

RESOURCE AND PATIENT MANAGEMENT SYSTEM

# **iCare Population Management GUI**

(BQI)

## **User Preferences Manual**

Version 2.9 Patch 6  
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# Table of Contents

<b>1.0</b>	<b>New User .....</b>	<b>1</b>
1.1	Define My Patients.....	1
1.2	Flag Setup .....	4
1.3	Comm Alert Setup .....	5
1.4	Startup View .....	8
<b>2.0</b>	<b>Established User .....</b>	<b>11</b>
2.1	Patient View.....	12
2.2	Care Mgmt Group .....	13
2.3	Panel View.....	14
2.4	Layouts .....	15
2.5	CMET .....	16
2.6	IPC.....	17
	<b>Acronym List .....</b>	<b>19</b>
	<b>Contact Information .....</b>	<b>21</b>

## Preface

The site should have the latest version installed, which is v2.9 p6.

The intended audiences for the *Instructional Guide* are Indian Health Service (IHS) site managers, CACs, and iCare package managers.

The iCare system is an integrated case management system intended to provide any IHS direct, tribal, or urban (I/T/U) healthcare providers with decision support, patient management for single or multiple disease states, and care conditions for a single patient or for user-defined groups of patients. iCare provides a graphical interface to existing Resource and Patient Management System (RPMS) data, presenting different views to include individual patient provider-defined groups, and population and community-centric views of patient data.

The iCare application allows providers to proactively track conditions and health statuses of their patients, any individual patient, or populations of patients, based on specific or multiple user-defined clinical concerns. A more complex and integrated level of logic for certain chronic conditions is defined in underlying RPMS components and is accessible through iCare to assist non-specialist providers in improving clinical decision-making and compliance with clinical guidelines. This type of integrated system provides a mechanism to inform healthcare providers about and follow up on clinical interventions and information about single or multiple disease states and conditions.

The iCare package is intended for use by both general and specialist healthcare providers, as well as disease-specific case managers at any I/T/U using RPMS. The experience and skill level of all hands-on users of RPMS will range from non-expert to expert. The providers' knowledge of clinical guidelines and disease-specific treatment will range from general to specialists.

The iCare system consists of two components—the RPMS KIDS and the graphical user interface (GUI)—both of which must be installed and functioning for this application to work.

## 1.0 New User

When a new user signs on to iCare for the first time, the RPMS iCare User Preferences set-up wizard will display. The set-up wizard will walk the user through the minimum user preferences needed to use iCare.

Only the Define My Patients, Flag Setup, Community Alert Setup and Startup View tabs are available during set-up.

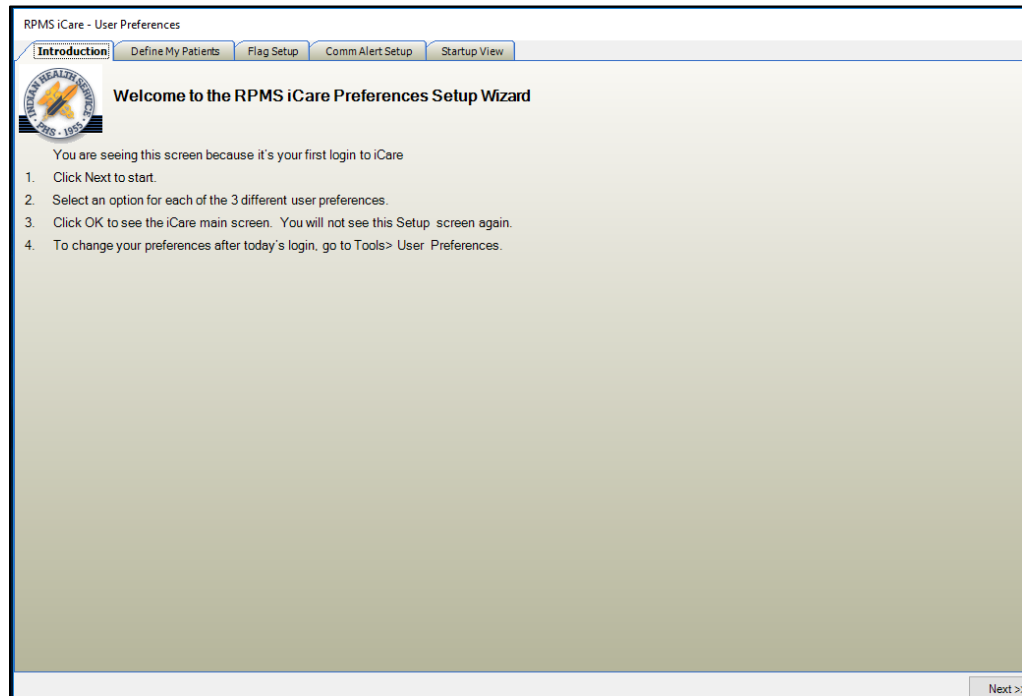


Figure 1-1: RPMS iCare Preferences Setup Wizard Introduction dialog

Click **Next** in the bottom right corner of the dialog to begin the setup.

### 1.1 Define My Patients

The first set-up criteria provides the ability to define a definition of “your” patients. These could be patients who are assigned to a specific provider (or yourself), or it could be based on previous patient encounters.

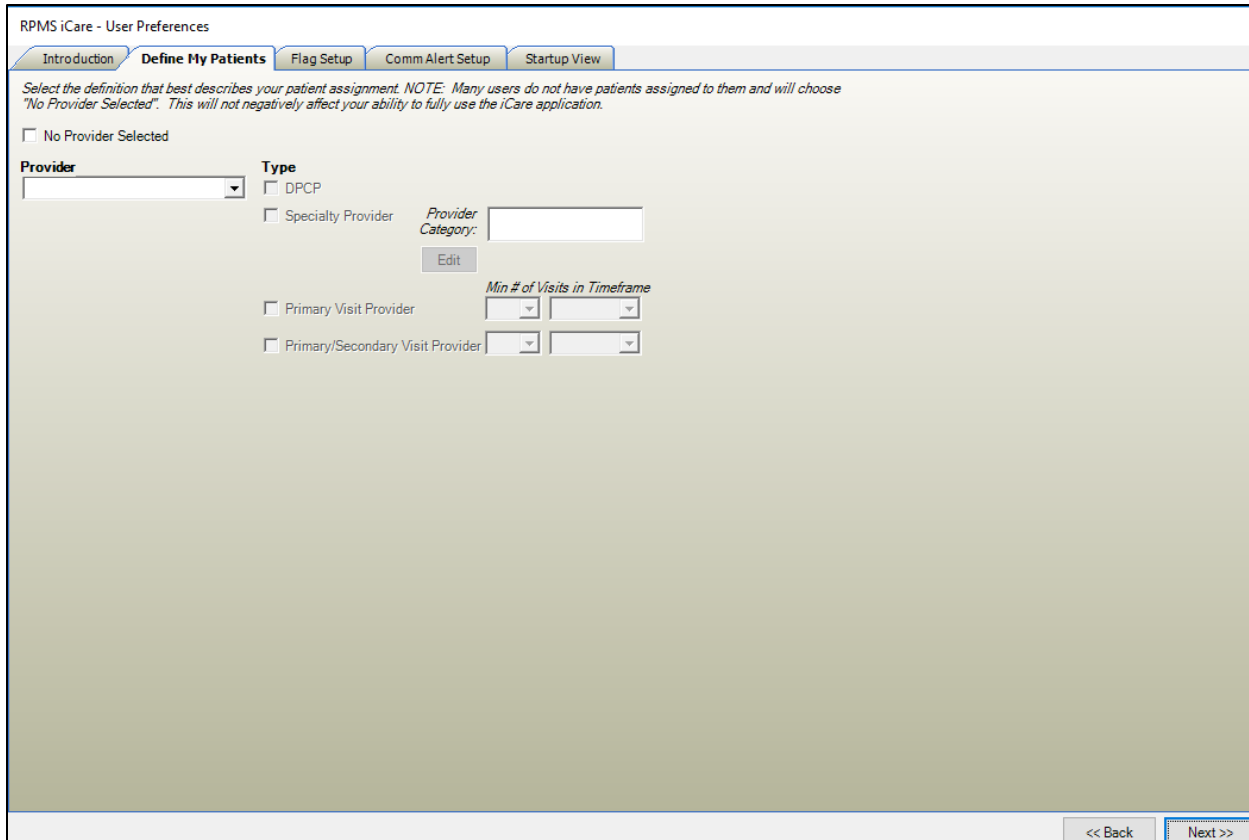


Figure 1-2: Define My Patients selection

It is required to have your patients defined, but it is not required to identify a provider. Select the **No Provider Selected** check box to continue to the next step. A user can come back to modify at any time.

