



## Clock-in Assessment Tool (CAT) - FAQs Missouri and Massachusetts

### **WHO** uses the Clock-in Assessment Tool (CAT)?

- YOU do! Just take the call from the automated voice system and answer the questions about your client. That's it!
- Be sure to report accurately so Elara's Engage Team can intervene as appropriate.

### **WHAT** is CAT?

- CAT is an automated system that will capture your "yes" (select 1) or "no" (select 2) responses to a series of 6 questions about your client and any changes in condition they may be experiencing or if they have experienced a hospitalization, ER visit or fall since your last visit.
- An Elara Engage Team member will call you to confirm your answers in the automated system and will refer to your local branch or the Elara Check-In Team to make clinical interventions, as appropriate, based on your answers in CAT and your confirmation that the answers you selected during the CAT call are correct.

### **WHEN** do I receive the CAT call?

- You will receive the CAT call about 45 minutes into your shift. This is to provide you with an opportunity to observe your client and answer the 6 questions correctly about any changes in condition.
- If you miss the CAT call or if your client's condition changes after you have received the CAT call and answered the 6 questions, please call 1-855-722-0005(Missouri) and 1-866-721-0005 (Massachusetts) to report.

### **WHERE** will I be when the CAT call comes to my cell phone?

- You will be in your client's home when you receive the CAT call.
- You should not receive a CAT call outside of your client's service hours.

### **WHAT** pin do I use?

- It is the number you use to clock in and out using telephony:
  - For Missouri, it is the same as your Workday ID
  - For Massachusetts it is the same as your Arrow ID

### **WHY** should I comply with CAT?

- CAT is included in your client's Plan of Care - this means you need to answer the 6 questions every time you receive a CAT call - compliance with the Plan of Care is mandated.
- Report Changes In Condition (CIC) for your client to potentially prevent further health issues for your client and potentially prevent hospitalizations, ER visits, falls and medication issues
- Right thing to do to ensure the appropriate level of care for your client

### **HOW** does CAT work?

- CAT will accept your answers to the 6 questions and send an "alert" to Elara's Engage Team
- Elara's Engage Team will call you and possibly your client to verify the alert is accurate (to verify you didn't accidentally wrongly answer a question) and get more specific details
- If the alert is accurate, the Engage Team will do one of two things:
  - Forward the alert to your local branch team for appropriate intervention; or
  - Forward to the Elara Check-In Team to assess that the patient is receiving the appropriate level of care.

### **Summary**

- Your client(s) depend on you to help them and keep them safe.
- CAT is one tool in your toolbox to keep your client's safe and healthy in their own home.
- You are an important and valued member of the Elara Caring Team!