Hospital Case Management
Concurrent Review Integration
with InterQual Criteria

Monday, June 3, 2:30 pm

This joint presentation will review integration between Midas+ Care Management and McKesson’s CareEnhance Review Manager Enterprise (CERM e). Attendees will hear from a McKesson representative how best to use InterQual Criteria to deliver optimal outcomes. The new data integration points included in Care Management v2012 as well as enhanced reporting and worklist features will also be reviewed.

Presented By:

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Hospital Case Management Concurrent Review Integration with InterQual Criteria

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22nd Annual Midas+ User Symposium

Agenda

**Midas+**
- Midas+ & InterQual Integration Implementation
- Midas+ v2012 Integration Enhancements
- Reporting

**McKesson**
- InterQual Clinical Enhancements For 2013
- Level of Care (LOC) and Care Planning 2013 Enhancements
- New Horizons For Hospital Providers

**Integrated Product Demo**
Implementation

- Contract directly with McKesson
  - Provide education & implementation services
- Install InterQual CareEnhance Review Manager Enterprise (CERMe)
- Address Site Parameters
- Associated Fees
  - Contact your Account Manager

Site Parameters

<table>
<thead>
<tr>
<th>Site Parameter</th>
<th>Option</th>
<th>Default</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTERQUAL?</td>
<td>Y or N</td>
<td>N</td>
<td>Choose Y to enable an InterQual product and display the InterQual tab in HCM Concurrent Review. Choose N to disable an InterQual product and hide the InterQual tab in HCM Concurrent Review.</td>
</tr>
<tr>
<td>INTERQUAL URL</td>
<td>URL</td>
<td>blank</td>
<td>Enter the URL of the CERMe server, including port. This is a pointer to the location of the CERMe server. Configure with server name: <a href="http://servername:nn/rm">http://servername:nn/rm</a> or IP address: <a href="http://10.123.45.56:nn/rm">http://10.123.45.56:nn/rm</a> (where nn is the optional port number)</td>
</tr>
</tbody>
</table>
Review Criteria Assignment

Multiple-facility Single-server Organizations

For those organizations that have multiple facilities that use a single server, a special function lets you customize which criteria sets (Millman, MCAP, and InterQual) are displayed. Use the Review Criteria Assignment function to display or hide the criteria set tabs on the HCM Concurrent Review form for each facility.

Note: The Review Criteria Assignment function only appears in the Function menu if you have a multiple-facility, single-server organization. This function is controlled in your Site Parameter setup.

Validation

CareEnhance Review Manager Enterprise (CERMe)

- Clients are notified by McKesson when the annual update is ready for release containing the following
  - For those customers utilizing CERMe in an integrated manner, please confer with your Alliance Partner or host application manager prior to applying the update.
- Midas+ performs validation on the new version
- Clients are notified when validation is completed & it is OK to proceed with updating InterQual
- Validation process takes no longer than 1-2 weeks
InterQual® 2012 & Midas+ v2011 Integration

Concurrent Review InterQual Integration

- InterQual Tab modifications
  - Limited discrete field display to Criteria Subset & Criteria Status
  - Entire text of the InterQual review is displayed
  - Eliminated Display Review Results Button
- Maintained current discrete fields for reporting
- Changed label for ‘Criteria Set’ to ‘Product’
- Added 4 new discrete fields for reporting
  - InterQual Criteria Subset (dictionary)
  - InterQual Priority (dictionary)
  - InterQual Review Status (dictionary)
  - InterQual Outcome (dictionary)
InterQual Launch Default Parameters

- Products – LOC: Acute Adult
- Content Versions – Current
- Categories – All Categories

Concurrent Review – v2012
Concurrent Review – Discrete Fields

Worksheet Template Definition

Detailed = Entire Review

Brief = Product; Criteria Subset and Criteria Status
Worklist Display Options

Authorization

Worksheet Template Definition for Authorization offers the same Brief and Detailed options as seen in Concurrent Review
HCM Concurrent Review History

