

# Midas Care Management



Measure and manage risk, quality and compliance to improve patient outcomes.

Coordinating care, evaluating and demonstrating quality, identifying risks and monitoring compliance — they all require data. Gathering and analyzing this data from multiple sources and systems is challenging, yet they're all key to improving patient outcomes and delivering a positive experience. In today's complex healthcare ecosystems with mergers and acquisitions, consolidating and normalizing this data across an enterprise is even more difficult.

Midas Care Management, part of the symplr Quality Suite, enables health systems to simplify data gathering, collaboration, and reporting to manage quality, patient safety, and risk. With Care Management, data is aggregated and normalized in real time to provide a holistic view of quality and risk across your entire organization. You can create customizable workflows and reporting to track and trend adverse patient events by facility, location, event type, and other contributing factors. Access to quality reporting in real time empowers health systems to improve their readiness and performance on Joint Commission (TJC) audits.

With Care Management, you can follow your patients across their continuum of care and use data-driven insights to improve their patient outcomes.

Midas Care Management is comprehensive and includes:

## Quality Management

Monitor and improve quality in real time to elevate care and outcomes

## Risk Management

Gain a holistic view of risk across your organization.

## Hospital and Community Case Management

Facilitate care across the continuum with an entirely electronic workflow.

Together, Midas offers an integrated quality, safety and risk solution that improves both hospital and overall continuum of care workflow efficiency and patient care

The Quality Management (QM) module empowers healthcare teams to make data-driven decisions. It helps them to efficiently identify indications for intervention, analyze undesirable outcomes during treatment, assess functionality after intervention and recognize opportunities for improvement within the Peer Review process.

## How It Works

The QM module includes electronic data collection forms and templates that allow for quick and timely entry of quality events on the spot. That way, complete documentation is available, with peer-supported evidence to support key actions and decisions that are made along the continuum of patient care. Since the data is added and accessible in real time, physicians can track, trend and produce reports using up-to-the-minute patient and clinical data. The module also allows providers to customize reports to meet legal and regulatory requirements that vary based on state or situational specifications.

## Capabilities

### Automate Data Entry

Enable entry of quality events data and outcome data through a real-time platform.

### Track Activities

Identify and track provider-attributed events and cases to resolution.

### Manage Through Chain of Command

Define and document the steps and reviews through multiple individuals, services and committees to final disposition of peer review process.

### Ensure Compliance

Adherence to federal and state regulatory requirements, organizational policies and procedures and FPPE/ OPPE credentialing.

### Monitor Against Key Quality Measures

- Care delivery by a provider
- Undesirable outcomes during treatment
- Appropriateness of interventions taken
- Mortality and morbidity review initiatives

The Risk Management module is an automated and efficient risk event data collection, reporting and analysis tool that provides users with a holistic view of risk across their organization. Patient or non-patient occurrences such as safety events, medication errors, falls, equipment concerns and near misses can be easily documented using customizable forms. They can then be attributed to individual physicians, employees and hospital departments for tracking through a referral process.

## How It Works

The Risk Management module uses shared tools and electronic incident reporting to deliver a comprehensive view of risk events across an organization, helping to improve processes, quality and efficiency. Specific areas of risk management such as patient relations, claims, workers compensation and employee health are addressed in separate sub-modules within our Risk Management module, each with the ability to create user-defined fields for supplemental data collection

## Capabilities

### Risk Event Management

Supports patient relations, claims, workers compensation and employee health management.

### Consolidated View

Consolidates data from multiple sources to produce robust reports that generate actionable outcomes.

### Advanced Reporting

Delivers unparalleled customization and reports on demand.

### Trend Tracking

Enables organization to track and trend adverse patient safety and patient relations events by facility, location, event type, and many other data elements.

## EMR Event Linking

Midas's web-based application, EMR Event Linking, allows front-line staff to report patient safety events and patient experiences quickly and easily through EMR Event Linking. This integration capability eliminates the need for additional patient lookup and reduces the number of screens users must open to complete event reports. Our EMR Event Linking automatically populates many required fields with data from the EMR, streamlining the workflow, and empowering staff to spend less time entering patient data and more time caring for patients.

### Seamless Integration

Integrates with the Quality Management and Risk Management modules in Care Management. Integration with the Quality Management module avoids duplicate entry. The use of the Patient Relations sub-module in Risk Management seamlessly captures electronic incident reporting, streamlining the patient relations workflow and providing insights through data trending.

### Remote Data Entry (RDE)

Provides for incident and event reporting through the hospital intranet to increase reporting of incidents and events while decreasing the time needed for entry.

The Case Management module provides users with a centralized dashboard tool that seamlessly integrates electronic health records, physician advisor referrals, medical necessity products and discharge placement for efficient reporting and documentation. It supports both hospital-based and continuum-wide case management tools and task management.

## How It Works

The Case Management module allows care coordinators to streamline their approach regarding daily to-do items. An assortment of user-friendly tools ease the way for case management teams, who are provided checklists with reminders to complete actionable tasks, helping standardize processes and assisting newer case managers. Automated workflows help you focus on subjective items and improve your daily operational efficiency. Midas Care Management can capture and synthesize data to support timely decisions. The module spans the entire case management life cycle:

- Admission/continued-stay reviews
- Utilization review
- Physician advisors
- Discharge planning
- Risk assessments
- Transitions of care
- Clinical documentation improvement
- Denial management
- Community-based patient populations

## Capabilities

The Case Management module offers an out-of-the-box type implementation using our best practice workflow, or customize to support existing workflows, processes and changing documentation needs.

**Automate case assignment** based on prioritization and rules logic such as facility, location, room, service, payer and more.

**Identify notifications** for real-time updates, early intervention, or changing data that impacts clinical decision-making.

**Tailor notifications** based on past history such as chronic disease or risk assessment.

**Make additions or modifications** to dictionaries, forms, user fields, and reports.

**Stay on top of changes** or requirements necessary for regulatory or governmental agencies.

**Standard reporting capabilities**, or tailor your own, for insights on average length of stay (ALOS), geometric mean length of stay (GLOS), readmission rate, physician query rate and case mix.

**Track variances by department or provider** and drill down deeper to investigate and document root causes.

## Third Party Decision Support Integration

We connect with and support the use of third-party software including:

### Evidence-Based Care Guidelines

- Change Healthcare® – InterQual Connect™ and AutoReview™
- MCG Health® – CareWebQI™ and Indicia™

### Physician Advisor Referrals

- Optum® EHR™

### Discharge Placement

- CarePort® powered by WellSky® – CarePort Discharge

# Strengthen Decision-Making: Harness the Full Spectrum of Your Data



As symplr is the leader in healthcare operations, we harness the power of data gathered from affiliated systems to enhance our patient safety, quality of care and risk management capabilities. We offer integration which lets caregivers spend less time completing event reports and more time at the bedside in several ways.

## Benefits

Reap the benefits of the Midas Care Management product family:

- Improves the quality and safety of patient care
- Enhances patient safety reporting culture
- Improved, standardized clinical communications across multiple organizations
- Reduce risk of claims from workers compensation or malpractice
- Improves readiness for and performance on The Joint Commission (TJC) audits
- Increases employee productivity with seamless integration
- Supports standardization and like processes across the organization
- Ensures regulatory compliance for mandatory reporting to CMS and FDA
- Identifies trends from patient feedback to drive organizational process improvements
- Enhance hospital profitability through more efficient and effective patient care and workflow efficiency