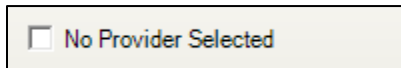


Figure 1-3: No Provider Selected checkbox

1. Select the provider name from the **Provider** drop-down menu (Figure 1-4).

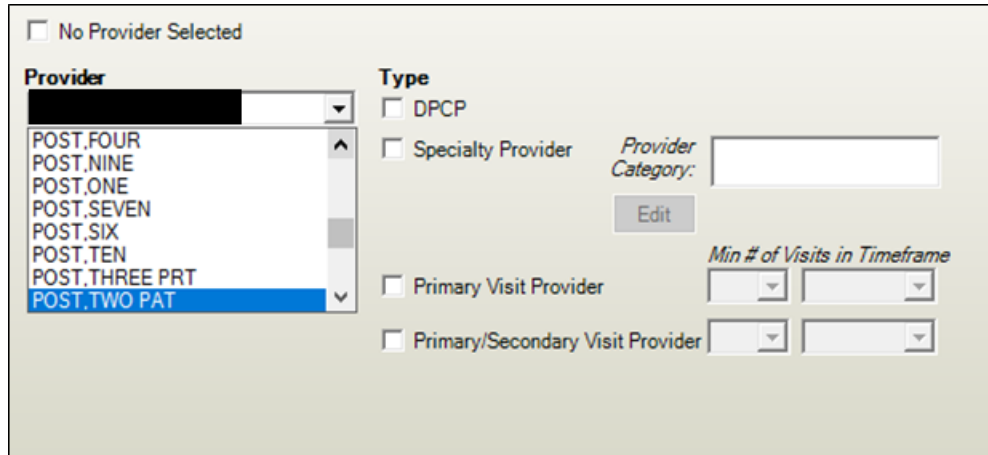


Figure 1-4: Provider drop-down list selection

- After selecting the provider, identify patients who were assigned to the provider as the DPCP (designated primary care provider), or as a specialty provider. Specialty provider categories are defined by the Designated Provider Management System (BDP).

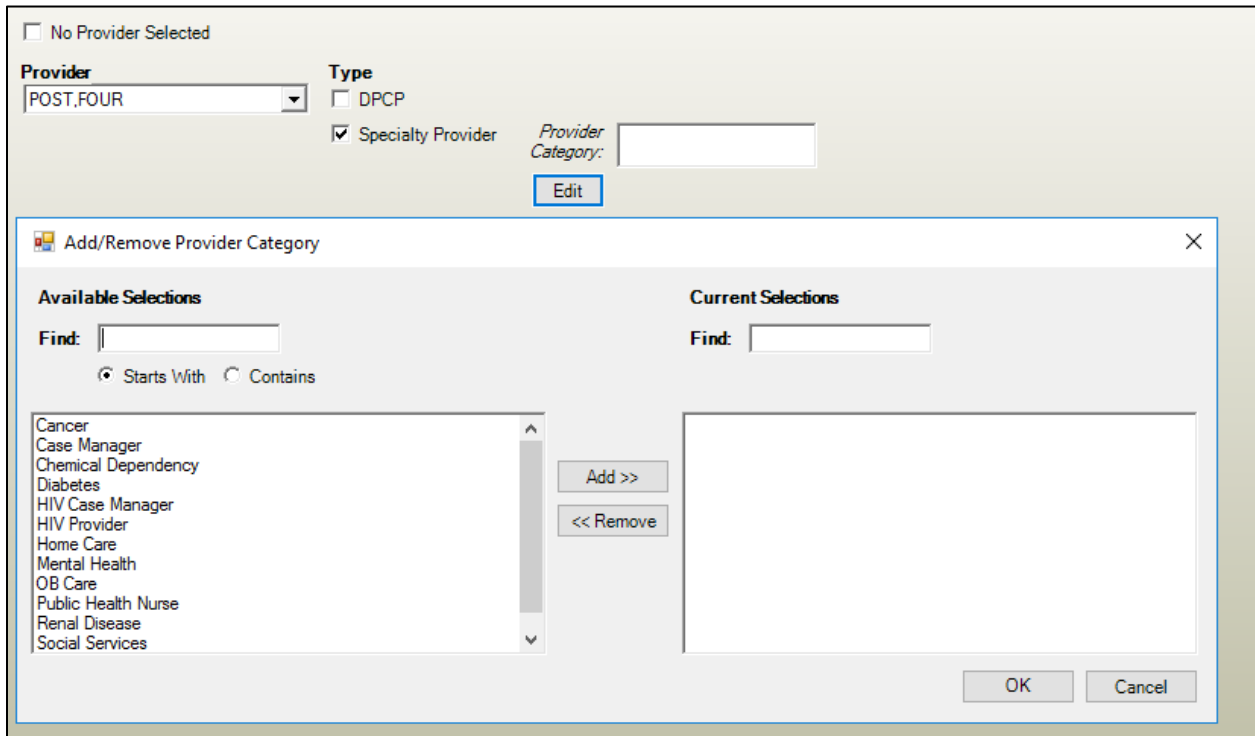
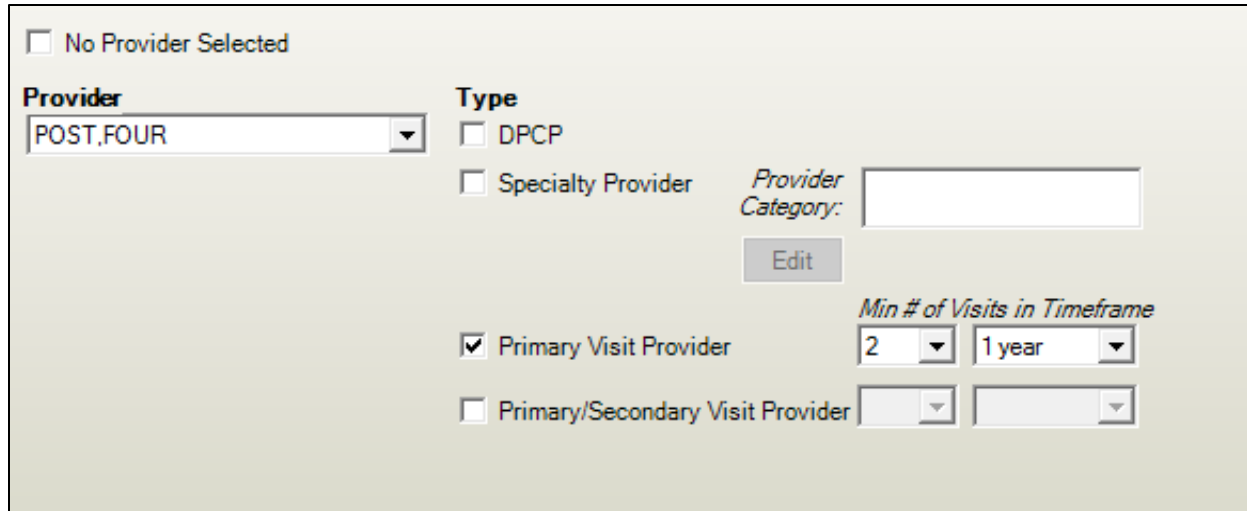


Figure 1-5: Specialty Provider category selection

Additionally, patients can be identified by whether the provider had visits during a specific timeframe and was the primary provider on the visits or was either the primary or secondary provider on the visits.



No Provider Selected

**Provider**  
 POST.FOUR ▼

**Type**

DPCP

Specialty Provider

*Provider Category:*

Primary Visit Provider

Primary/Secondary Visit Provider

*Min # of Visits in Timeframe*

2 ▼ 1 year ▼

Figure 1-6: Visit Provider selection

The **Min # of Visits** setting can be 1 through 9 visits. The timeframe can be 3 months, 6 months, 1 year, 18 months, 2 years or 3 years.

3. Click **Next** to proceed to the **Flag Setup** tab.

## 1.2 Flag Setup

Flags are special identifiers that are updated during the iCare Nightly Background job. If your site does not have an emergency room or inpatient care, uncheck the **ER Visits**, **Unanticipated ER Returns**, and **Hospital Admissions** check boxes. The **Abnormal Labs** option identifies labs that are Critically Low, Low, High, or Critically High.

See Figure 1-7 for an example of the **Flag Setup** tab.

