selected Onset: 8-14 Days

Weight: 195 lbs

Height: 68 inches

Reset Staff Discharge... Save Changes

Intake Surveys

Once the patient and the episode are created, the intake survey will be available for the patient to complete. The intake survey is automatically created when the episode is created.

Activity							
Date Created	Activity	Activity Status	Date of Activity	Measure	Visit	Report	
						Open	Save
9/10/2014	Intake Survey	Setup	9/10/2014		1		
<input type="button" value="Paper Entry"/> <input type="button" value="Continue"/> <input type="button" value="Email Survey"/> <input type="button" value="Show QR Code"/> <input type="button" value="Show Lobby Code"/>							

1

2

3

4

5

Surveys				
Survey	Type	Date Assigned	Date Started	Time Elapsed
Shoulder	Intake	4/14/2014		
Demographics	Intake	4/14/2014		
Fear	Intake	4/14/2014		
<input type="button" value="Download All PDFs"/>				

If no optional surveys are selected, only the basic surveys will be created:

- Body part, general or med/neuro
- Demographics
- Fear

Paper Intake Survey

The patient can take the survey on paper, however, their responses will need to be entered into Patient Inquiry by a practice staff member.

- Click **Paper Entry** 1 to enter the patient's responses once they have completed the paper survey (See section, *Paper Patient Data Collection*)

Electronic Intake Survey (Email or In Clinic)

Survey data can be gathered electronically, where the patient responds to survey questions directly on the computer screen. This can be done in the clinic, or the survey can be emailed to the patient to be completed on their own computer or tablet. To have the patient complete the intake electronically, select one of the 4 options below: (See section, *Electronic Patient Data Collection*)

- Click **Continue** 2 to immediately begin the intake survey in the clinic, or
- Click **Email Survey** 3 to send an email to the patient containing a secure link to the survey.
 - A verification notice will appear at the top of the screen indicating that the email was sent.

Email sent to [redacted]

- Click **Show QR Code** 4 if using a tablet with a camera.
- Click **Show Lobby Code** 5 to reveal an access code for use with a tablet or kiosk.

Removing an Intake Survey

Intake surveys may be made inactive by either completing the NP or Incomplete Discharge. (See section, *Incomplete Episodes*)

Completed Intake Survey

Regardless of how the intake survey has been completed, the start date will show for each section of the survey under "Date Started."

Surveys					
Survey	Type	Date Assigned	Date Started	Time Elapsed	
Shoulder	Intake	7/16/2013	7/16/2013 11:37 AM	0m	
Demographics	Intake	7/16/2013	7/16/2013 11:37 AM	1m	
Fear	Intake	7/16/2013	7/16/2013 11:38 AM	0m	

Date Started	Time Elapsed
9/27/2013 10:26 AM	Incomplete

Download All PDFs

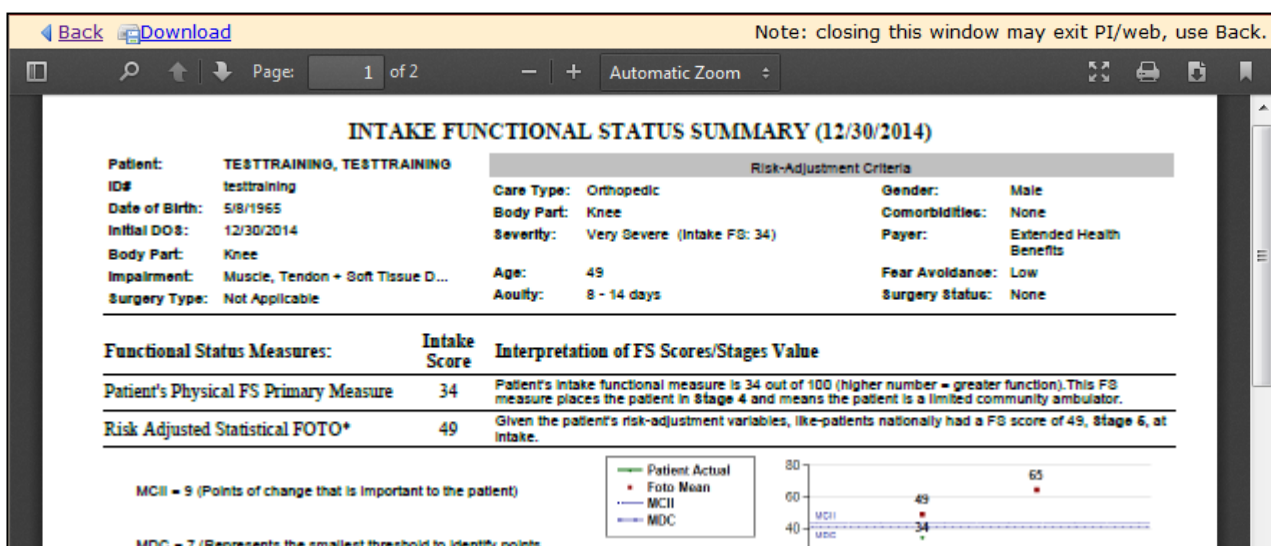
- If the Time Elapsed shows as "Incomplete" or "Expired," the patient may have exited the survey before finishing.
 - Click one of the options from the Activity box to allow the patient to finish the intake survey in the clinic or to resend the link to the patient.

Once completed, a Functional Intake Summary report will be generated and can be viewed or downloaded by clicking the icons under **Open** or **Save** respectively in the "Activity" box.

Activity										
Date Created	Activity	Activity Status	Status Date	Measure	Visit	Report				
9/25/2013	Functional Intake Summary	Completed	9/27/2013	35.1600	1	<table border="1"> <tr> <th>Open</th> <th>Save</th> </tr> <tr> <td></td> <td></td> </tr> </table>	Open	Save		
Open	Save									

Add Survey

To print, open the report, then click the print icon. (See section, *Printing Patient Specific Survey Reports*)



Status Surveys

When the patient is ready to complete another survey, a status survey will need to be added.

Note: A Patient Status should be completed at minimum on the patient's last date of service (or as close as possible), but may be completed as often as desired during care.

***** The last status survey will be the discharge survey. *****

Add Survey

A Status Survey is added the same way during care and on the last (discharge) visit. Add Survey buttons can be found on the Open Episodes, Clinician Activity, Patient Details and Episode Details screens

- Patient Details screen

Episodes							Instruction Guide	
Condition	Clinic	Clinician	Created	Intake	Status	Staff Discharge	NP	
Shoulder	My PT Clinic	10000	9/10/2014 10:16:25 AM	Complete	Add Survey	Staff DC		
Start a New Episode								

- Episode Details screen

Activity						
Date Created	Activity	Activity Status	Status Date	Measure	Visit	Report
						Open Save
9/25/2013	Functional Intake Summary	Completed	9/27/2013	35.1600	1	Add Survey

If the add survey button is not available on any of these screens, the previous survey may not have been completed. Check the Activity Status for the survey in the Activity box on the Episode Details screen.

Any **Add Survey** button will bring up the Create Survey screen.

1. Enter the visit number for the status survey
2. Select one of the following and click **Create**:
 - **Login as <Patient ID> now.** – The survey will begin immediately. (Test 001 in the example to the right is the Patient ID and will differ for each patient.)
 - **Paper Survey Entry** – This will allow a staff member to enter patient responses from a completed paper survey.
 - **Return to Patient Details** – returns to the Episode Details screen.
 - **Email Survey** – Immediately emails the survey link to the patient.

Create Survey

This survey associated with visit number:

Choose how or whether to start the survey.

Login as Test 001 now.

Paper Survey Entry

Start Method: Return to Patient Details

Email Survey

Create

Adding a New Episode

If a patient returns for another episode of care or requires treatment for more than one condition at the same time, a new episode can be added as follows:

1. Click **Start a New Episode** from the Patient Details screen in the "Episodes" box.
2. Create the episode as previously shown (see section, **Creating an Episode**).

Episodes							Instruction Guide	
Condition	Clinic	Clinician	Created	Intake	Status	Staff Discharge	NP	
Shoulder	My PT Clinic	10000	9/10/2014 10:16:25 AM	Complete	Add Survey	Staff DC		
Start a New Episode								

Linking Episodes

Outcomes Manager provides an added feature which allows **two simultaneous episodes to be linked** so that the Electronic (or emailed) Survey will ask the patient the specific functional questions for each condition without having to complete two entirely separate surveys. The system will separate the data and produce a Functional Intake or Status Report for each episode with specific FS intake scores and predictor information.

RULES:

Episode Links

In order to join an episode both episodes must

- Be no older than 30 days past the intake start date
- Have no surveys started or only complete surveys
- Be at the same progress point (ie. started or intake complete)
- Not be discharged or have an NPA
- Be of different body parts and care types

To set-up and link two episodes for a single Intake Survey:

1. Add a new patient or select an existing patient from the Patient Activity screen and create a new episode.
2. Select the appropriate information. When all fields are completed, select CREATE EPISODE.
3. Complete the other fields in Episode Details such as Physician Referral, Employer Referral, Insurance Referral, etc., if needed.
4. When finished select **SAVE CHANGES**.

You have successfully set-up the patient in the first body-part episode.

