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1. General Information

1.1. Target Audience

This manual is intended for the Practice Administrators and Clinicians.

1.2. Document Conventions

**Footnotes**
- Footnotes provide supplementary information about a specific item at the end of the page (Figure 1).
- The text corresponding to the superscript number is placed at the bottom of the page (Figure 2).

**Hyperlinks**
- Hyperlinks are used to locate an explanation related to a specific topic that is placed at another location within the document.

**Images**
- All the images and values are for representation purposes only.

1.3. Browser Compatibility

<table>
<thead>
<tr>
<th>Supported Web Browser</th>
<th>Version Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chrome</td>
<td>75.0 and 2 earlier versions</td>
</tr>
<tr>
<td>Mozilla</td>
<td>66.0 and 2 earlier versions</td>
</tr>
<tr>
<td>Internet Explorer</td>
<td>11.0 and 2 earlier versions</td>
</tr>
</tbody>
</table>

*Use the same credentials you use to access the Registry dashboard.*
2. Logging into ABFM

To access ABFM dashboard, follow the below steps:

1. Enter your Registry credentials on the legacy login page.

2. Click **Login**.
   
   *This opens the Legacy Dashboard.*

3. Click **2019 Dashboard**¹ link in the Registry dashboard (Figure 3).
   
   *The 2019 ABFM dashboard opens in a new tab.*

4. From the left navigation bar, select the **Care Gap**² icon (Figure 4).
   
   *The Care Gap dashboard page opens.*

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¹ The 2019 dashboard link is present at the top-right corner of every page of the legacy dashboard.

² It is the sixth option in the left navigation pane.
3. CARE GAP - MODULE SUMMARY

The Care Gap module identifies the discrepancy between recommended best practices and the care that is actually provided to the patient. It raises awareness among clinicians about the value of identifying and closing gaps in patient care. Closing gaps in care improves the quality scores of clinicians and helps them build a quality improvement strategy by identifying, tracking, and closing the gaps in care for patients.

3.1. About Care Gap Dashboard

The module helps clinicians identify gaps in care, increase the quality of care, avoid penalty, and improve the performance going forward. However, the measure gaps cannot be closed through this module. The module comprises of three filter fields: practice, clinician and patient name/MRN.

![Figure 5: Care Gap Dashboard](image)

**Action Required on the page:**
1. Select the relevant practice and clinician from the drop-down (Figure 5).
2. Search for a patient\(^3\) based on the patient's name or MRN.

**Key Notes**

The drop-down function differs based on user role.

**Practice Drop-down:**
- **Multi-Practice Administrator User**
  - Displays all the practices that the user is authorized for and can select the practice of choice.
- **Single Practice Administrator User or Clinician**
  - Own practice is displayed and cannot be changed.

**Clinician Drop-down:**
By default, the clinician drop-down displays All, which refers to all clinicians within the selected practice.
- **Multi-Practice Administrator and Single Practice Administrator**
  - Displays all the clinicians under the selected practice and can select the clinician of choice.
- **Clinician**
  - Cannot select or change own display.

---

\(^3\) Only patients who had visited the clinician and fulfilling the search criteria are displayed.
3.2. Care Gap

Care gap can be retrieved for a selected patient at two levels: for all clinicians associated with the patient or for a single clinician.

The retrieved care gap data (if available) displays the most recent patient visit as default. To view other visits with a care gap, select any other previous visit date from the drop-down.

3.2.1. All Clinicians

All clinicians option displays care gap of all the clinicians associated with the selected patient.

Key Notes
- All Clinician option,
  - Appointment date and time drop-down will enlist all the clinicians the patient had visited and the respective visit dates in descending order (most recent visit to old visit).

Action Required:
1. Select All in the clinician field (Figure 6).
2. Search for a patient using patient's name or MRN.

Note: A message 'No Care Gap Found' is displayed if there is no caregap associated with the selected patient visit.

4 Only patients who had visited the clinician and fulfil the search criteria are displayed.
3.2.2. Specific Clinician

A specific clinician option displays the care gap corresponding to the visit(s) associated with the selected patient.

<table>
<thead>
<tr>
<th>Caregap</th>
<th>Practice: 65501789 - A Demo Practice 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinician</td>
<td>10001 - Demo Patient</td>
</tr>
<tr>
<td>Male</td>
<td>2019-01-12</td>
</tr>
<tr>
<td>Appointment Date &amp; Time</td>
<td></td>
</tr>
<tr>
<td>2019-01-01 00:06:00 (Clinician 1)</td>
<td></td>
</tr>
<tr>
<td>2019-01-01 00:06:00 (Clinician 1)</td>
<td></td>
</tr>
<tr>
<td>2018-01-01 13:01:00 (Clinician 1)</td>
<td></td>
</tr>
<tr>
<td>2018-01-14 05:01:00 (Clinician 1)</td>
<td></td>
</tr>
</tbody>
</table>

Key Notes
- Clinician option,
  - Appointment date and time drop-down will enlist all the dates in descending order (most recent to old) on which the patient had visited the clinician.

Action Required:
1. Select the required clinician in the clinician field (Figure 7).
2. Search for the patient using patient name or MRN.

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5 Only patients who had visited the clinician and fulfill the search criteria are displayed.
3.3. About Care Gap

The identified care gap describes measure conditions that have **met** and **not met** the required care criteria for the treatment given to the patient.

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**Key Notes**

- Care gap is a view-only display.
- The name of the measure identified as **Not Met** is displayed near the top.
- If a visit has multiple care gaps with multiple measures, these will be displayed sequentially.
- Care gaps are displayed at the element level, i.e. the phase of the treatment containing the gap.
- Even if one element of the measure is not fulfilled, the measure is marked as a **Not Met** measure.
- The care gap at element level is color-coded.
  - Red text indicates a **Not Met** criteria
  - Green text indicates a **Met** criteria.

**Note:** The identified gap in care cannot be closed from this module.