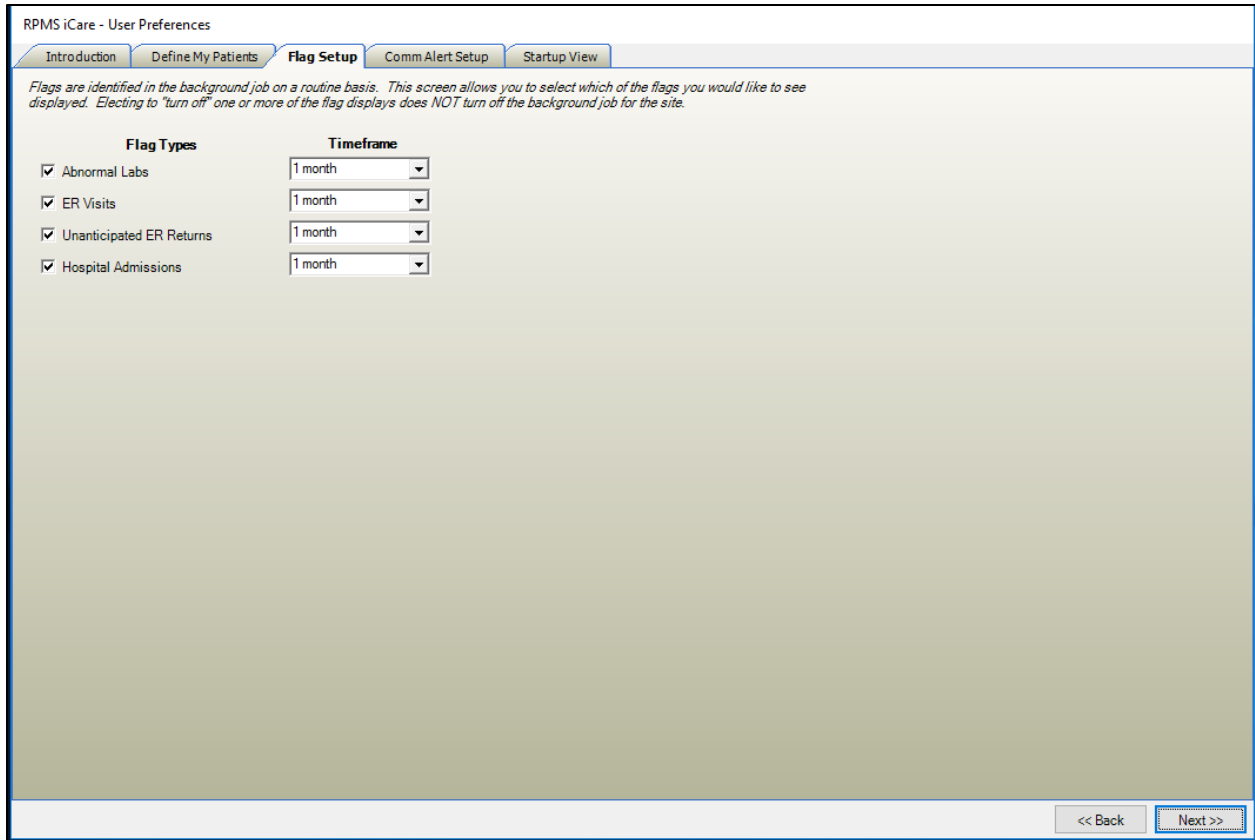


Figure 1-7: Flag List selection

Click **Next** to proceed to the **Community Alerts** setup tab.

### 1.3 Comm Alert Setup

Community alerts are conditions that can be used to identify hotspots in your communities. They are normally CDC Nationally Notifiable Conditions. Suicidal conditions have been added for IHS.

The first time you sign into iCare, you will see the **Community Alerts** pop-up window. If you do *not* wish to see the community alerts when you sign in, select the **Display Community Alerts pop up window at startup?** check box. You can still access the **Community Alerts** tab in the iCare Main View.

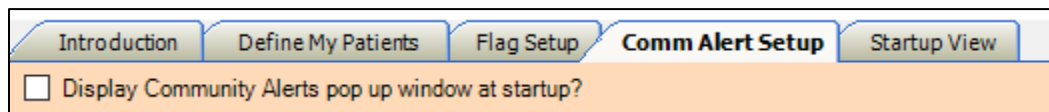


Figure 1-8: Community Alerts at startup



There are three tabs for community alerts: **Mandatory**, **Recommended**, and **Optional**. Mandatory conditions *cannot* be deselected and will always be seen (the On/Off check boxes are grayed out).

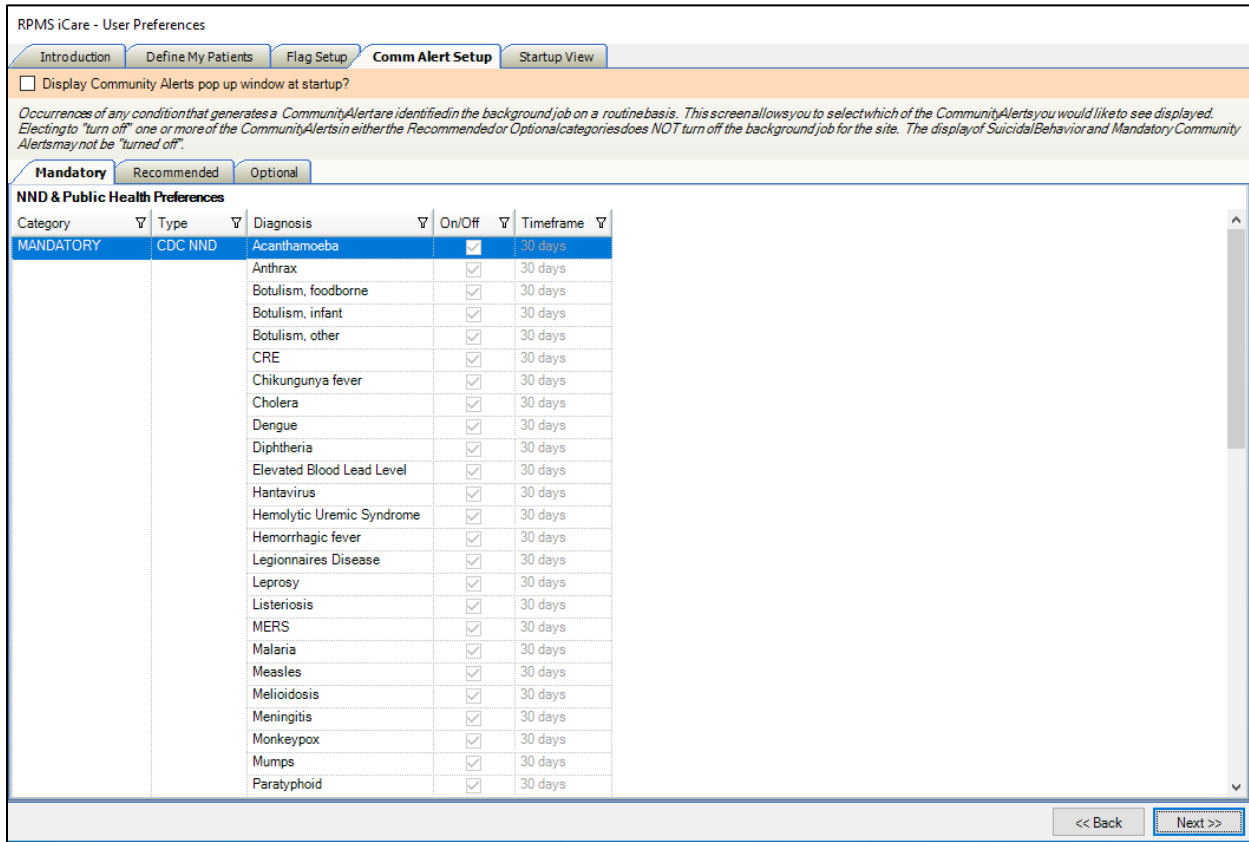


Figure 1-9: Mandatory Community Alerts

Recommended conditions are checked by default, but you can deselect them if you do not wish to see them (the On/Off boxes are enabled).