Create a New Episode

Episode Details

Site: SupportOM

Clinician:

Care Type: Orthopedic

Body Part:

Impairment:

Surgery Type: -- Not Applicable --

Payer Source:

For Visit: 1

Optional Surveys:

Available:	Required:
Pain	Global Rating
Patient History	PQRS Measure 154
ABC Scale	PQRS Measure 131
MFIS-21	
PSFS	
Pain Disability Index	

Create Episode

Episode Details

Patient ID: TEST10001

Patient Name: Patient, Sample

Clinic: My PT Clinic

Care Type: Orthopedic

Condition: Shoulder

Impairment: Muscle, Tendon + Soft Tissue Disorders

Surgery Type: -- Not Applicable --

Support Staff: 1

Primary Clinician: Clinician, Sample

Alt. Clinician 1:

Alt. Clinician 2:

Alt. Clinician 3:

Payer Source: Medicare B

Physician Referral: None

Employer Referral: None

Insurance Referral: None

Other Referral: None

Status of Episode: Open

Patient Selected Surgeries: None

Patient Selected Onset: 0-7 Days

Weight: lbs

Height: inches

Delete Episode | Reset | Staff Discharge... | **Save Changes**

RETURN TO PATIENT DETAILS

5. Using the menu at the top of the screen, click Patient Details to return to the Patient Details screen for this patient.

6. Click the **START A NEW EPISODE** button in the Episodes box.

7. Repeat steps 2 – 4 for this new episode.

- At the bottom of the Episode Detail screen for the second episode, the system will identify any other active episode available to be linked; in this example, the shoulder episode that was previously created.

8. Click on the **LINK** button to link the episodes.

- A message will appear at the top of the screen, verifying that the episodes were successfully linked.

The Intake Survey can now be e-mailed to the patient or completed electronically in the office.

- The questions appropriate for both body parts will be asked of the patient in a single survey.
- Demographics, Fear, Satisfaction, and any other optional surveys will be asked only once.
- The system will separate the data by condition and will produce two separate patient specific intake reports – one for each episode.
- These can be access by selecting the patient, selecting the episode, and then viewing the intake report from the reports section of the Activity box.

Activity							
Date Created	Activity	Activity Status	Status Date	Measure	Visit	Report	
9/30/2013	Functional Intake Summary	Completed	10/1/2013	41.6100	1	Open	Save

[Add Survey](#)

Once the Intake Survey is complete, Status surveys may be added by clicking **Add Survey** from either episode.

- It is not necessary to add a survey to both episodes

Unlinking Episodes

In order to complete the episode specific Status Surveys at varying times, or to allow you to discharge the patient from active care for one of the episodes while continuing to provide care for the other, the episodes will need to be unlinked.

At the bottom of either episode, click **UNLINK EPISODES** from the Episode Links box.

Episode Links
Joined to Shoulder episode created 9/27/2013 4:11:09 PM
Unlink Episodes

Linking Episodes Created at Different Times

If the episodes to be linked were not created at the same time, check that the episodes meet the Linking criteria.

Episode Links
In order to join an episode both episodes must
<ul style="list-style-type: none">• Be no older than 30 days past the intake start date• Have no surveys started or only complete surveys• Be at the same progress point (ie. started or intake complete)• Not be discharged or have an NPA• Be of different body parts and care types

- If the Intake Survey for the first episode has been completed, the patient must take the Intake for the second episode before the episodes may be linked.
- If it has been more than 30 days since the patient took the first Intake survey, the episodes cannot be linked.

In Clinic

A patient may complete a survey in the clinic a number of ways depending on what is best for the clinic staff. Assuming the patient, episode, and survey have already been created; from the Activity box on the Episode Details screen, either:

- Click **Continue** to immediately begin the survey on the computer or device you are using.
- Click **Show QR Code** to use a QR Reader app to begin the survey.
- Click **Show Lobby Code** to reveal an access code to begin a survey on a kiosk or tablet.

Activity						
Date Created	Activity	Activity Status	Status Date	Measure	Visit	Report
						Open Save
4/14/2014	Intake Survey	Created	4/14/2014		1	
Paper Entry Continue Email Survey Show QR Code Show Lobby Code						


Show QR Code

When this button is selected, a QR code will be revealed on the screen.

Episode Details for Doe, John [test patient] - Shoulder

- Episode Details
- Audit Report

Activity						
Date Created	Activity	Activity Status	Status Date	Measure	Visit	Report
						Open Save
4/14/2014	Intake Survey	Created	4/14/2014		1	
Paper Entry Continue Email Survey Show QR Code Show Lobby Code						



Select the QR Reader app from the tablet you want the patient to use for completion of the survey. Many of these apps can be downloaded for free, however, **be sure to read the reviews before downloading as many contain ads.**



Use the tablet's camera to scan the code from the computer screen to bring up the patient's survey on the tablet. Once the Patient Survey Instruction Page has loaded, simply hand the tablet to the patient to begin the survey.

Show Lobby Code

Select this button to reveal an access code. On a tablet or Kiosk, enter the web address listed beneath the Access Code to bring up the login screen. Enter the last name and access code to begin the patient's survey.

Episode Details for Doe, John [test patient] - Shoulder

- Episode Details
- Audit Report

Activity						
Date Created	Activity	Activity Status	Status Date	Measure	Visit	Report
4/14/2014	Intake Survey	Created	4/14/2014		1	
Paper Entry Continue Email Survey Show QR Code Show Lobby Code						

Lobby Access

Last Name: Doe
Access Code: UYR4FB

Enter at: <https://www.patient-inquiry.com/Survey>

Enter Last Name and Access Code to Launch Survey

Last Name:

Access Code:

Save this web address as a favorite or bookmark it, as it will be the same for all patient surveys.

(See also section, *Emailing the Lobby Code*)

Completing the Survey

The Patient Survey Instruction Page will appear on screen and the survey will start when the patient selects **Begin**. The patient should select the best response for each question.

The **Exit Survey** button allows the patient to exit the survey if needed. The survey can be restarted at the leave off point by clicking **Continue** again.




If the patient has difficulty seeing the words on screen, the size can be adjusted by clicking the  icons at the top of the screen. The  icon will reset the size to 100%.

FOTO Outcomes Management System

Language: English  Exit Survey

Welcome Sample

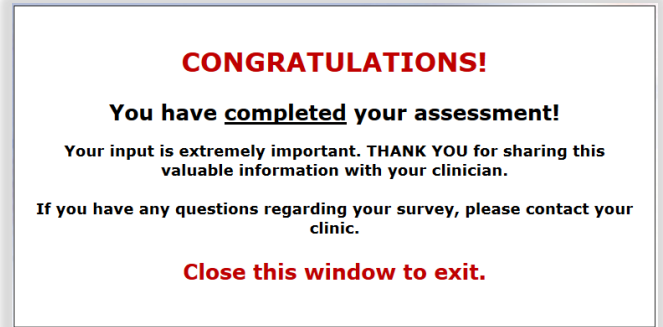
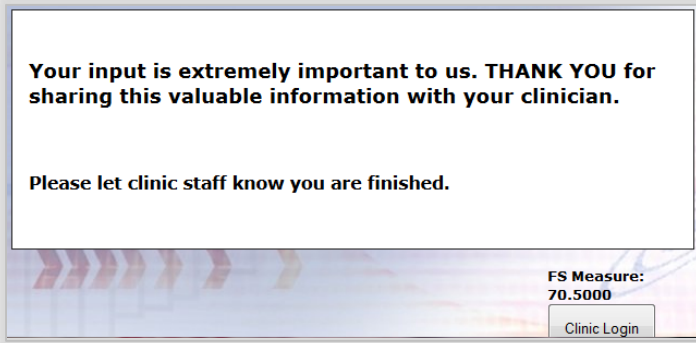
The comprehensive evaluation that you will have to start your therapy treatment at Sample Physical Therapy Clinic includes a computerized functional assessment that will help your clinician better understand your condition and how it impacts your quality of life. This information will help your clinician develop treatment goals with you and is an important part of your treatment.

When you are ready to get started, click the 'Begin' button. Please respond to each question with the response that best describes you or your level of function at this time.

The information you share is confidential, a part of your medical record, and is subject to all protected health care information regulations.

Note: The surveys administered use Computer Adaptive Testing to select questions that are appropriate for the patient's impairment and functional level. For more information on Computer Adaptive Testing, go to <http://www.fotoinc.com/research.htm>.

Once the survey has been completed, depending upon the button used to initiate the survey, the patient will see one of the following screens:



At this point, the patient should inform the staff that the survey has been completed.

Email

Emailing a survey to a patient is similarly performed as above. Assuming the patient, episode and survey have already been created:

- Click **Email Survey** from the Activity box on the Episode Details screen.

Activity							Report	
Date Created	Activity	Activity Status	Status Date	Measure	Visit	Open	Save	
9/26/2013	Intake Survey	Created	9/26/2013		1			
							Paper Entry	Continue
								Email Survey

If a survey has not yet been created, click **Add Survey** from the Activity box on the Episode Details screen.

- Enter the visit number
- Select **Email Survey**
- Click **Create**.
 - A verification notice will appear at the top of the screen indicating that the email was sent.

Email sent to [REDACTED]

Activity							Report	
Date Created	Activity	Activity Status	Status Date	Measure	Visit	Open	Save	
9/25/2013	Functional Intake Summary	Completed	9/27/2013	35.1600	1			
								Add Survey

Create Survey

This survey associated with visit number:
5

Choose how or whether to start the survey.

