

# **Clock-in Assessment Tool (CAT) for Direct Care Workers – Missouri**

# Congratulations!

- You and your Potosi branch have been selected to participate in Elara's Clock-In Assessment Tool (CAT) program.
- You are a part of a pilot rollout that will begin on May 16, 2022.
- You will begin to receive CAT calls on your cell phone beginning May 16, 2022.
- The rest of the Missouri branches will implement the CAT Program beginning June 1, 2022.
- The information presented in this deck is intended to explain the CAT Program to you and answer any questions you may have.



# What Is CAT And Why Should I Use It?

- CAT is a health event and changes in condition reporting tool to provide support to you and your clients so that the client may remain safe and healthy in their home.
- You will complete a non-clinical assessment for your client during scheduled hours.
- Utilizing an Interactive Voice Response (IVR) program, you have immediate access to report any health events and/or changes in condition as reported by your clients.
- The ElaraConnect Engage team will evaluate each CAT alert in real time to coordinate interventions, assess the need for skilled or hospice services and notify the client's Case Manager or Care Coordinator.

# How Does the CAT Process Work?

- You will receive a CAT call about 45 minutes into your shift. This will allow you time to observe your client and any changes in condition they may report to you.
- Accept the call and enter your PIN.
- You will be asked six questions (listed on the next slide) about your client.
- You will press “1” if the answer to the question is yes and “2” if the answer to the question is no.
- Any yes answers alert the system to deposit the client’s data in the CAT Platform.
- If you miss the CAT call or if the client’s condition changes after the call is complete, you may call 1-855-722-0005 to report any changes in condition. This ensures that the client’s condition is reported for appropriate follow-up from the ElaraConnect Engage team.
- If you have questions and need to speak directly to a person, please call you local branch and speak with your Care Coordinator.

# Six Questions Presented To You During the CAT Call

Question	Category
1. Since your last visit, does your consumer report a recent unreported fall?	Acknowledgement
2. Since your last visit, has your consumer reported visiting the emergency room or being admitted to the hospital?	Acknowledgement
3. Since your last visit, does your consumer report increased or new pain, numbness or dizziness?	Change in Condition
4. Since your last visit, does your consumer report experiencing any of the following symptoms: fever or chills, vomiting, diarrhea, increase or decrease in urination or loss of appetite?	Change in Condition
5. Since your last visit, does your consumer report any new skin breakdown, discoloration, rashes or burns?	Change in Condition
6. Since your last visit does your consumer report experiencing any new behavioral changes like loneliness, sadness, or distress?	Change in Condition

# What Resources Are Available to Me about CAT?

- Your Care Coordinator or Branch Director
- ElaraCare (Blink) contains CAT resources in the HUB
  - Frequently Asked Questions (FAQs)
  - Informational flier for you about the CAT Program
  - CAT Video

# Questions