Mandatory					Recommended					Optional				
NND & Public Health Preferences														
Category	Type	Diagnosis	On/Off	Timeframe	Category	Type	Diagnosis	On/Off	Timeframe	Category	Type	Diagnosis	On/Off	Timeframe
RECOMMENDED	CDC NND	California Serogroup Virus D...	<input checked="" type="checkbox"/>	30 days										
		Campylobacteriosis	<input checked="" type="checkbox"/>	30 days										
		Eastern Equine Encephalitis...	<input checked="" type="checkbox"/>	30 days										
		Giardia	<input checked="" type="checkbox"/>	30 days										
		Hepatitis A	<input checked="" type="checkbox"/>	30 days										
		Histoplasmosis	<input checked="" type="checkbox"/>	30 days										
		Leptospirosis	<input checked="" type="checkbox"/>	30 days										
		Pesticide poisoning	<input checked="" type="checkbox"/>	30 days										
		Polio, nonparalytic	<input checked="" type="checkbox"/>	30 days										
		Powassan Virus Disease	<input checked="" type="checkbox"/>	30 days										
		Rubella, congenital	<input checked="" type="checkbox"/>	30 days										
		St Louis Encephalitis Virus...	<input checked="" type="checkbox"/>	30 days										
		Strep Pneumoniae Drug Res...	<input checked="" type="checkbox"/>	30 days										
		Strep Pneumoniae Invasive	<input checked="" type="checkbox"/>	30 days										
		Syphilis, Primary	<input checked="" type="checkbox"/>	30 days										
		Toxic Shock Syndrome, Strep	<input checked="" type="checkbox"/>	30 days										
		Tularemia	<input checked="" type="checkbox"/>	30 days										
		Valley Fever	<input checked="" type="checkbox"/>	30 days										
		Western Equine Encephalitis...	<input checked="" type="checkbox"/>	30 days										
	Public Health	Influenza	<input checked="" type="checkbox"/>	30 days										
		Influenza A H5N1	<input checked="" type="checkbox"/>	30 days										
		RSV	<input checked="" type="checkbox"/>	30 days										

Figure 1-10: Recommended community alerts

Optional conditions are not checked by default, but you are able to select them if you wish to see them (On/Off boxes are enabled).

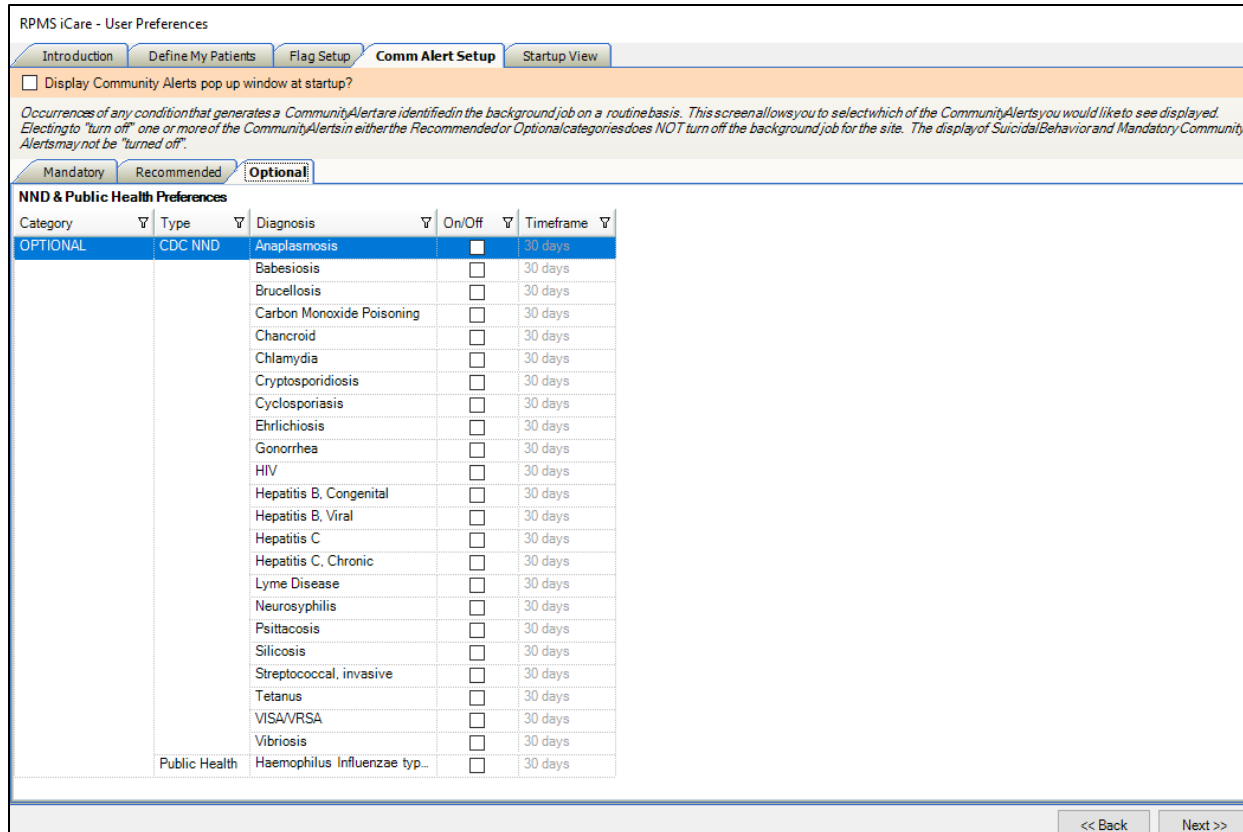


Figure 1-11: Optional Community Alerts

Click **Next** to proceed to the **Startup View** tab.

## 1.4 Startup View

Each time you sign on to iCare, the Startup View displays. The **Panel List** view is selected by default; this is a view of all your panels. Meanwhile, the **Split View** option allows you to display two of your iCare main views. **Flag List**, **Community Alerts**, **National Measures**, **IPC**, and **CMET** are other options located on the other tabs in the iCare Main View.

In addition, you can open a specific panel view.

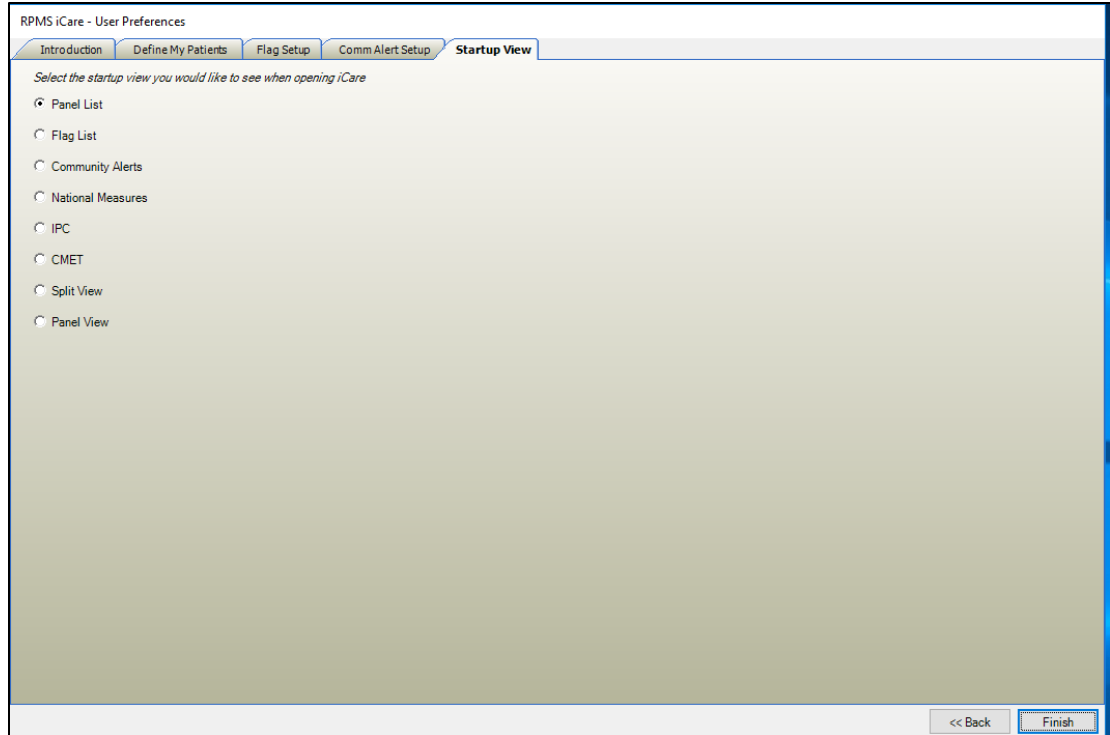


Figure 1-12: Startup View selection

Originally, the default view was the split view of Panel List and Flag List.