Login as Test 001 now.

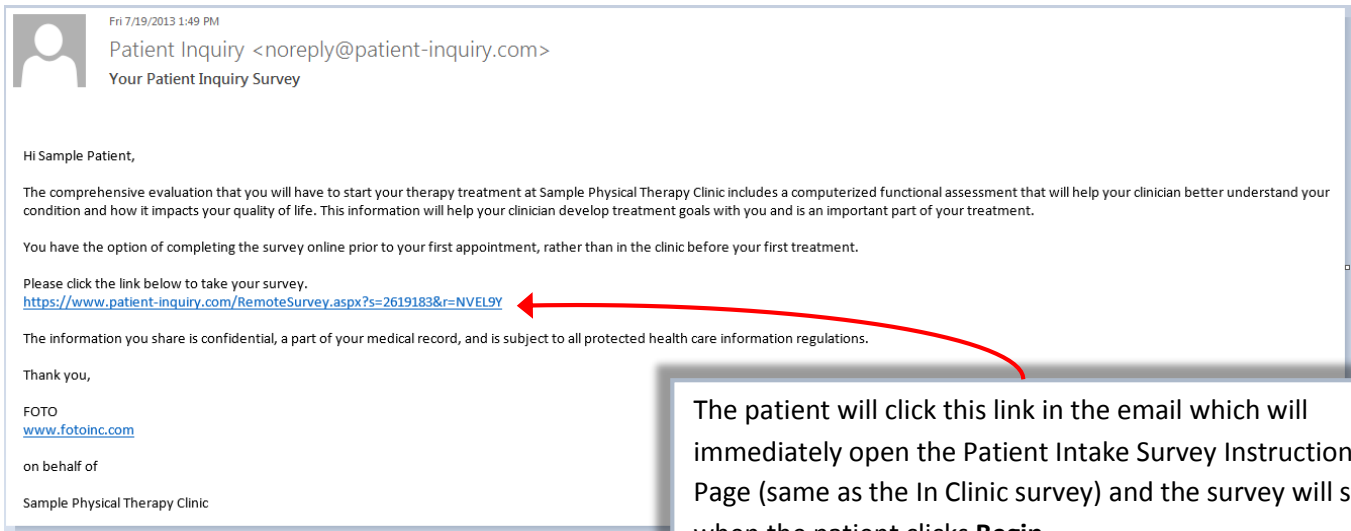
Paper Survey Entry

Start Method: Return to Patient Details

Email Survey

Create

The patient will receive an email from noreply@patient-inquiry.com containing a link to the survey similar to the one below:



Note: The default email message for a Status Survey will differ from the email message for the Intake Survey.

Once the patient completes the survey, the “Congratulations” screen will appear instructing the patient to close the window.

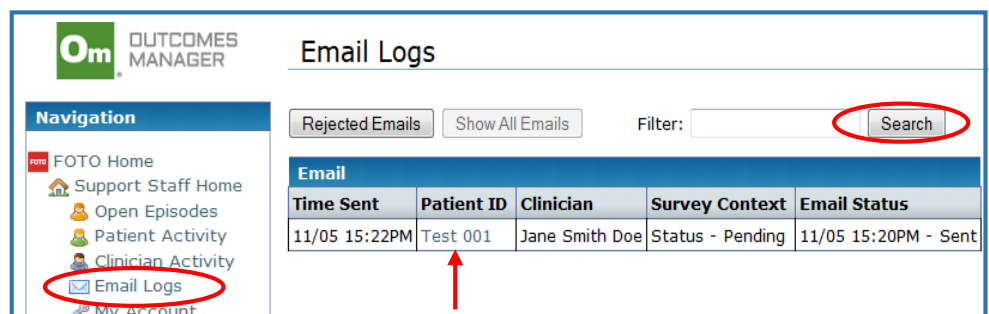
Emailing the Lobby Code

If you prefer to have emails sent to your patients from your clinic email address instead of from noreply@patient-inquiry.com, you can create your own emails to include the access code and instruct them to enter this code and their last name at <https://www.patient-inquiry.com/Survey>.

Email Logs

Click **Email Logs** from the Navigation menu to view all emails or just the rejected emails sent from your organization’s FOTO account. If an email is rejected, click the Patient ID to view the Patient Details and check that the email address listed for the patient is correct.

- Enter the Patient ID in the filter to search for all emails sent to that patient.



Paper Survey Forms

To print the paper surveys to be completed by the patient, click on the **Download all PDFs** button from the Episode Details screen to download the PDFs to the computer, then select the appropriate forms needed to print. If your clinic is a PTPN member, the surveys downloaded will be specific for PTPN.

Episode Details for Doe, John [10000] - Shoulder

- Episode Details
- Audit Report

Activity						
Date Created	Activity	Activity Status	Status Date	Measure	Visit	Report
9/26/2013	Functional Intake Summary	Completed	1/5/2013	49.6200	1	
9/26/2013	Functional Status Summary	Completed	2/1/2013	49.6200	5	

[Add Survey](#)

Surveys					
Survey	Type	Date Assigned	Date Started	Time Elapsed	
Shoulder	Intake	9/26/2013	1/5/2013 12:00 AM	0m	
Demographics	Intake	9/26/2013	1/5/2013 12:00 AM	0m	
Fear	Intake	9/26/2013	1/5/2013 12:00 AM	0m	
Shoulder	Status	9/26/2013	2/1/2013 12:00 AM	0m	
Satisfaction	Status	9/26/2013	2/1/2013 12:00 AM	0m	
Fear	Status	9/26/2013	2/1/2013 12:00 AM	0m	

[Download All PDFs](#)

Forms that will download include:

- **Body part, general or med/neuro Intake Survey** – Print this form if it is the first survey the patient needs to complete for the episode.
- **Body part, general or med/neuro Status Survey** – Print this form if the patient has already completed the intake survey.
- **PQRS 131 and 154 – (Medicare B Only)**
- **Abbreviated ABC** – Print if selected as an optional survey, or if PQRS 154 is selected and the patient has had 2 or more falls or one fall with injury.

Downloading Paper Surveys

Paper survey forms can be downloaded from the Support Staff Home Navigation Menu. It is a good idea to have these forms downloaded onto the computer as backup in case the website or the clinic internet is down for any reason.

PTPN Members

Be certain to select surveys from the PTPN folders.

Also Included in the PTPN Folder:

- **Staff Discharge PTPN** - This form is produced to assist support staff in collecting the information necessary to populate the staff discharge to close the FOTO episode of care. **This is NOT completed by the patient.**
- **ABC Scale Full Version** – Contains 16 questions (as opposed to 6 in the Abbreviated ABC Scale) regarding the patient’s confidence that they will not lose their balance or become unsteady in the course of daily activities.

Navigation

- FOTO Home
- Support Staff Home
- Patient Activity
- Open Episodes
- Clinician Activity
- Email Logs
- My Account
- Release Notes
- FOTO Resource Center
- Paper Surveys**
 - English
 - Spanish
 - PTPN English**
 - PTPN Spanish**
- FOTO, Inc.

Entering Data from Patient Paper Survey Forms

When the patient has completed the paper Survey Form, a staff member must enter the patient's responses into the FOTO Outcomes Measurement System.

- If a survey has already been added, click **PAPER ENTRY** in the Activity box of the Episode Details screen.
 - If a survey has not yet been added, click **Add Survey**. Enter the visit number, then select **Paper Survey Entry** and click **Create**

(See section, **Add Survey**)

Activity							Report	
Date Created	Activity	Activity Status	Status Date	Measure	Visit		Open	Save
9/26/2013	Functional Intake Summary	Completed	1/1/2013	4.4100	1			
9/27/2013	Status Survey	Created	9/27/2013					

Add Survey

Create Survey

This survey associated with visit number:

Choose how or whether to start the survey.

Login as Test 001 now.

Paper Survey Entry

Return to Patient Details

Email Survey

Start Method:

Create

The Data Entry screen will appear and follows the format of the paper survey form that the patient completed.

- Enter patient's responses from the paper survey form by clicking on the radial (○) buttons for the appropriate response.

Data Entry											
General Information											
Survey Date	08/23/2013										
Question	I can't do this	Much difficulty	Some difficulty	Little difficulty	No difficulty						
Combing or brushing your hair using your affected arm?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
Place a can of soup (1 lb) on a shelf at shoulder height?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
Pick up and drink out of a full water glass?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
Reach a shelf that is at shoulder height?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
Reach an overhead shelf?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
Pushing yourself out of a chair using both arms?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
Reaching across to the middle of the table with your affected arm to get a salt shaker while sitting?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
Getting a scarf or necktie over your head and around your neck, using both hands?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
Putting on deodorant under the arm opposite your affected shoulder?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
Pulling a chair out from a table using your affected arm?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
Question	10 Pain as bad as it can be	9	8	7	6	5	4	3	2	1	0 No Pain
Rate the level of pain you have had in the past 24 hours											
Question									Somewhat Agree	Completely Agree	
I should not do physical activities my pain worse									<input type="radio"/>	<input type="radio"/>	
										Submit	

Survey Date is the Date the patient completed the survey, NOT the date the survey was entered into the system.

