Midas Care Management

Midas — now a part of symplr

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 from multiple sources and systems, and they're all key to the patient experience. With the right technology, you can expertly manage today's complex healthcare ecosystem to deliver better patient experiences. And better outcomes.

Midas Care Management software, from symplr, ignites efficiency in daily healthcare operations. As a user, you can synthesize data from multiple sources, track and trend performance over time, simplify collaboration and reporting and deepen data insights. It's a solid foundation for better decision-making and improved patient outcomes.

Midas Care Management is comprehensive and includes:

Midas Quality Management – Monitor and improve quality in real time to elevate care and outcomes

Midas Risk Management – Gain a holistic view of risk across your organization.

Midas 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*

Midas Quality Management

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

Midas Risk Management

The Midas 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 Midas 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

Seamless integration: Integrates with Quality Management module to avoid duplicate entry. And the use of Patient Relations sub-module seamlessly captures electronic incident reporting, streamlining the patient experience workflow and providing insights through data trending

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

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

Midas Hospital and Community Case Management

Midas 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 Midas 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.

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.

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.

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® – CareWebQITM and Indicia™

- *Physician Advisor Referrals*
  - Optum® EHR™

- *Discharge Placement*
  - CarePort® powered by WellSky® – CarePort Discharge

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