

CareSync: Case Manager

Decision-Support Dashboard (V2)

User: Lasha T. | Role: Case Manager | Current Shift: 08:00 - 16:00

Active Caseload: 34 | High-Risk Patients: 12 ⚠️ (Approaching 1:10 SAMHSA limit)

Zone 1: Critical Action Required

Immediate clinical outreach required for missed timelines and active defaults.

Patient	Alert & Status	Actions
John D. High Risk	72+ Hour Post-Discharge Window Missed 96 hours elapsed. Unreachable.	- Log Contact Attempt - Escalate to immediate police welfare check - Notify Consultant
Maria S. High Risk	High-Risk Default Missed 7-Day TCU appointment yesterday at 14:00.	- Initiate 3x Protocol - Verify Attendance
Sam T. Moderate Risk	Missing Attendance Record EHR does not show attendance for scheduled follow-up.	Call Next of Kin (NOK) to verify private clinic attendance

Zone 2: System Bottlenecks

Escalation required for stalled administrative workflows.

Patient	Alert & Status	Actions
Alex J. Moderate Risk	Urgent Triage Pending (26h) Waiting on MD approval for an emergency buffer slot. Exceeds 24-hour limit.	• Escalate to Clinic Lead • Manual Slot Override
David K. High Risk	Urgent Triage Pending (14h) Waiting on Attending Physician approval.	• Send MD Reminder
Emily R. High Risk	Consecutive Defaults The patient missed 3 consecutive appointments.	• Send patient chart to Consultant for default review

Zone 3: Caseload Health & Holding Patterns

Patients require system verification to maintain care continuity.

Patient	Alert & Status	Actions
Sarah L.	Holding Pattern	• Cross-Check NEHR

Patient	Alert & Status	Actions
Low Risk	Discharged 3 days ago. No future TCU scheduled in EPIC.	● Schedule Patient Call
Robert W. Moderate Risk	Upcoming Milestone The 6-month monitoring period ends in 4 days.	● Review Step-Down to CT