- Click **Submit** when the data entry has been completed. A verification will show at the top of the Episode Details screen:

Successfully submitted paper survey results.

Paper Entry with Optional Surveys

Optional surveys must be completed electronically with the exception of PQRS Measure 154, 131, and the Abbreviated ABC Scale. If the patient completes a paper survey, any other optional surveys selected for the episode must either be completed electronically or removed from the episode.

In the example to the right, a patient's Knee episode contains the following optional surveys:

- Pain Module
- PQRS Measure 131
- PDI 7
- Oswestry
- Abbreviated ABC Scale

1. To enter the patient's responses from the paper survey, click the **Paper Entry** button from the Activity box.

- The following message will show at the top of the Data Entry screen:

The following optional survey(s) associated for this episode are not available as paper surveys:

- Pain Module
- PDI 7
- Oswestry

You can still do the paper survey, but you will need to either complete the optional survey(s) electronically or you can elect to remove the unfinished optional survey(s) when you add the next status update. [Back to Episode Details](#)

2. Enter the patient responses and click **Submit**.

3. The Episode Details screen will reappear. At this point either:

- Click the **Continue** button to allow the patient to take the optional surveys electronically, or
- Remove the optional surveys by clicking the **Discard Survey** button for each survey.

Once the optional surveys are either completed or removed, the **Add Survey** button will be available to add a Status when needed.

Episode Details for Patient, Fine [test08] - Knee

- [Episode Details](#)
- [Audit Report](#)

Activity						
Date Created	Activity	Activity Status	Status Date	Measure	Visit	Report
11/7/2013	Intake Survey	Created	11/7/2013		1	Open Save

[Paper Entry](#) [Continue](#) [Email Survey](#)

Surveys				
Survey	Type	Date Assigned	Date Started	Time Elapsed
Demographics	Intake	11/7/2013		
Fear	Intake	11/7/2013		
Knee	Intake	11/7/2013		
Pain Module	Intake	11/7/2013		
PQRS Measure 131	Intake	11/7/2013		
PDI 7	Intake	11/7/2013		
Oswestry	Intake	11/7/2013		
Abbreviated ABC Scale	Intake	11/7/2013		

[Download All PDFs](#)

Successfully submitted paper survey results.

Episode Details for Patient, Fine [test08] - Knee

- [Episode Details](#)
- [Audit Report](#)

Activity						
Date Created	Activity	Activity Status	Status Date	Measure	Visit	Report
11/7/2013	Functional Intake Summary	Completed	11/1/2013	2.7700	1	Open Save

[Continue](#) [Email Survey](#)

Surveys				
Survey	Type	Date Assigned	Date Started	Time Elapsed
Pain Module	Intake	11/7/2013		
PDI 7	Intake	11/7/2013		
Oswestry	Intake	11/7/2013		
Demographics	Intake	11/7/2013	11/1/2013 12:00 AM	0m
Fear	Intake	11/7/2013	11/1/2013 12:00 AM	0m
Knee	Intake	11/7/2013	11/1/2013 12:00 AM	0m
			11/7/2013 11/1/2013 12:00 AM	0m
			11/7/2013 11/1/2013 12:00 AM	0m

[Download All PDFs](#)

Activity						
Date Created	Activity	Activity Status	Status Date	Measure	Visit	Report
11/7/2013	Functional Intake Summary	Completed	11/1/2013	2.7700	1	Open Save

[Add Survey](#)

Surveys				
Survey	Type	Date Assigned	Date Started	Time Elapsed
Demographics	Intake	11/7/2013	11/1/2013 12:00 AM	0m
Fear	Intake	11/7/2013	11/1/2013 12:00 AM	0m
Knee	Intake	11/7/2013	11/1/2013 12:00 AM	0m
Abbreviated ABC Scale	Intake	11/7/2013	11/1/2013 12:00 AM	0m
PQRS Measure 131	Intake	11/7/2013	11/1/2013 12:00 AM	0m

[Download All PDFs](#)

Staff Discharge

The Staff Discharge is completed the same way (as described below) for both electronic and paper data collection options. If the clinician completes the paper discharge form, a staff member will still need to enter the data in this manner.

A Staff Discharge must be completed to close the FOTO episode of care and for patient outcome data to be included in the clinic data set (or quarterly report). Keep in mind that a complete discharged episode includes the Intake Survey, the Status Survey on or near the last date of service and the Staff Discharge.

To enter staff discharge information:

1. Select **Staff Discharge** or **Staff DC** from either the Patient Details, Episode Details, Open Episodes or Clinician Activity screen.

Episodes						Instruction Guide	
Condition	Clinic	Clinician	Created	Intake	Status	Staff Discharge	NP
Knee	SupportOM	10000	3/28/2014 2:23:07 PM	Complete	Complete(3)	Add Survey	Staff DC

Episode Details	
Patient ID:	TEST10001
Patient Name:	Patient, Sample
Clinic:	My PT Clinic
Care Type:	Orthopedic
Condition:	Shoulder
Impairment:	Muscle, Tendon + Soft Tissue Disorders
Surgery Type:	-- Not Applicable --
Support Staff:	1
Primary Clinician:	Clinician, Sample
Alt. Clinician 1:	
Alt. Clinician 2:	
Alt. Clinician 3:	
Payer Source:	Medicare B
Physician Referral:	None
Employer Referral:	None
Insurance Referral:	None
Other Referral:	None
Status of Episode:	Open
Patient Selected Surgeries:	None
Patient Selected Onset:	0-7 Days
Weight:	lbs
Height:	inches

Buttons: Delete Episode, Reset, **Staff Discharge**, Save Changes

The Staff Discharge Screen will open.

2. Enter the discharge information as appropriate:

Patient Discharge	
Episode Information	
Patient ID: step23	Care Type: Orthopedic
Name: Rogers, Ginger	Body Part: Knee
Clinician: 10000	Impairment: Muscle, Tendon + Soft Tissue Disorders
Initial Visit: 3/28/2014	

Interruption Days: Interruption Days: <input type="text"/>	Date of Last Visit: Last Visit: <input type="text"/>
---	---

Patient Visits: OT Visits: <input type="text"/> OT Hours: <input type="text"/> PT Visits: <input type="text"/> PT Hours: <input type="text"/> ST Visits: <input type="text"/> ST Hours: <input type="text"/> RT Visits: <input type="text"/> RT Hours: <input type="text"/> RN Visits: <input type="text"/> RN Hours: <input type="text"/> Other Visits: <input type="text"/> Other Hours: <input type="text"/> Total Visits: <input type="text"/> Total Hours: <input type="text"/> <small>Must have number of visits</small>	Clinician Comments: Clinician Comments: <input type="text"/>
---	---

Buttons: **Discharge**, Save and Suspend, Cancel

- **Interruption Days** – an optional field for the number of days (not visits) missed by the patient due to vacation, travel, illness, etc., if any.
- **Date of Last Visit** – Enter the date of the last visit for the patient.
- **Patient Visits** – The number of visits must be entered for the appropriate discipline(s), however, the number of hours are optional.
- **Clinician Comments** – This is a free form text field where the clinician may enter whatever they deem appropriate.
- **PQRS Measures 128/130/155/182** – if the patient is Medicare B and any of these measures are applicable, answers must be selected from the drop down menus to complete the discharge, unless this option is disabled in the Administration.

3. Click **Discharge** to complete the episode and discharge the patient, or click **Save and Suspend** to save the data entered and return to the discharge later.

Reopening Discharged Patient Episode

If a patient has been accidentally/prematurely discharged or a field needs to be edited within the Staff Discharge or Episode Details screen, the discharge can be reopened.

1. Click **Edit/Reopen...** from the Episode Details screen to reopen the Patient Discharge.

The image shows two screenshots from a software interface. The left screenshot is titled 'Episode Details' and contains various fields for patient information, including Patient ID, Name, Clinic, Care Type, Condition, Impairment, Surgery Type, Support Staff, Primary Clinician, Alt. Clinician 1, Alt. Clinician 2, Alt. Clinician 3, Payer Source, Physician Referral, Employer Referral, Insurance Referral, Other Referral, Status of Episode, Patient Selected Surgeries, Patient Selected Onset, Weight, and Height. A red circle highlights the 'Edit/Reopen' button at the bottom right. The right screenshot is titled 'Patient Discharge' and contains fields for Patient ID, Name, Care Type, Body Part, Impairment, Initial Visit, Interruption Days, Date of Last Visit, Patient Visits (OT, PT, ST, RT, RN, Other), and Clinician Comments. A red arrow points from the 'Edit/Reopen' button in the left screenshot to the 'Reopen Episode and Save Responses' button in the right screenshot. Below the screenshots are three buttons: 'Cancel', 'Reopen Episode and Clear Responses', and 'Reopen Episode and Save Responses'.

2. **To Correct** - If corrections need to be made either to the discharge or the episode, click **Reopen Episode and Save Responses**.

- A window will appear to make sure the discharge should be suspended.

The image shows a dialog box titled 'Reopen Episode and Save Responses?'. It contains a warning message: 'This discharge will be suspended. All responses will be saved. Are you sure?'. At the bottom, there are two buttons: 'Continue' and 'Cancel'. The 'Continue' button is circled in red.

