



Alsatian Development, LLC

Design Document

PROJECT OVERVIEW

Project Name	EVV CHOICES Time Keeping
Project Summary	A small home health care agency is working to address incorrect timekeeping practices of caregivers for TennCare CHOICES clients.
Target Audience	The target audience for this project consists of the Home Health Care Agency Caregivers who have limited to no access to personal desktop or laptop computers. Typically, the caregivers have a high school diploma or GED and work 20-40 hours per week in client homes. There are no licensed/skilled clinical staff, Non-Medical care only and there are no dedicated field supervisors.
Performance Goal	Clock in and out of the TennCare CHOICES system at the start and end of each visit to a CHOICES client.
Delivery Format	Performance Support solution, such as a Lanyard/Wallet card.

LEARNING OBJECTIVES

1. Use EVV correctly at the start and end of each client visit.
2. Complete documentation in real time or immediately after.

CONTENT OUTLINE

Performance Support Material	Format: Lanyard or Wallet Card Content: Front of Card Starting a Visit • Login to the Carebridge mobile app. • View your Schedule screen to see your appointments for the day. • Tap Check-in when you arrive at the client's home. • Select the correct appointment from the list and tap Confirm to clock in. Back of Card Ending a Visit • Tap Check-Out when the appointment concludes.
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- Mark assigned tasks as completed or note if the client refused.
- Complete any required health observation questions.
- Have the client verify the visit by signing on the screen.
- Tap Confirm and Done to finalize the visit log.

Assets Needed: Home Health Care Agency logo

FURTHER RECOMMENDATIONS

In addition to the primary solution of Performance Support, providing something caregivers can use in a client's home, we recommend a multi-layered approach.

1. **Find ways to “anchor” the desired behavior.** Make it part of the job to be done. “Documentation is completed before you leave the client’s home.”
 - a. Reinforce this with clear expectations in onboarding and caregiver communications.
 - b. Position this as part of Care Delivery, not just “admin” work.
 - c.
2. **Develop a scenario-based Microlearning activity** – not just theory, use realistic situations. Solution should be no more than 5-7 minutes, mobile-friendly and focused on decisions NOT definitions.
 - a. “You’re running behind – what do you do?”
 - b. “EVV didn’t register – what’s the correct NEXT step?”
 - c.
3. **Generate lightweight accountability** given the lack of field supervision – Use Data. Make the impact visible, so caregivers can see cause and effect.
 - a. Generate a weekly or monthly caregiver-level EVV compliance report.
 - b. Simple system:
 - i. Green = Compliant
 - ii. Yellow = Minor Issues
 - iii. Red = Repeated Errors
 - c. Targeted follow ups with those who are NOT complaint.
 - d.
4. **Create a “measurement” plan**, since you typically get what you measure. See example below, *with fictional data*.

Metric	Baseline (Current)	Target (Future)
EVV Compliance at Point of Care	75%	>95%
Same-day documentation completion	64%	>90%
Visits requiring correction	10%	<5%
Claim denial rate	10%	<5%
Admin rework time	8 hrs/wk	<4 hrs/wk