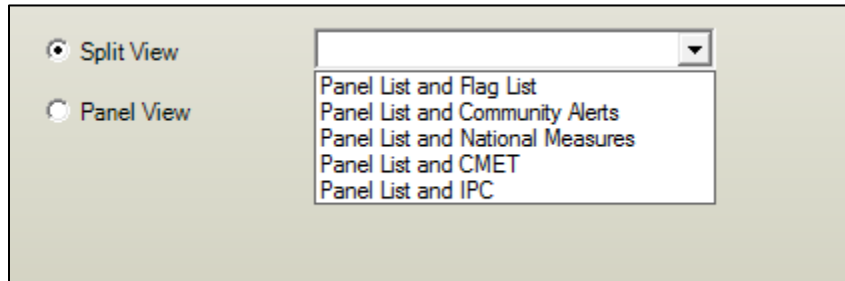


Figure 1-13: Split View selection

It is recommended you do *not* pick **Panel View**, especially if you have not created any panels yet or if you pick a panel that has zero patients.



Figure 1-14: Panel View selection

Click **Finish**. You are now able to start using iCare.

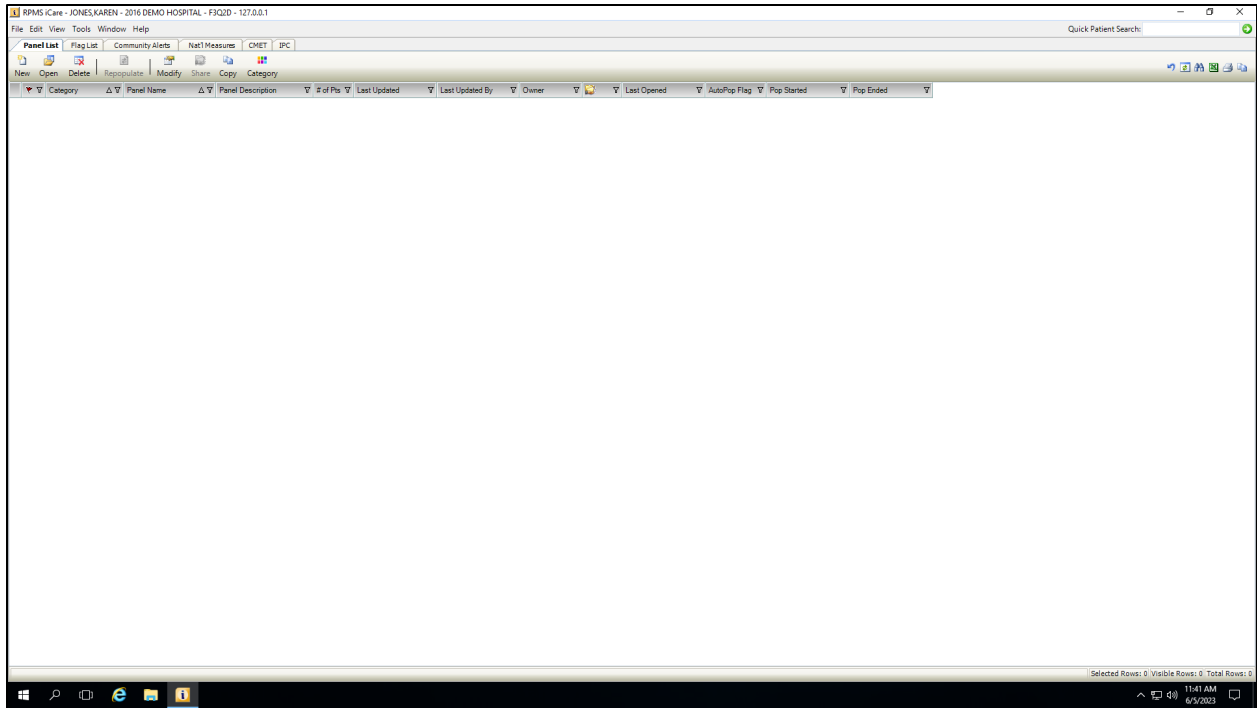


Figure 1-15: Default Panel List view

## 2.0 Established User

A user can adjust their user preferences at any time. On the main view of iCare, go to **Tools -> User Preferences** to update.

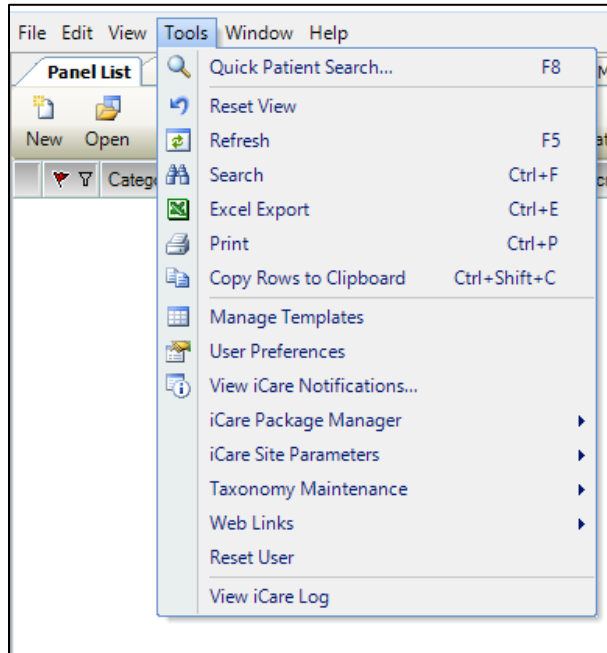


Figure 2-1: Tool menu selection

There are additional tabs for which you can set up your preferences. See Section 1.0 for examples of these tabs: **Define My Patients**, **Flag Setup**, **Comm Alert Setup**, and **Startup View**.

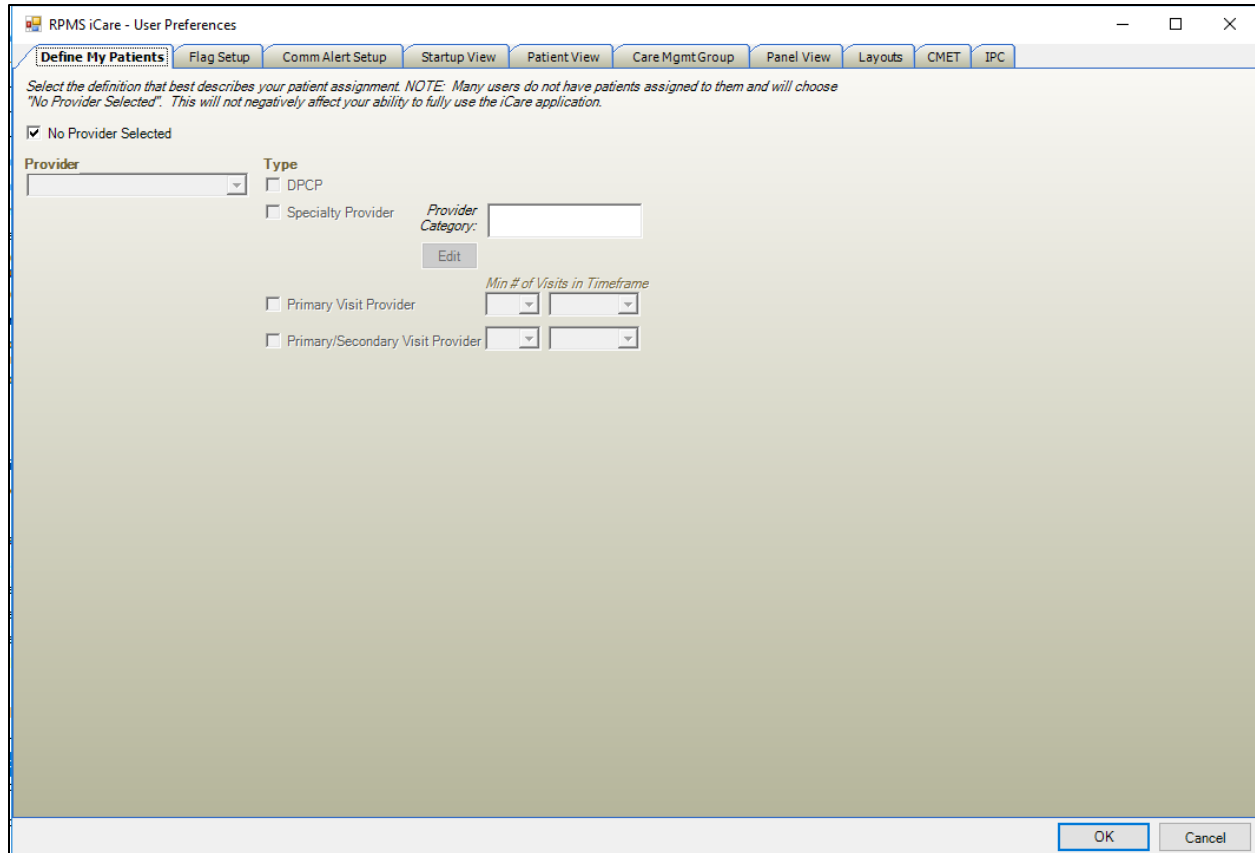


Figure 2-2: User Preferences tabs

## 2.1 Patient View

The **Patient View** tab has the three clinic locations needed to do notes for letters, telephone calls and chart reviews. These are required entries.