3. **To Remove** - If the discharge needs to be completely removed, click **Reopen Episode and Clear Responses**

- A window will appear to make sure the discharge should be removed.

The image shows a dialog box titled 'Clear Responses and Reopen Episode?'. It contains a warning message: 'These responses will be cleared and cannot be recovered. Are you sure?'. At the bottom, there are two buttons: 'Continue' and 'Cancel'. The 'Continue' button is circled in red.

4. Click **Continue**

- The appropriate verification message will appear depending upon which button was selected, and the episode will be reopened.

Successfully re-opened the episode and saved values.

Successfully re-opened the episode and cleared values.

5. Changes can now be made to the episode. To make changes to the discharge, the episode will need to be discharged again.

Note: DO NOT Re-open an older discharged episode if:

- A previously discharged patient returns at a later date for care to the same body part or another body part – create a new episode
- A patient returns for treatment following a surgical intervention (for example) – create a new episode

Complete Episode

Surveys Required

A complete outcome episode requires at least the following: ❶ Patient Intake Survey, ❷ Patient Status (Discharge) Survey, and ❸ Staff Discharge.

Note: PQRS surveys are only required if you are collecting CMS PQRS Measures using the FOTO software.

❶ Patient Intake Survey

- Patient completes Intake Survey on arrival to the office or by e-mail before the initial evaluation

❷ Patient Status(Discharge) Survey

- Patient completes at least one Status Survey on the last date of service (or as close to the last date of service as possible).
- Status Surveys may be collected as many times as desired to assist in the clinical management of the patient's episode – for example perhaps every 6th visit, etc.
- If multiple Status Surveys are collected, it is still important to obtain the final Status Survey from the Patient on their last date of service or as close to the last date of service as possible.

❸ Staff Discharge

- The Staff Discharge form is produced to assist support staff in collecting the information necessary to populate the staff discharge to close the FOTO episode of care. This is NOT completed by the patient.
- The Staff Discharge includes episode detail information from the clinic such as the date of the last date of service, number of visits the patient received during the episode, insurance and other referral code information, who discharged the patient, the global rating of the clinician, modalities/exercises/procedures provided during the episode treatment.

PQRS Measures (*If selected. Only appropriate for Medicare B*)

If these surveys are selected but not added for the patient, check the patient's birthdate and payer source.

- Measure 131 Pain Assessment prior to Initiation of Therapy (If patient is Medicare B and 18+ years of age)
- Measure 154 Fall Risk Assessment (if patient is Medicare B and 65 or more years). Includes:
 - Fall Risk Assessment
 - Fall Risk environmental factors
 - If patient reports 1 fall with injury or 2 or more falls without injury in the last 12 months:
 - Abbreviated ABC Scale should also be completed and will automatically be included if the survey is taken electronically
 - Tinetti Assessment will print out with Functional Intake Summary
 - Fall Prevention educational handout will print out with Functional Intake Summary

Incomplete Episodes

An **Incomplete Episode** occurs when, for any reason, **an Intake or a Status was not completed** by the patient. Follow these standards when closing incomplete episodes:

- If the Intake is not completed, an Intake Non-Participation reason is to be provided.
- If a completed Intake is present, but a Status was not completed by the time of discharge, a Status Incomplete Discharge is to be provided.

The Non-Participating Intake or Status Incomplete Discharge reason selection will document the non-participation or incompleteness reason in the episode and close the episode for management purposes.

Just as with Complete Episodes, Incomplete Episodes require the entry of last visit date and number of visits. This includes episodes with as few as 1 visit.

A note about 1x Visits: An Intake Assessment is appropriate for 1x visit referrals. The Intake FS Assessment is a part of the initial evaluation even if it is known at the time of the referral that service is requested for a 1x/only visit. For instance, the Intake FS information may identify limitations and/or restrictions that perhaps may result in a referral for more intensive services. When a patient is referred for a 1x visit, the patient will complete the Intake and the staff will discharge (or close) the episode using the Staff Discharge screen to indicate the reason for the 1x visit.

Intake NON-PARTICIPATION (NP):

If you were unable to complete an Intake Assessment with the patient, an Intake NP reason is to be entered. The reason for the NP will be logged in the account and the episode will automatically be removed from the Open Episodes List. The Intake NP reason is entered by selecting the NP button in the Episode Screen (Open Episodes List or Clinician Activity List).

In Open Episodes Screen:

Open Episodes

Search:

Id	Patient	Clinician	Condition	Info	Setup	Intake	Status	Close
four1	four, sample	gtherapist	Shoulder	Intake Incomplete	01/10/13			NP

Showing 1 to 10 of 24 entries Show 10 entries

◀ Previous Next ▶

Episode has been set up in preparation for Intake collection but the Intake cannot be captured.

Click on the NP button to enter the Intake Non-Participation

In Clinician Activity Screen:

Clinician Activity

Previous 12 Months | 9/3/2013 - 9/3/2014

clinician, clinician [Clinicians] Statistics

Show	Episode State	Count
<input checked="" type="checkbox"/>	Setup only	1
<input type="checkbox"/>	Intake only, need status	10
<input type="checkbox"/>	Incomplete Discharge	0
<input type="checkbox"/>	Need Staff Discharge	6
<input checked="" type="checkbox"/>	Complete Episodes	3
<input type="checkbox"/>	Non-Participation (NP) reason specified	0
	Total	20

Search:

Patient ID	Patient	Body Part	Payer Source	Insurance	Site	Start	Intake	Status	Staff Discharge	Discharge Entered	Visits	Days Between Status & DC	NP
ABCtest	TEST, ABC	Shoulder	Medicare B		FOTOCO	09/03/2014							NP

Showing 1 to 1 of 1 entries (filtered from 3 total entries) Show 10 entries Export

◀ Previous Next ▶

An NP Screen will open with a drop down to select the NP reason.

★ The date defaults to the set-up date. If your patient attended for the evaluation but an Intake was not captured, please enter the evaluation date in this field. This is particularly important if you are participating in the FOTO PQRS Data Registry to finalize validations.



Once an Intake is captured, the NP button will no longer be available for selection and the Staff Discharge screen must be completed.

Select the appropriate Intake NP reason using the criteria as follows:

Intake Non-Participation (NP) Reason	Criteria
Cognitive Deficit/Dysphasia: No recorder or proxy	Recorder or proxy completion of the Intake/Status surveys are acceptable. A RECORDER is someone who records all answers provided by the patient who can respond verbally and reliably. The Recorder must NOT influence the responses or answer on behalf of the patient.
Vision/Reading/Language Barrier: No recorder or proxy	PROXY is someone who answers all questions on behalf of the patient. The proxy determines the content of the answer upon their perception of the patient's abilities. A proxy is used when a patient cannot give accurate answers about their health or cannot answer reliably. If no proxy or recorder are available to complete the initial survey assessment, use the No Recorder or No Proxy NP to document the inability to capture outcome information.
Patient did not present for evaluation	Patient set-up in FOTO; however, patient did not follow through with referral and did not attend the evaluation visit. No evaluation completed.
Refused	Should only be used if the patient refuses to complete Intake Assessment.
Incorrect Set-Up: Wrong Body Part	Prior to Intake completion it is identified that the wrong body part /impairment was selected. ❶
Excluded Conditions	Practice imposed restriction ❷
Staff did not capture	Limit use: implies staff did not capture Intake Assessment for Episode

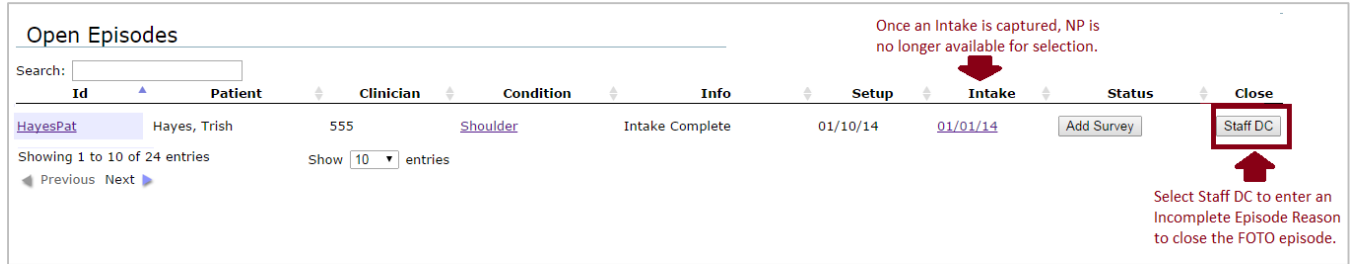
❶ **Incorrect body part/impairment.** If it is identified before the Intake is captured that a wrong body part / impairment is set up for a patient, the wrong body part episode can be removed with an Intake NP and the correct episode can be set up for completion.

❷ **Exclusion Criteria.** Your practice may internally set exclusion criteria and, if so, this Intake NP may be used. A mandatory text field is required to describe the condition exclusion.

Status Incomplete Discharge

If, for any reason, a **Status Assessment has not been captured during the episode of care, the reason for not capturing a Status is to be provided** on the Staff Discharge Screen. The Staff Discharge can be accessed using the Open Episodes or Clinician Activity navigation links.

