CONDUENT

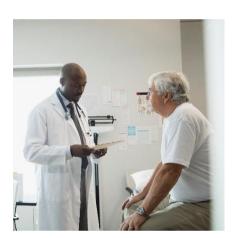# Midas Health Analytics Solutions

Care Management – Improving Patient Safety and Quality Management

The Midas Care Management system is a medical management tool that helps establish and maintain a cost-effective work environment.

Every day it helps more than 2,500 hospitals across the country translate data into meaningful information: information they can use to improve performance.

Midas Care Management features customizable modules designed to meet your core business needs. It supports data collection and reporting for both large healthcare corporations as well as individual community hospitals.

Encompassing the disciplines of case management, quality improvement and risk reduction, Midas Care Management enables users to share and report data across your organization. You can incorporate data from your existing information systems with Midas Care Management data, using otherwise disparate data to track and trend performance over time.

Your data collection is not limited to hard-coded data entry forms. You can create your own custom data collection tools with the Midas Focus Study module.

Together with its flexible data collection capabilities, Midas Care Management features two exclusive reporting tools: Midas SmarTrack™ and Midas ReporTrack™.

Midas SmarTrack™ enables you to define performance measures from any of thousands of data elements. You can assemble these indicators into department custom reports, worksheets and documents.

The system is comprehensive, powerful and user-friendly. Rules-based worklists make managing daily activities easy. Dictionary-driven fields promote efficient data entry. You can build an environment in which you decide how to manage your work and organize your information.

Community Care Management

- Manage high-risk, community-based and in-patient populations with complete flexibility
- User-defined assessments and simultaneous problem identification initiate a case management episode
- Create an individualized patient care plan worksheet that includes goals, outcomes and interventions to meet Joint Commission requirements
- Report goals, outcomes, interventions and productivity by case manager or episode type
- Track referral sources, and track patient status and needs

Key Features and Benefits

Hospital Case Management

- Review a daily worklist with patients assigned by a variety of parameters such as facility, location, room number, physician or payer
- Automate the referral process, including physician referrals
- Track and report certified, denied, avoidable and grace days within the patient's stay
- Initiate discharge planning and post-discharge placement with integration to Curaspan Health Group's eDischarge
- Define letter using data fields and send them to patients, physicians or payers
- Manage the denial appeals process by tracking all process steps

Risk Management

- Enter risk occurrences online through brow ser- based forms
- Risk entries can immediately trigger user-defined Worklist Rules for notification, follow -up and reporting
- Email alerts w hen occurrences have been added to a Worklist
- Trend data by location, shift or any other data elements

Quality Management

- Quality events, review er comments and the significance of the outcome to the patient are attributed to multiple physicians, medical staff specialties and services
- Track the review process simultaneously through multiple committees to final resolution
- Question and comment templates for physician review are user-defined to facilitate the peer review process

Infection Control

- Create Worklist Rules to identify patients w ho are re-admitted to the facility w ith a history of high-risk infections
- Link infections to surgical procedures from prior encounters
- Calculates NHSN scores automatically
- Use optional lab interface of culture results that can be used for automated Worklist notification
- Automatically calculate days at risk for central line and ventilator-associated infections

Focus Study

- Define a study for a clinical diagnosis, procedure or aspect of care on a patient or a health plan member
- Customize clinical studies, and monitoring of nursing and physician quality of care issues
- Develop a SmarTrack Rule to have the softw are search the database for patients w ho qualify for your focus study
- Design the content and flow of your ow n data collection forms
- Enter data directly into Midas Care Management or remotely using w eb-based data entry w ith optional user authentication
- Define the data entry experience w ith customizable rules, including skip logic, default values and response validation

Clinical Documentation Improvement

- Record initial, w orking and goal DRGs, along w ith related diagnoses and procedures
- Automate provider query tracking
- Generate disease-specific queries using
- Document generation
- Quantify program performance using metrics such as provider response rates and comparisons betw een initial and final DRG relative w eights

About Conduent

Conduent is the world's largest provider of diversified business process services with leading capabilities in transaction processing, automation, analytics and constituent experience. We work with both government and commercial customers in assisting them to deliver quality services to the people they serve.

We manage interactions with patients and the insured for a significant portion of the U.S. healthcare industry. We're the customer interface for large segments of the technology industry. And, we're the operational and processing partner of choice for public transportation systems around the world.

Whether it's digital payments, claims processing, benefit administration, automated tolling, customer care or distributed learning – Conduent manages and modernizes these interactions to create value for both our clients and their constituents. Learn more at **www.conduent.com**

Contact Us

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SmarTrack™ Worklists

- Define rule-based listings of patients and tasks for daily operations and communication between staff and management, including instructions for each task
- Automatic follow-up reminders and new patient notifications
- Build rules to notify users via email when a patient has
- qualified for their Worklist

SmarTrack™ Indicators and Profiles

- Calculate values using any combination of entry fields
- Combine values to produce profile reports for departmental review and the physician reappointment process
- Create Profiles, trend data and graph by month, quarter, semiannually or annually by calendar or fiscal year
- Trend Profile data by payer, diagnosis, procedure, DRG or many other database fields
- Dynamically launch data into graphical and spreadsheet software for more detailed analysis and data manipulation

ReporTrack™

- Sophisticated reports without using a third-party application
- Automatic data structure linking and visual tools for manual linking
- Output to screen, printer, text file, Microsoft® Excel® or HTML
- User-defined formulas enable you to make calculations from field data and can be used as selection criteria

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