You can hide tabs that you do not need to see by deselecting the appropriate check box. Additionally, you can define which tabs you want to see when going into Patient View by selecting the appropriate starting tab. The default tab is **Cover Sheet**.

**Note:** It is recommended to leave the tabs as-is until you have used iCare and have a better idea of how you wish to adjust it.

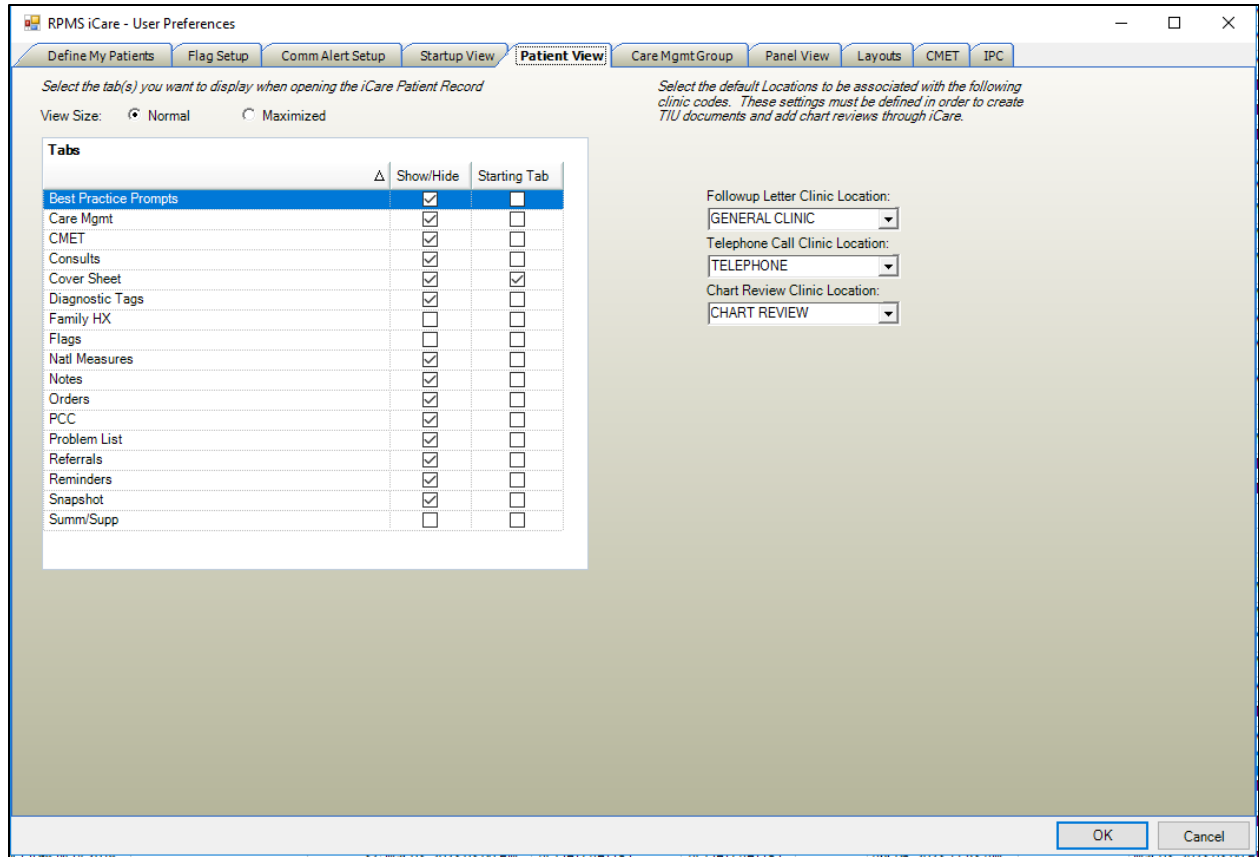


Figure 2-3: Patient View tab

## 2.2 Care Mgmt Group

As more care management groups are added to iCare, the selection list will increase. A tab has been added to user preferences so that users can identify just those groups they are interested in using in Panel View.

The initial default will be all care management groups. Deselect the groups you are not interested in. This list can be changed at any time in user preferences.



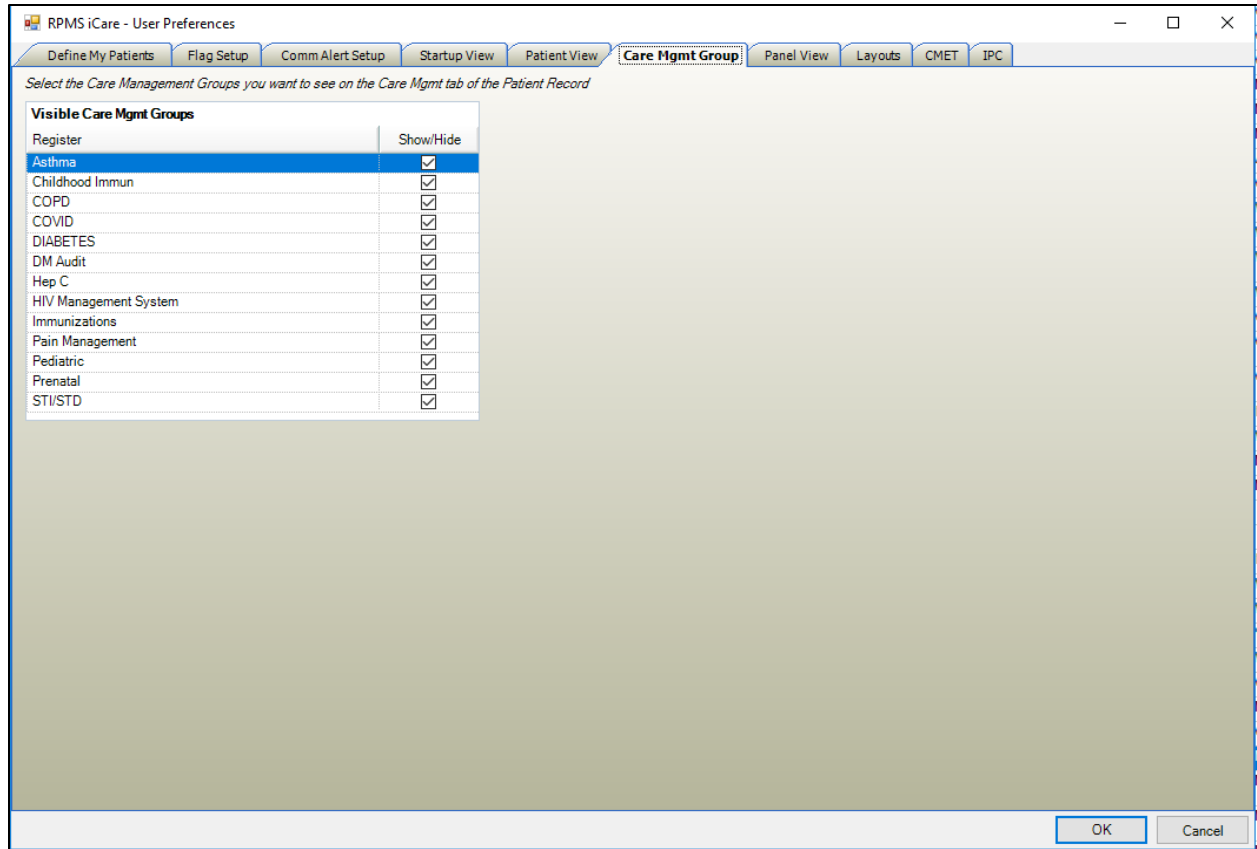


Figure 2-4: Care Mgmt Group selection

## 2.3 Panel View

The **Panel View** tab has a similar setup to the **Patient View** tab, where you can hide tabs that you do not need to see by deselecting the appropriate check boxes. Additionally, you can define which tabs you want to see when going into **Panel View** by selecting the appropriate starting tab. The default starting tab is **Patient List**.

**Note:** It is recommended to leave the tabs as is until you have used iCare and have a better idea of how you wish to adjust it.