In Open Episodes Screen:



Open Episodes

Search:

Id	Patient	Clinician	Condition	Info	Setup	Intake	Status	Close
HayesPat	Hayes, Trish	555	Shoulder	Intake Complete	01/10/14	01/01/14	Add Survey	Staff DC

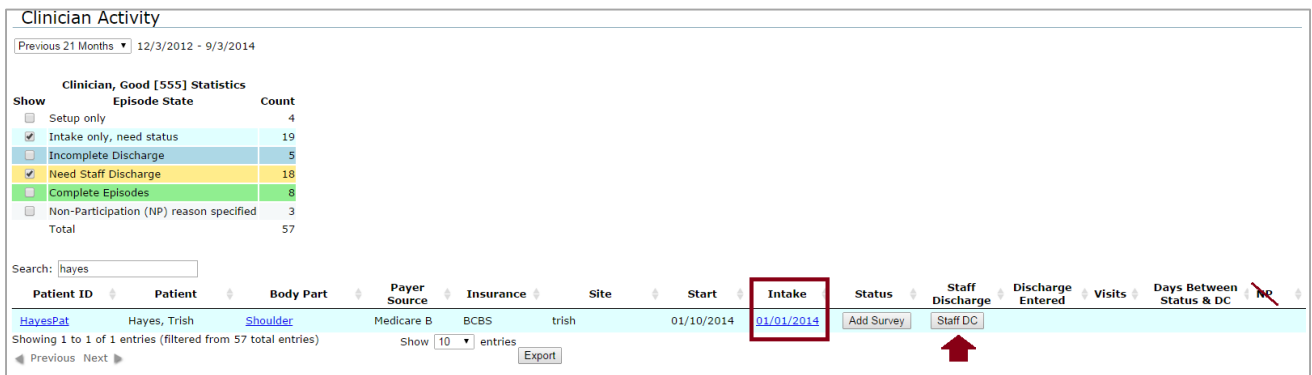
Showing 1 to 10 of 24 entries

Previous Next

Once an Intake is captured, NP is no longer available for selection.

Select Staff DC to enter an Incomplete Episode Reason to close the FOTO episode.

In Clinician Activity Screen:



Clinician Activity

Previous 21 Months | 12/3/2012 - 9/3/2014

Clinician, Good [555] Statistics

Show	Episode State	Count
<input type="checkbox"/>	Setup only	4
<input checked="" type="checkbox"/>	Intake only, need status	19
<input type="checkbox"/>	Incomplete Discharge	5
<input checked="" type="checkbox"/>	Need Staff Discharge	18
<input checked="" type="checkbox"/>	Complete Episodes	8
<input type="checkbox"/>	Non-Participation (NP) reason specified	3
	Total	57

Search: hayes

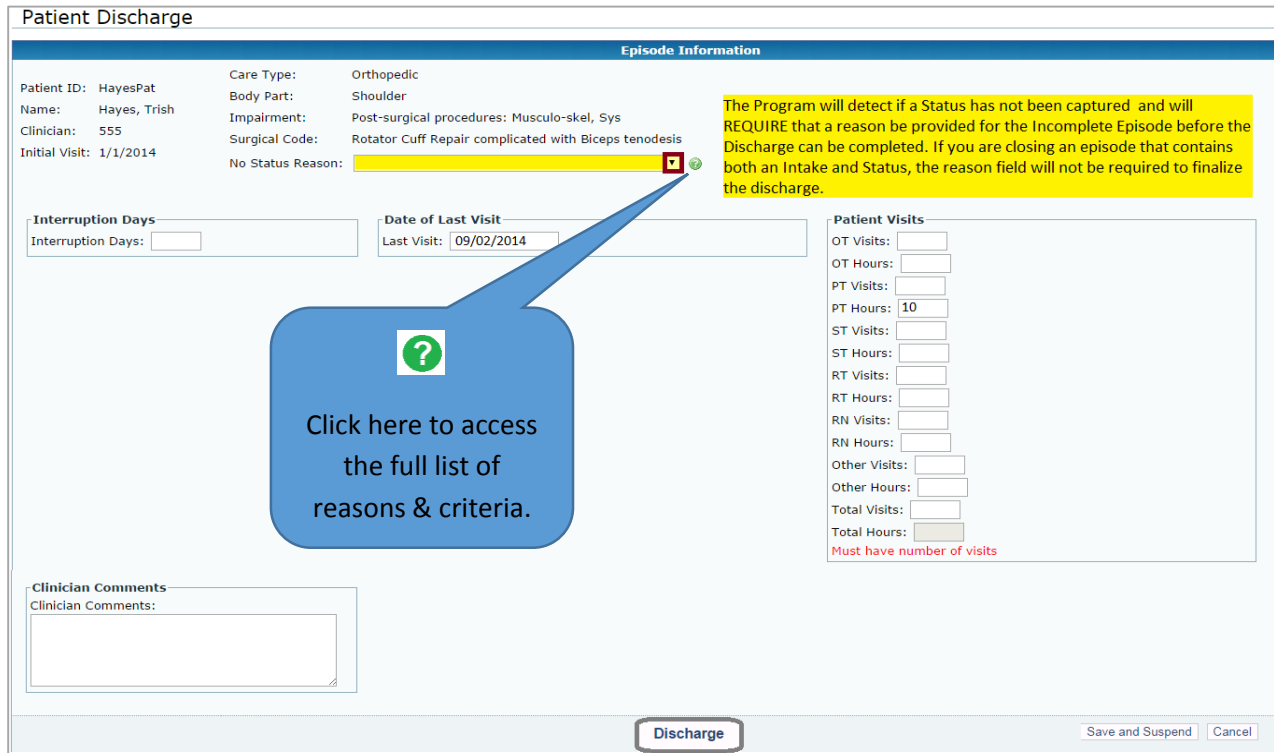
Patient ID	Patient	Body Part	Payer Source	Insurance	Site	Start	Intake	Status	Staff Discharge	Discharge Entered	Visits	Days Between Status & DC
HayesPat	Hayes, Trish	Shoulder	Medicare B	BCBS	trish	01/10/2014	01/01/2014	Add Survey	Staff DC			

Showing 1 to 1 of 1 entries (filtered from 57 total entries)

Previous Next

Select Staff DC to enter an Incomplete Episode Reason to close the FOTO episode.

The Staff Discharge screen will open for completion.



Patient Discharge

Episode Information

Patient ID: HayesPat
Name: Hayes, Trish
Clinician: 555
Initial Visit: 1/1/2014

Care Type: Orthopedic
Body Part: Shoulder
Impairment: Post-surgical procedures: Musculo-skel, Sys
Surgical Code: Rotator Cuff Repair complicated with Biceps tenodesis
No Status Reason:

Interruption Days:
Date of Last Visit: Last Visit: 09/02/2014

Patient Visits

OT Visits:
OT Hours:
PT Visits:
PT Hours: 10
ST Visits:
ST Hours:
RT Visits:
RT Hours:
RN Visits:
RN Hours:
Other Visits:
Other Hours:
Total Visits:
Total Hours:
Must have number of visits

The Program will detect if a Status has not been captured and will REQUIRE that a reason be provided for the Incomplete Episode before the Discharge can be completed. If you are closing an episode that contains both an Intake and Status, the reason field will not be required to finalize the discharge.

Click here to access the full list of reasons & criteria.

Discharge

Save and Suspend Cancel

The following Status Incomplete Episode reasons may be used.

