

PHOENIXCARE EXACERBATION PROTOCOL

Assumptions

“Exacerbation Periods” will occur suddenly, require intensive management and will be time-limited.

Interventions will focus on assessment and immediate management of symptom

Follow-up (through QI process) will focus on causal factors

Intensity of Service: RN CM visit daily for three days

RN CM phone contact daily for 5 days

Goals

What should be accomplished within the Exacerbation Period time frame:

1. Implementation of patient-specific Emergency Response plan
2. Immediate skilled intervention to control symptom(s)
3. Once symptom has been controlled:
 - a. review of Emergency Response plan for continued appropriateness
 - b. review of patient self-monitoring program for continued appropriateness
 - c. assess new or continued educational needs of pt/family
4. Complete Exacerbation Review with team (QI process)
5. Communication to physician / MCO re exacerbation and management

Tools Required

- Medical Protocols (including pharmacological management) per disease category
- Emergency Management plan / orders
- Exacerbation Period documentation format (if different from routine format)
- Exacerbation Review documentation format (QI process)
- Physician / MCO communication format