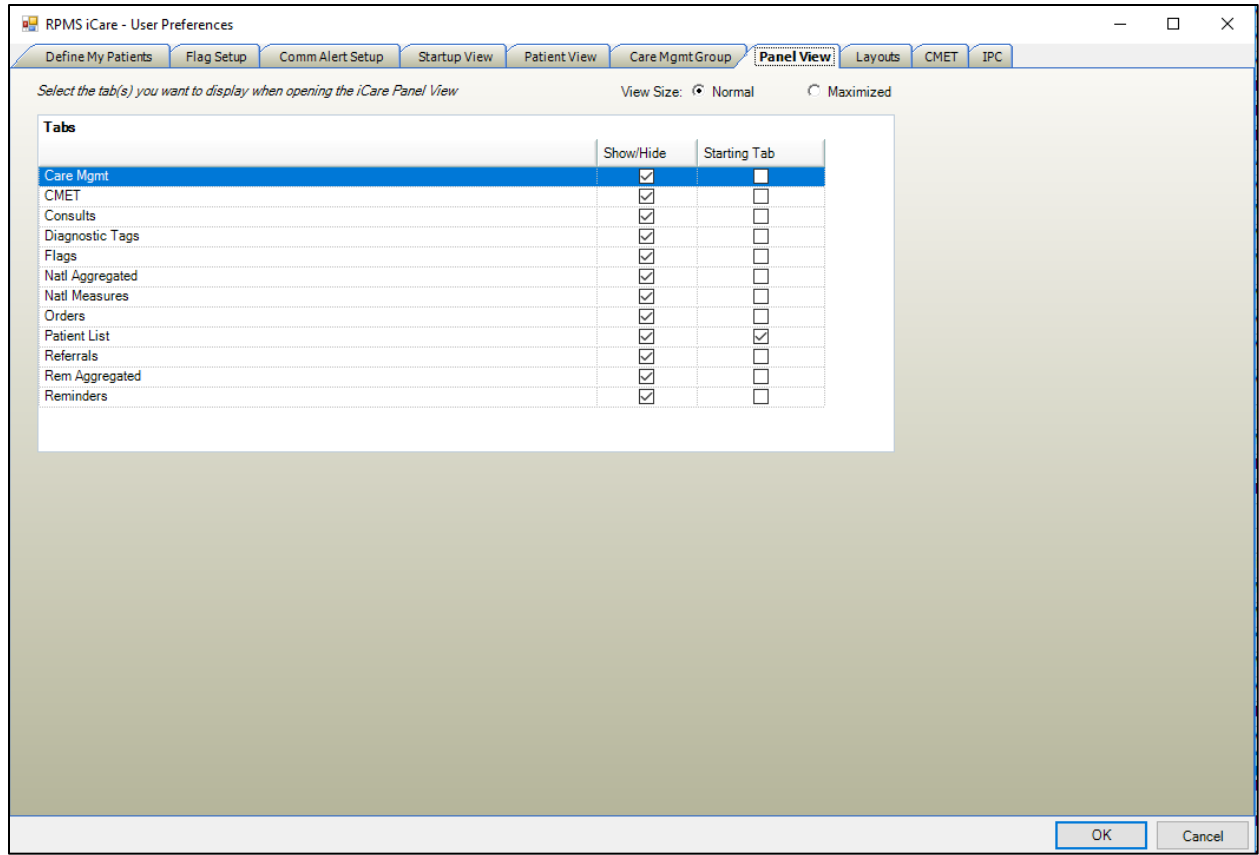


Figure 2-5: Panel View tab

The last three tabs, **Layouts**, **CMET**, and **IPC**, are advanced features in iCare. It is recommended that you attend the iCare Office Hours if you have any questions.

## 2.4 Layouts

The **Layout** tab has three columns of layout templates. These templates are divided based on the different groups (CMET, Care Mgmt, and Definition Details). When you first access the **Layouts** tab, the default layout template will be selected. As you create panels and customize your layout templates, you can identify the templates you would like to set as your preference.

**Note:** It is recommended to leave the tabs as is until you have used iCare and have a better idea of how you wish to adjust it.

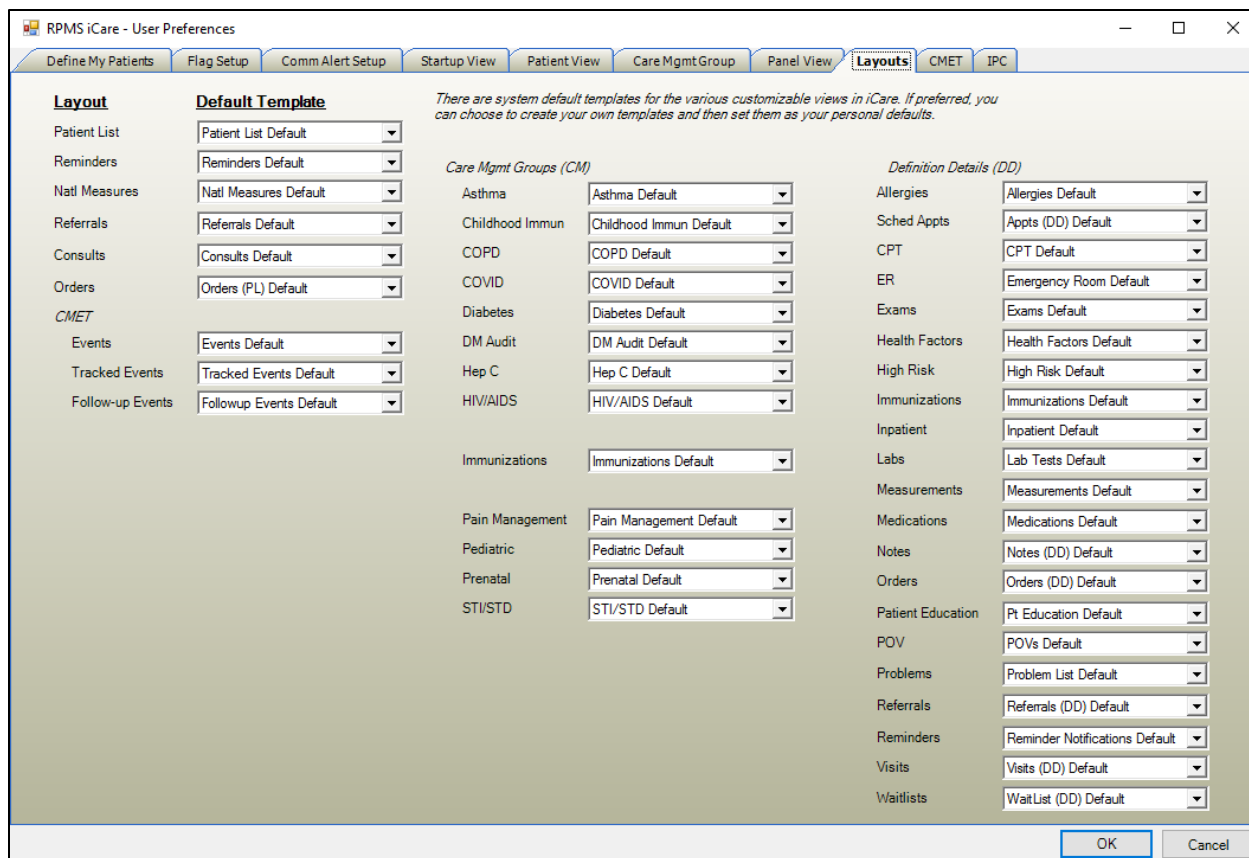


Figure 2-6: Layouts tab

## 2.5 CMET

The CMET tab is divided into two sub-tabs: **Main View** and **Panel View**. Main View is divided into three separate tabs: **Events**, **Tracked Events**, and **Follow-up Events**. Each of these tabs (Events, Tracked Events, and Follow-up Events) has a list of fields for which you can set default filters. Additionally, you can choose to collapse Tips and Filters displays. From the Panel View, there is only one tab for Events that is structured the same as the tabs under Main View. From here you can designate default filters for specific fields or you can choose to collapse Tips and Filters displays.

**Note:** It is recommended to leave the tabs as is until you have used iCare and have a better idea of how you wish to adjust it.

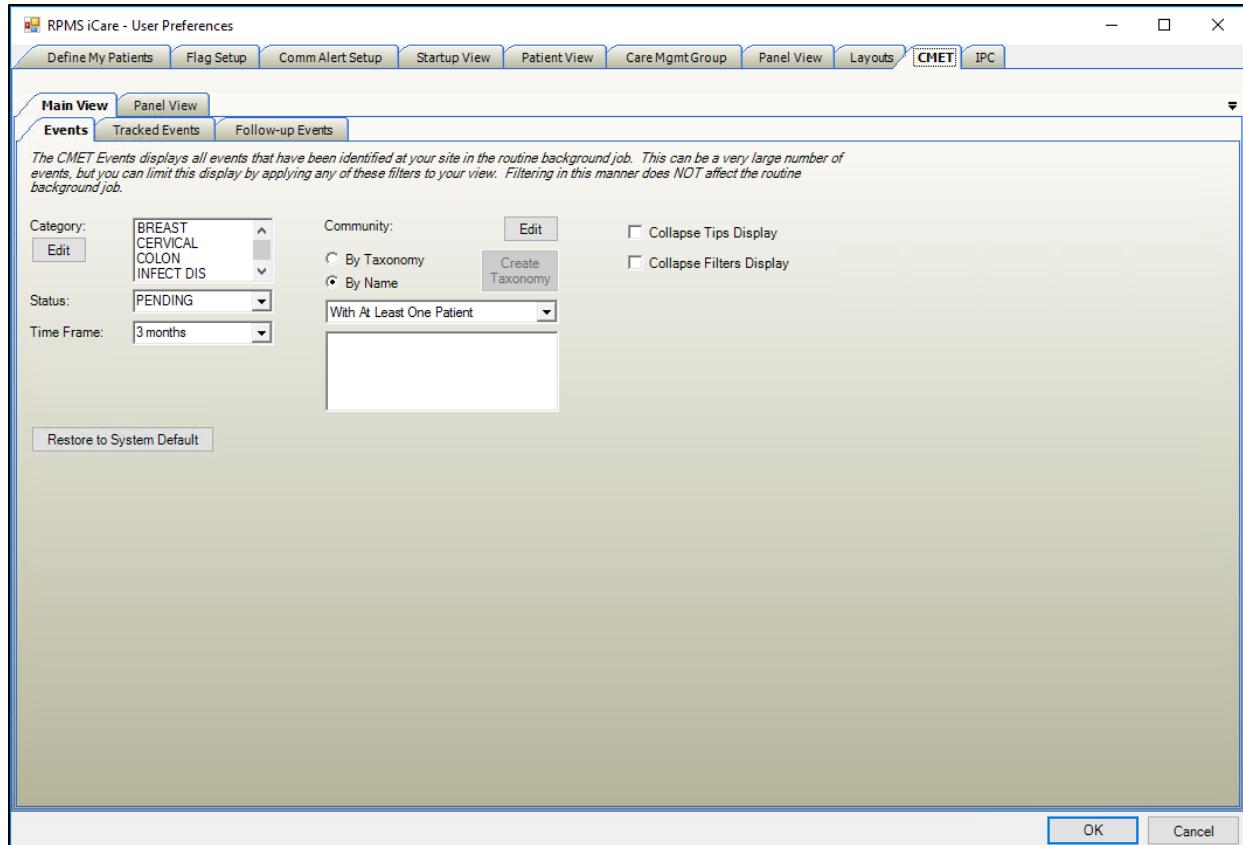


Figure 2-7: CMET tab

## 2.6 IPC

The IPC tab is broken into several additional tabs: **Patient Detail**, **Clinic Detail**, **Provider Aggregated**, **Facility Aggregated**, and **Team Aggregated**. These tabs have a similar setup to the CMET tab where you are able to set defaults to different fields and collapse the Tips and Filters displays.

**Note:** It is recommended to leave the tabs as is until you have used iCare and have a better idea of how you wish to adjust it.

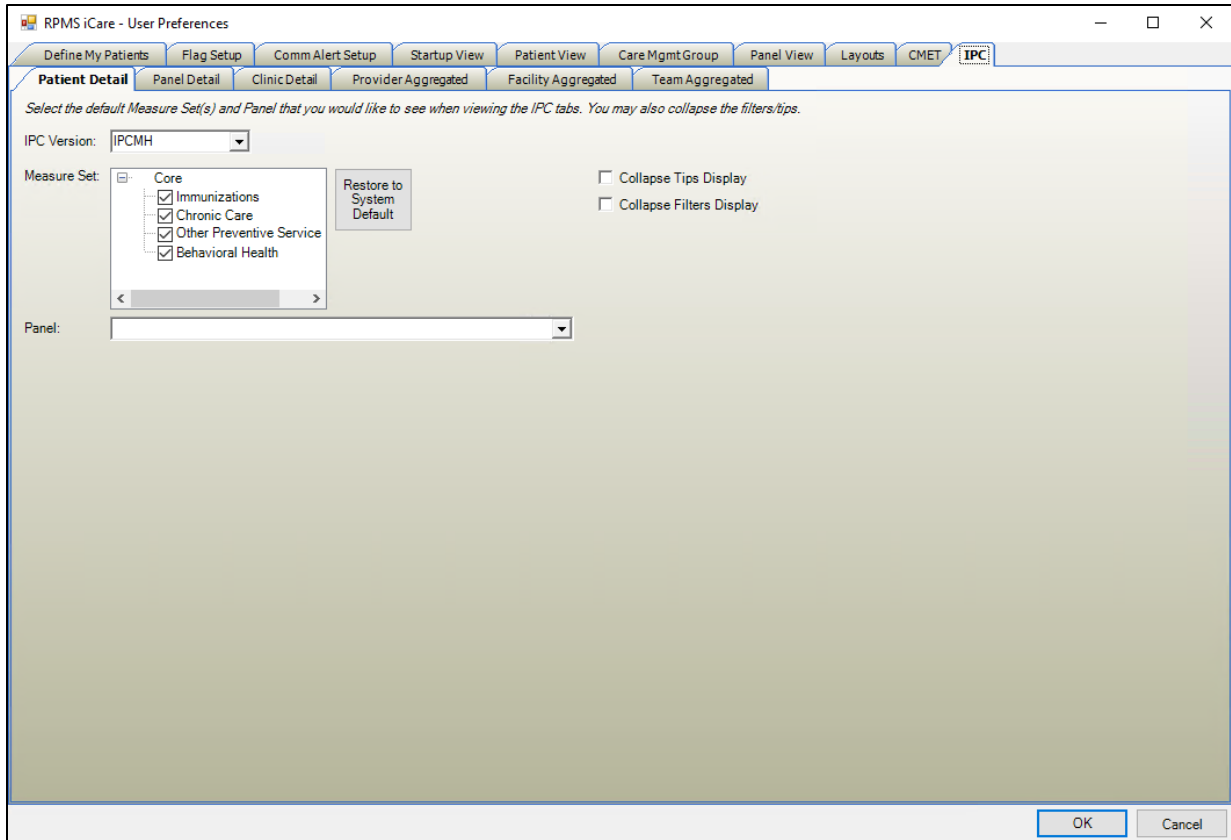


Figure 2-8: IPC tab

## Acronym List

Acronym	Meaning
AG	Patient Registration Namespace
AICD	IHS ICD/CPT Lookup & Grouper
AMQQ	Q-Man Namespace
APCD	PCC Data Entry Namespace
APCH	PCC Health Summary Namespace
ATX	Taxonomy Namespace
BAT	IHS Asthma Register Namespace
BDM	Diabetes Management System Namespace
BGP	IHS Clinical Reporting Namespace
BI	Immunization Namespace
BJPC	IHS PCC Suite Namespace
BKM	HIV Management System Namespace
BMC	Referred Care Info System Namespace
BMX	BMXNet
BQI	iCare Namespace
BUSA	IHS User Security Audit Namespace
CMET	Care Management Event Tracking
DI	VA FileMan
DSPM	DESIGNATED PROVIDER MGT SYSTEM
DX	Diagnosis Tags
GUI	Graphical User Interface
HIV	Human Immunodeficiency Virus
HMS	HIV Management System
IHS	Indian Health Service
IPC	Improving Patient Care Collaborative
KIDS	Kernel Installation and Distribution System
OIT	Office of Information and Technology
OS	Operating System
PC	Personal Computer
PCC	RPMS Patient Care Component
PCMH	Patient Centered Medical Home
PIMS	Patient Information Management System
RPMS	Resource and Patient Management System
SMS	Microsoft Systems Management Server

<b>Acronym</b>	<b>Meaning</b>
XB	IHS/VA Utilities Namespace
XU	VA Kernel Namespace

## Contact Information

If you have any questions or comments regarding this distribution, please contact the OIT Help Desk (IHS).

**Phone:** (888) 830-7280 (toll free)

**Web:** <https://www.ihs.gov/itsupport/>

**Email:** [itsupport@ihs.gov](mailto:itsupport@ihs.gov)