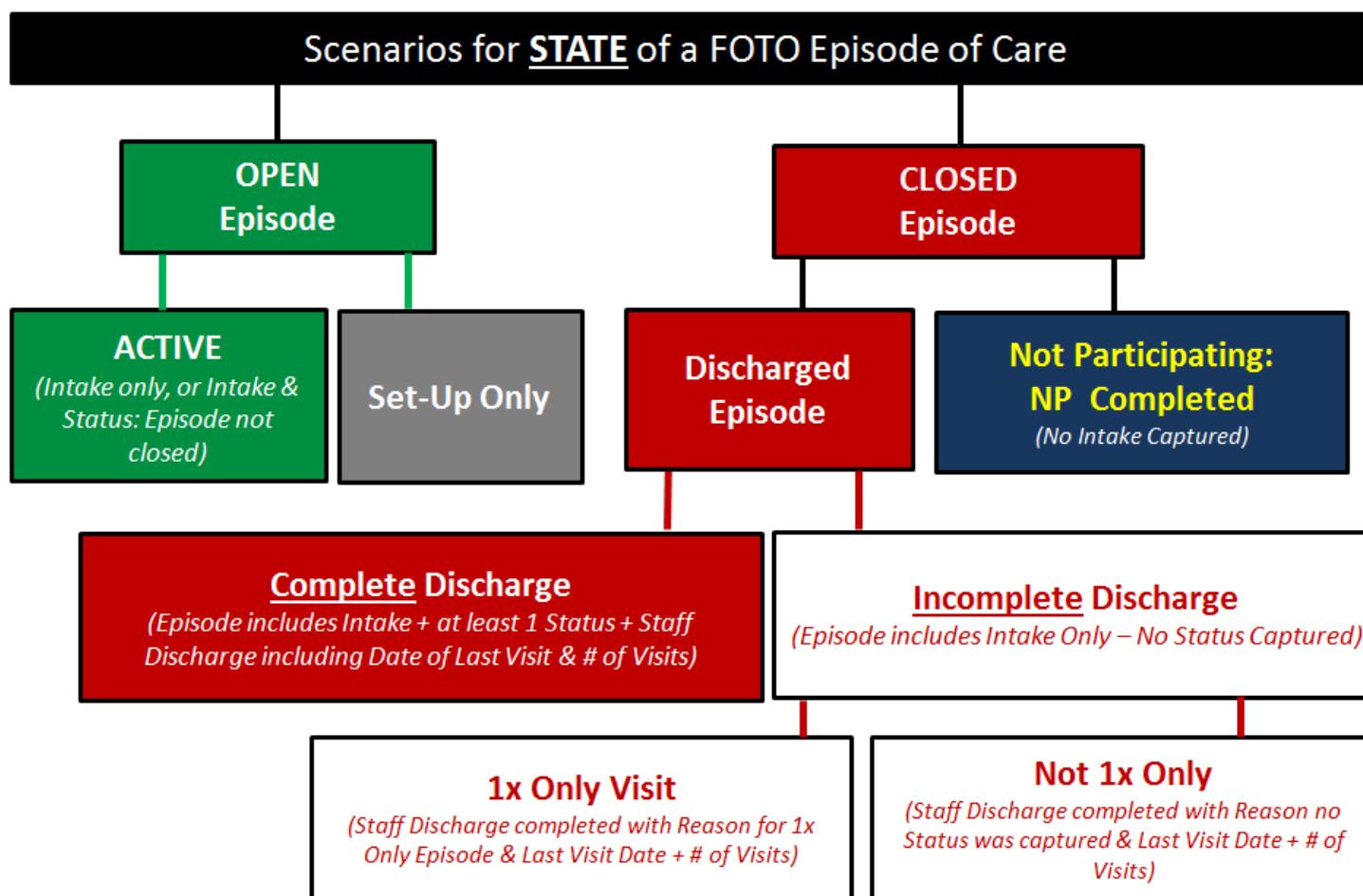
Status Incomplete Discharge Reasons	Criteria
Proxy / Recorder not Available	Intake Assessment completed by proxy recorder; however, proxy or recorder were not available to complete the Status Assessment
Scheduled for Surgery	Prior to conclusion of treatment episode, an unexpected surgery was performed. For patients who are referred for pre-op treatment, the Intake and status assessment(s) and staff discharge are required. Patients returning for care post-surgery require a new Intake. ②
Patient Hospitalized	Prior to conclusion of treatment episode, patient is hospitalized unexpectedly: Patient will require new Intake episode if they return for care post release. ②
Patient returned to MD for further diagnostics/testing	Patient did not return to clinic for status update ②
Physician requests care discontinuation	Clinician recommends continued care but physician requests discharge
Insurance requests care discontinuation	Clinician recommends continued care but Insurance requests discharge (does not authorize additional visits)
Self-Discharged: Reason Unknown	Intake completed & treatment initiated; however, patient self-discharged (did not return for completion of care). ②
Self-Discharged: Patient Defers treatment	Intake completed but patient indicates they are not interested in pursuing further care.
Self-Discharged: Transportation/ family /work issues	Intake completed but transportation/family/work issues prohibit continuation of care.
Self-Discharged: Financial/copay reasons	Intake completed but patient unable to continue treatment due to financial/co-pay reasons.
Refused	Should only be used if the patient refuses to complete Status Assessment
Staff did not capture a Status during episode	For example, staff forgot or ran out of time.
Deceased	
1/x Only Visit Episodes Reason	
Incorrect Set-Up - Wrong Body Part	When an Intake Assessment <u>ONLY</u> has been captured but it is immediately identified that continued care is not indicated, refused, patient referred to another service provider, or it is identified that the wrong body part / impairment was selected for the episode①, use the appropriate selection from this section to enter an incomplete episode reason.
Treatment not indicated	
Referred to another facility	
Home program only	
Wheelchair evaluation/pressure mapping only	
Splinting/TENS only/Orthotics	
WC Assessment/FCE Only	
Consult Only	

① **Incorrect body part/impairment.** If it is identified that the incorrect body part / impairment was set-up for the patient after the intake was completed, use the Status Incomplete Episode Reason as part of the Staff Discharge process to document the episode intake as incorrect. A correct episode can then be established for completion.

② **To avoid missed Status opportunities, consider capturing Status Assessments:**

- As a standard # of visits throughout the episode (i.e.: every 4th or 6th visit) **and** on last date of service
- When the patient is returning to the MD
- When the clinician identifies significant change in physical activity status or achievement toward treatment goals
- At time of re-evaluation or when Plan of Care is revised
- Any time when the clinician suspects the patient may not return for continued care

Flowchart Illustration



Printing Patient Specific Survey Reports

Patient Intake and Status Survey information, as well as the Staff Discharge reports, are a part of the patient's medical record. The survey reports also provide clinicians with useful information regarding the patient's functional status level, functional improvements and history information pertinent to treatment.

The Outcomes Manager subscription includes the option to download and use the FOTO Print Client (Auto Print) Application which will print or save these reports automatically as soon as they are completed in the system. Contact FOTO Support for more information.

These reports can also be accessed and printed manually following completion of the Electronic Patient Intake and Status Survey, as soon as the Paper Patient Intake and Status Survey have been entered into FOTO Outcomes Measurement System, and following completion of the Staff Discharge screen.

To print, these reports:

1. Select the patient and the episode.
 - At the top of the Episode Details screen is a box labeled "Activity."
 - The reports associated with the surveys that have been completed for this patient's episode will be listed.
2. Click on the Open icon
 - The report you selected will open on screen.

Activity							Report	
Date Created	Activity	Activity Status	Status Date	Measure	Visit	Open	Save	
9/26/2013	Functional Intake Summary	Completed	1/1/2013	4.4100	1			
9/27/2013	Functional Status Summary	Completed	2/2/2013	47.2300	5			
9/27/2013	Patient Discharge Summary	Discharged	9/27/2013					

Printing from a Tablet

Reports can usually be viewed on a tablet by clicking the **Save** icon. Unless you have Auto Print installed on your desktop computer, contact the tablet manufacturer for information on printing a PDF from the tablet.

Depending on the type of browser used, to print either:

3. (1) Click on the print icon from the tool bar at the top, or (2) move the mouse toward the bottom of the screen and a tool bar will appear.
4. The report will print to the printer set up as your default printer.
 - If these toolbars do not show, check your browser settings
5. When finished, please click on **Back** in the upper left corner of the report toolbar.

The screenshot shows a web browser window titled "PI/web Reports". The browser's address bar shows "Page: 1 of 2". The report content includes the following information:

Patient: TESTTRAINING, TESTTRAINING		Risk-Adjustment Criteria	
ICD: Testtraining	Care Type: Orthopedic	Gender: Male	Comorbidities: None
Date of Birth: 5/8/1965	Body Part: Knee	Payer: Extended Health Benefits	Fear Avoidance: Low
Initial DOS: 12/30/2014	Severity: Very Severe (Intake FS: 34)	Surgery Status: None	
Body Part: Knee	Age: 49		
Impairment: Muscle, Tendon + Soft Tissue D...	Acuity: 8 - 14 days		
Surgery Type: Not Applicable			

Functional Status Measures:

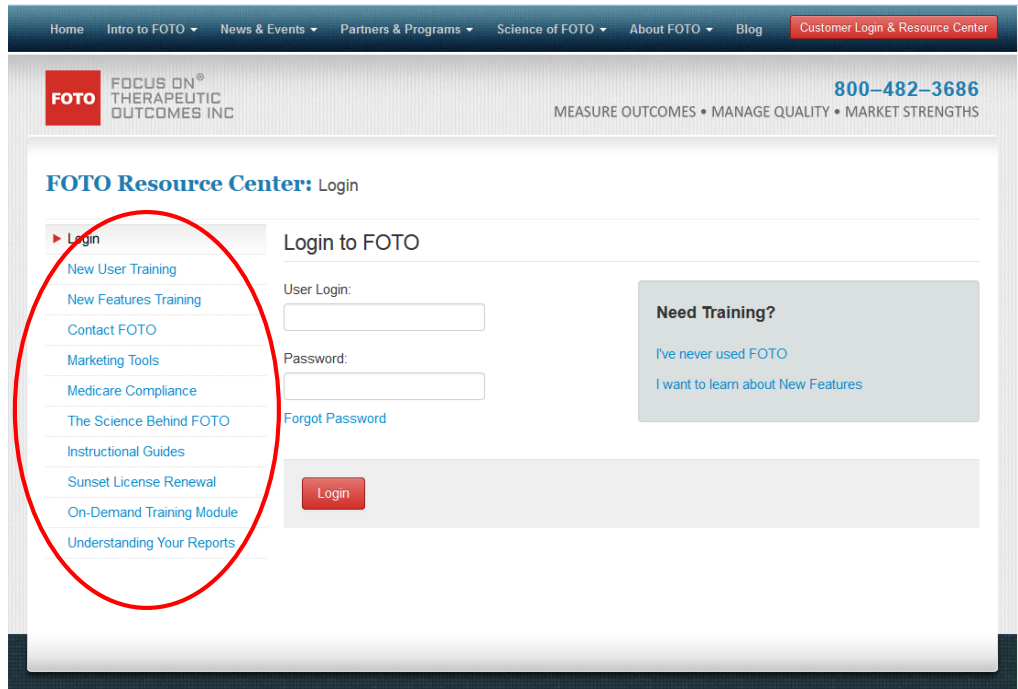
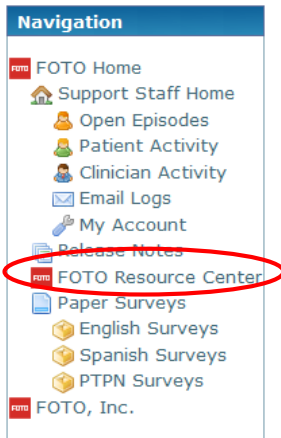
Measure	Intake Score	Interpretation of FS Scores/Stages Value
Patient's Physical FS Primary Measure	34	Patient's intake functional measure is 34 out of 100 (higher number = greater function). This FS measure places the patient in Stage 4 and means the patient is a limited community ambulator.
Risk Adjusted Statistical FOTO*	49	Given the patient's risk-adjustment variables, like-patients nationally had a FS score of 49, Stage 6, at intake.

