



## Office of Clinical Informatics

### Netsmart EHR Updates

## CareQuality Go-Live

On **Tuesday, March 26**, Northern Light Home Care and Hospice will implement **CareQuality** workflows. **CareQuality** is integrated with Netsmart (host mode) and will enhance and streamline the intake process with locating and accessing outside records more efficiently. These workflow changes will affect the NL HC&H Intake team.

**This change will impact clinical staff with respect to:**

**NL Pending Medications:** The process for adding pending medications will be more commonly available with this go-live. The steps to reconcile these medications will not change from current state.

### Education

To help you prepare, Clinical Informatics has developed a hybrid education strategy:

- **Part 1 – Video Education (to be completed by March 25, 2024)**
  - **Duration:** 3 minutes
  - **Content:** CareQuality Workflow
  - **URL:** [CareQuality](#)
- **Part 2 – Flyer Education**
  - **Flyer:** [CareQuality Flyer Education](#)

**IMPORTANT:** Online education must be completed before go-live on March 26.

Clinical Informatics – Please share this information with **NL HC&H Staff** and make this a topic of discussion in upcoming rounding.

[Please direct any questions to the Clinical Informatics team using this link.](#)

*This email has been sent via BCC to the following:*

#VNA-ALL CLINICAL – ALL LOCATIONS