Comments

Reporting

SmarTrack - Qualifying Variables
### SmarTrack Profile

**Hospital Case Management Data**

<table>
<thead>
<tr>
<th></th>
<th>Jan 2013</th>
<th>Feb 2013</th>
<th>Mar 2013</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Discharges</td>
<td>265</td>
<td>330</td>
<td>312</td>
<td>907</td>
</tr>
<tr>
<td>Total Reviews Completed</td>
<td>300</td>
<td>385</td>
<td>340</td>
<td>1025</td>
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<tr>
<td>Reviews with Criteria Status = Met</td>
<td>212</td>
<td>260</td>
<td>198</td>
<td>670</td>
</tr>
<tr>
<td>Acute Met</td>
<td>63</td>
<td>102</td>
<td>74</td>
<td>239</td>
</tr>
<tr>
<td>Intermediate Met</td>
<td>35</td>
<td>41</td>
<td>29</td>
<td>105</td>
</tr>
<tr>
<td>Critical Met</td>
<td>46</td>
<td>50</td>
<td>35</td>
<td>131</td>
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<tr>
<td>Observation Met</td>
<td>52</td>
<td>47</td>
<td>42</td>
<td>141</td>
</tr>
<tr>
<td>Newborn Level I Met</td>
<td>16</td>
<td>20</td>
<td>18</td>
<td>54</td>
</tr>
<tr>
<td>Reviews with Criteria Status = Not Met</td>
<td>8</td>
<td>10</td>
<td>5</td>
<td>23</td>
</tr>
<tr>
<td>Commercial</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>5</td>
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<tr>
<td>Medicare</td>
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<td>9</td>
<td>2</td>
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<tr>
<td>Medicaid</td>
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<td>0</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

### Reporting

**ReporTrack Fields**

```
Module/Dct:  
- HOM Concurrent Review
- HOM Conc- Concurrent Reviews

Fields:  
- InterQual CERMe Version
- InterQual Criteria Status
- InterQual Criteria Subset...
- InterQual Discharge Status
- InterQual Intensity Status
- InterQual Outcome...
- InterQual Priority...
- InterQual Product...
- InterQual Review ID
- InterQual Review Status...
- InterQual Review Type...
- InterQual Severity Status
- INTERQUAL_RESULTS_COL
```
## ReporTrack – Days to 1st Review

<table>
<thead>
<tr>
<th>Reviewer</th>
<th>Rev. Loc.</th>
<th>Patient</th>
<th>Principal Payer Type</th>
<th>Admit Date</th>
<th>Review Date</th>
<th>Criteria Status</th>
<th>Days to 1st Rev</th>
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<tbody>
<tr>
<td>Barnes, Jennifer</td>
<td>35E</td>
<td>Cavanaugh, Ross</td>
<td>Medicare</td>
<td>3/1/2013</td>
<td>3/1/2013</td>
<td>Acute Met</td>
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</tr>
<tr>
<td>Barnes, Jennifer</td>
<td>35E</td>
<td>Martin, Lucille</td>
<td>Commercial</td>
<td>3/6/2013</td>
<td>3/6/2013</td>
<td>Critical Met</td>
<td>0</td>
</tr>
<tr>
<td>Barnes, Jennifer</td>
<td>35E</td>
<td>Quesada, Adeline</td>
<td>Commercial</td>
<td>1/15/2013</td>
<td>1/15/2013</td>
<td>Observation Met</td>
<td>0</td>
</tr>
<tr>
<td>Barnes, Jennifer</td>
<td>41E</td>
<td>Cisneros, Christina</td>
<td>Commercial</td>
<td>2/2/2013</td>
<td>2/3/2013</td>
<td>Observation Met</td>
<td>1</td>
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<tr>
<td>Barnes, Jennifer</td>
<td>41W</td>
<td>Quesada, Adeline</td>
<td>Commercial</td>
<td>2/12/2013</td>
<td>2/12/2013</td>
<td>Acute Met</td>
<td>1</td>
</tr>
<tr>
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<td>Quesada, Adeline</td>
<td>Commercial</td>
<td>1/5/2013</td>
<td>1/5/2013</td>
<td>Acute Met</td>
<td>2</td>
</tr>
<tr>
<td>Bradford, Martha</td>
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<td>Valenzuela, Enrique</td>
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<td>1/15/2013</td>
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<td>Elmer, Alice</td>
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<td>1/15/2013</td>
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<td>Intermediate Met</td>
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<td>Bradford, Martha</td>
<td>39E</td>
<td>Emby, John</td>
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<td>1/11/2013</td>
<td>1/11/2013</td>
<td>Intermediate Met</td>
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<tr>
<td>Bradford, Martha</td>
<td>33E</td>
<td>Elmer, Alice</td>
<td>Medicare</td>
<td>2/23/2013</td>
<td>2/23/2013</td>
<td>Criteria Not Met</td>
<td>2</td>
</tr>
<tr>
<td>Bradford, Martha</td>
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<td>Quesada, Dolores</td>
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<td>1/13/2013</td>
<td>1/13/2013</td>
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<td>3</td>
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<td>Bradford, Martha</td>
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<td>Layton, Jason</td>
<td>Commercial</td>
<td>2/20/2013</td>
<td>2/20/2013</td>
<td>Newborn Level I Met</td>
<td>3</td>
</tr>
</tbody>
</table>
**Resources – On-line Help**

**InterQual Tab**

The InterQual tab is displayed only if your facility has a contract for the InterQual® CareEnhance™ Review Manager Enterprise (CERMe) product.