MCII = 9 (Points of change that is important to the patient)
MDC = 7 (Minimum clinically important difference to identify patients)

For assistance with any of your FOTO Outcomes Management System processes, once logged into the system, click on **FOTO Resource Center** in the Navigation menu. You will automatically be taken to FOTO's website.

YOU DO NOT NEED TO LOGIN.

Simply click on the support topic for which you would like more information.



- **New User Training** – Sign up for a webinar training session with a live FOTO representative covering how to use the system from setup to discharge and everything in between.
- **New Features Training** - Sign up for a webinar training session with a live FOTO representative covering new features
- **Contact FOTO** – FOTO contacts, phone numbers and e-mail addresses
- **Marketing Tools** – Contains template letters and press releases that can be used to announce your participation with FOTO and for those who receive the Outcomes Excellence Certificate.
- **Medicare Compliance** – Contains a video on Functional Limitation Reporting
- **The Science Behind FOTO** – Contains articles and published papers
- **Instructional Guides** – Contains Administrator and Support Staff Training PDFs and other guides
- **On-Demand Training Module** – Contains videos on how to perform various functions within the application
- **Understanding Your Reports** – Contains guides to understanding your reports


FOTO Provider Assistance Contact Information

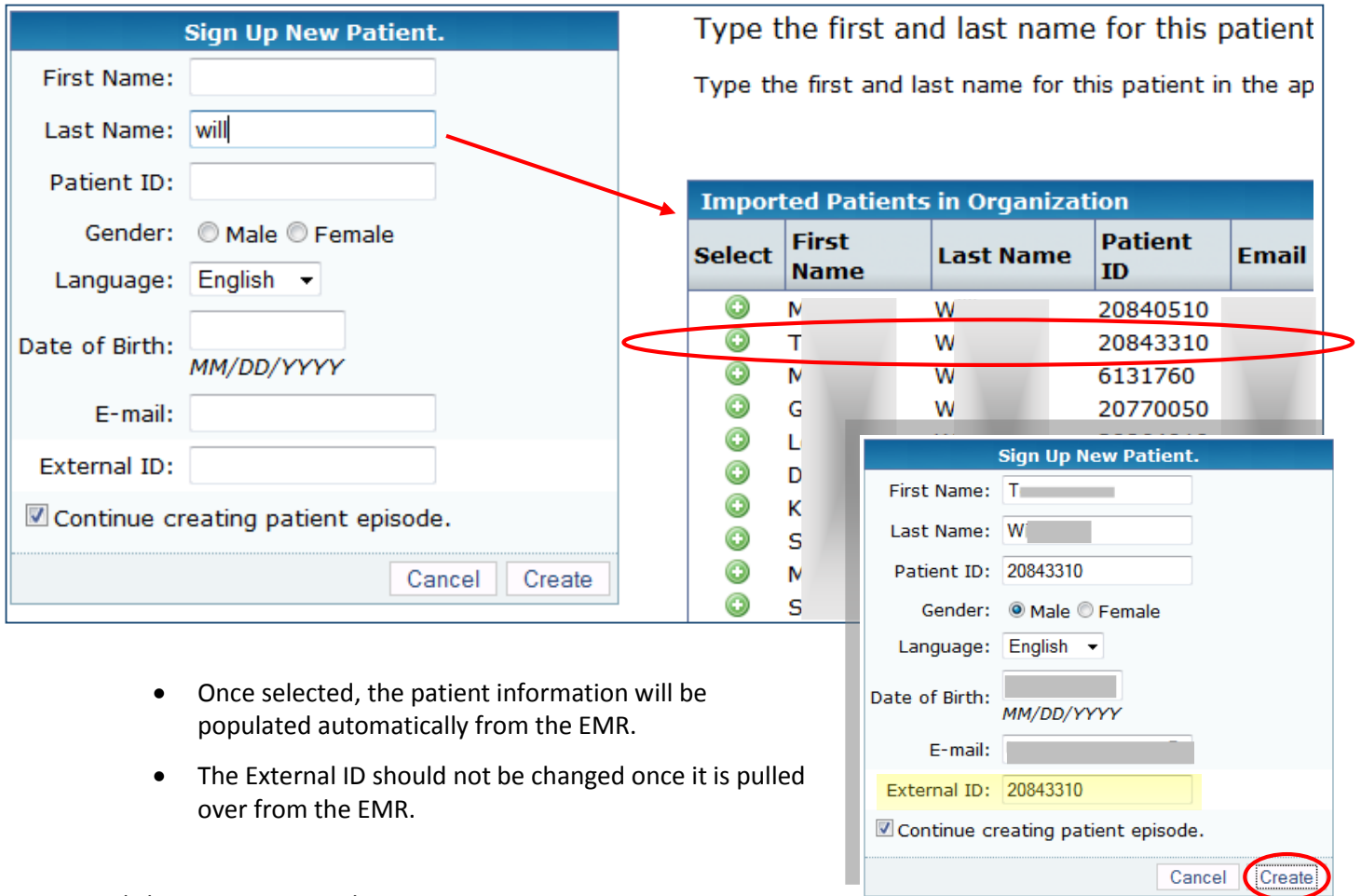
Please contact FOTO staff at any time for assistance, as follows:

	Phone	Email
Judy Holder Director of Account Development	800-482-3686, extension 236	judyholder@fotoinc.com
Trish Hayes Director of Provider Relations	800-482-3686, extension 233	thayes@fotoinc.com
Cynthia Stancil Provider Representative	800-482-3686, extension 235	cynthiastancil@fotoinc.com
Kimberly Jones Provider Representative	800-482-3686, extension 222	kimberlyjones@fotoinc.com
Mimi Einstein Provider Representative	800-482-3686, extension 227	mimieinstein@fotoinc.com
Laura Mensch Provider Representative	800-482-3686, extension 240	lauramensch@fotoinc.com
Deborah Debord Director of Support Services	800-482-3686 extension 234	ddebord@fotoinc.com
John Sutter Support Services Specialist	800-482-3686, extension 221	johnsutter@fotoinc.com
Chrissy Moore Support Services Specialist	800-482-3686, extension 219	chrissy@fotoinc.com

Addendum A – EMR Integration

If you have an EMR software that integrates with FOTO, and your FOTO administrator has established the integration connection via the API key, you can begin to add patients into FOTO by pulling them from the EMR.

1. Enter the patient into the EMR first.
2. Begin to add the Patient in FOTO (see section, *Patient / Episode Set Up*).
 - Type in the first few letters of the patient's name.
 - A box will pop up to the right of the new patient screen from which to select the needed patient by clicking the  symbol beside the patient's name.



Sign Up New Patient.

First Name:

Last Name:

Patient ID:

Gender: Male Female

Language:

Date of Birth:











E-mail:

External ID:

Continue creating patient episode.

Type the first and last name for this patient

Type the first and last name for this patient in the ap

Select	First Name	Last Name	Patient ID	Email
	M	W	20840510	
	T	W	20843310	
	M	W	6131760	
	G	W	20770050	
	L			
	D			
	K			
	S			
	M			
	S			

Sign Up New Patient.

First Name:

Last Name:

Patient ID:

Gender: Male Female

Language:



Date of Birth:

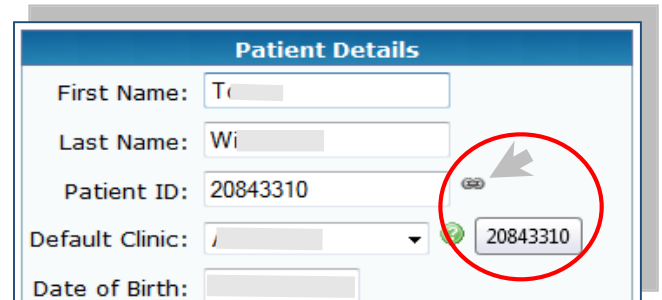
E-mail:

External ID:

Continue creating patient episode.

- Once selected, the patient information will be populated automatically from the EMR.
- The External ID should not be changed once it is pulled over from the EMR.

3. Click **Create** to enter the patient into FOTO.
4. The patient will show as linked to the EMR with the chain symbol  next to the Patient ID.
 - Mouse over the  to view the External ID which will surface below.



Patient Details

First Name:

Last Name:

Patient ID:

Default Clinic:

Date of Birth: