Care Plan Troubleshooting

Last Modified on 07/28/2021 11:10 am EDT

Version 14.19

About

This article will serve as a guide to troubleshoot common Care Plan issues.

Troubleshooting Common Care Plan Issues

Issue	Solution
No patients listed as qualified	Care Plan may not be activated.
Care Plan works, but qualified patients are not showing as eligible	Check formatting of Trigger conditions. May not be formatted correctly. Remember to only use single quotes.
Popup: Patient enrolled in a Care Plan they are not currently qualified for	They may no longer meet one of the Care Plan triggers.
Item definition incorrect error	Action SQL statement of Care Plan Item Type is incorrect.
Action item appears on Care Plan, but the result does not	Action SQL is not pointing to the correct item such as a lab or survey. Check the LOINC. Result is not entered in result field (values in the note field will not show on care plan).
Care Plan Item continues to appear on Care Plan even though the patient is not the appropriate age	Check the Recall Schedule. Begin dates or Recurrence Rule may be incorrect. Define the age in recurrence rule rather than the in the Trigger.

Care Plan Item Type SQL Formatting Conventions

Condition	Example
Exact Match: you only want one specific item.	='Asthma Control Test (ACT), Ages 12 and over'
IN LIST: any item in the list will return data contained in the CQM List item. There may be more than one type of item such as different cholesterol tests that could be ordered.	IN (:CQM_LIST_LOINC_TOTAL_CHOLESTEROL)
IN List: any item in the defined list will return data You want to return data for any item in the list such as either type of ADHD visit.	IN ('ADHD Maintenance VISIT - No Issues','ADHD Maintenance VISIT - Issues')
Like: query will look for data that contains these letters anywhere in the word/s	like'%SPIRO%'
Like: query will look for data that ends with these letters	like'%SPIRO'
Like: query will look for data that begins with these letters	like'SPIRO%'

Trigger Condition Formatting Rules

Condition	Value
Is equal to/is not equal to	'active'
Is in list	'406506008','76039005','35253001', '7461003
Greater than or equal to: **No Quotes!**	6
Less than or equal to: **No Quotes!**	10
Contains: **No Quotes!**	441899004

Additional Quote Rules:

- Always use single quotes
- If creating a list use single quotes at the beginning and end of each item in the list separated by a comma- no spaces.

Version 14.10

Overview

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> ⓘ If one-on-one assistance is required, visit our **Training Page** to request additional training.