**Caution:** To avoid data loss, never install any new version of InterQual CERMe without first calling your Midas+ Service Manager.

The buttons on the InterQual tab are described as follows:

- Click **Generate Review** to launch the InterQual CERMe software and create an InterQual review for this case. To return to Care Management, click the **Save** button in the CERMe application. Your InterQual review automatically populates the Criteria Subset and Criteria Status fields on the top of the InterQual tab.

- Click **Edit Review** to launch the InterQual CERMe software and display an existing review. To return to Care Management, click the **Save** button in the CERMe application.

- Click **InterQual Book View** to access the criteria without opening a review. To return to Care Management, click the Close button (❌) in the upper-right corner of the title bar.

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**2013 InterQual Clinical Content**

![Image of medical professionals discussing charts]
2013 InterQual
Acute Level of Care (LOC) Enhancements

Acute Adult – LOC New Content

Criteria Subsets:
- Acetaminophen Overdose
- Acute Cholecystitis
- Acute Coronary Syndrome
- Anemia / Bleeding
- Antepartum / Postpartum
- Arrhythmia
- Asthma
- Carbon Monoxide Poisoning
- COPD
- Cystic Fibrosis
- Deep Vein Thrombosis
- Diabetes Mellitus
- Diabetic Ketoacidosis
- Epilepsy
- Extended Stay

- Gastrointestinal surgery
- General Medical
- General Surgical
- General Transplant
- General Trauma
- Heart Failure
- Hyperglycemic Hyperosmolar State
- Hypoglycemia
- Infection: CNS, Endocarditis, GI/GU/GYN, Musculoskeletal, Skin, Pneumonia
- Inflammatory Bowel Disease
- Pancreatitis
- Pulmonary Embolism
- Sickle Cell Crisis
- Stroke / TIA
Acute Pediatric – LOC New Content

**Criteria Subsets:**
- Acetaminophen Overdose
- Acute Cholecystitis
- Anemia / Bleeding
- Antepartum / Postpartum
- Asthma
- Bronchiolitis
- Carbon Monoxide Poisoning
- Cellulitis
- Croup
- Cystic Fibrosis
- Diabetes Mellitus
- Diabetic Ketoacidosis
- Epilepsy
- Extended Stay

- Failure to Thrive
- Gastroenteritis
- Gastrointestinal surgery
- General Medical
- General Surgical
- General Transplant
- General Trauma
- Hyperbilirubinemia
- Hypoglycemia
- Meningitis
- Nursery
- Pancreatitis
- Pneumonia
- Pyelonephritis
- Sickle Cell Crisis

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Acute LOC Highlights

- Tuberculosis (TB)
- *CRITERIA POINT: “Unconscious and DNR”*
- Pancreatitis
- Syncope
- Renal Insufficiency / Renal Failure
- Responder Enhancements to encompass Complications & Comorbidities
- Software Redirection & Benchmarking
Post-Acute LOC:
Accountable Care Organization (ACO) & Medical Home Management Considerations

- Long Term Acute Care (LTAC)
- Acute Rehab
- Sub-acute & Skilled Nursing
- Home Care
- Outpatient Rehab & Chiropractic
- Behavioral Health
Care Planning Enhancements

Procedures Content
Surgery Medical Necessity Documentation Protection
– Checklist now in Q & A format

Imaging Content
Diagnostic Trending  (Now in Q & A Format)
Coordinated Care Content
Complex Case Management

Assessment in Q & A format

- Content includes:
  - Base module (focused on barriers and common questions)
  - Condition focused modules
  - Case management module

- Modules “blend” together to create one streamlined, member-specific assessment

- Assessment results in a member-specific care plan with:
  - Goals (prioritized)
  - Barriers (problems)
  - Interventions
  - Instructions
  - Educational material to guide the care manager

Condition-focused modules (continued)

- Anxiety
- Asthma
- Bipolar Disorder
- Bone Marrow/Stem Cell Transplant
- Cancer
- Chronic Kidney Disease
- Chronic Pain
- Chronic Wound
- Coronary Artery Disease
- COPD
- CVA/TIA
- Depression
- Diabetes
- End of Life
- Hepatitis/Cirrhosis
- Heart Failure
- High Risk Pregnancy
- HIV/AIDS
- Hypertension
- Inflammatory Bowel Disease
- Low Back Pain
- Lupus
- Multiple Sclerosis
- Obesity
- Rheumatoid Arthritis
- Schizophrenia
- Solid Organ Transplant
- Substance Use
Progressing from Medical Necessity to Outcomes

Content Customization

with

InterQual Content Customization Tool (ICCT)

Automating InterQual Reviews Through Midas+ Integration

Product Demo

http://symsrv1/MidasWeb/Launch/Midas+.html
Thank you for attending.

Questions?

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