Product Enhancements

Care Management, Seeker, Comply, Clients Only and Support Center

Lois Gillette
Vice President, Midas+ Care Management

22nd Annual Midas+ User Symposium
Care Management & Seeker v2012

General Release
September 2013
Care Management
Version 2012 Priorities

- Secure Comments
- Mobile Devices
- System Performance
- Solutions Integration
- Caché SQL
Conversion to Caché SQL

• Seamless Conversion from KB SQL
• Improved Security Model
• Better Connectivity
• Paves the way for other enhancements
  – Document Lists/Checklists Reportable
  – Column Collections accessible in Formulas Library
System Performance
Interface Processing

Improve Interface MPI matching logic
- Reduces number of suspected duplicates
System Performance
SmarTrack Processing

Indicator-specific Processor settings for Nightly and Weekly Summary Jobs
System Performance
SmarTrack Processing

Enable optional Indicator Tuning for Weekly Summary Job
System Performance
SmarTrack Processing

Run multiple Indicator Summary jobs concurrently
- Weekly Background Job (SAN required)
- On-demand Processing
Improving the Efficiency of SmarTrack Processing

• Modified SmarTrack Definition Standard Report to display usage

• Standard Report to reflect the number of entries on a specified Worklist or all Worklists assigned to a specified user

• Utility that Midas+ can run upon request to identify duplicate Indicators and Worklist Rules

• Ability to delete Summary Data for Indicators designated as Inactive
Solutions Integration
Care Management and Live

- Single-click Navigation to Patient Clinical Data
- Seamless User Authentication
- SmarTrack Virtual Worklist Target that creates:
  - Custom Launch Pad View
  - Patient Card M+ Icon
Patient Detail View

### Hale, Jeanette

**Age/DOB:** 0 (05/31/2011)  
**Physician:** ZIBAS, LOU  
**Latest Dx:** PNEUMONIA, ORGANISM NOS  
**MRN:** 0000631569  
**Encounter:** 1108700703

**Room:** Bed:  
**Admit Date:** 05/31/2011 19:03:00  
**Admit Source:** Non health care source  
**Discharged:** 7/8/2011

#### Notes

No notes to display

#### Midas+ Live

**Clinical**

- CQM: ED (CQM)  
- CQM: VTE

**Care Management Rules**

- CQM - VTE  
- Encounters View

#### Encounter History

<table>
<thead>
<tr>
<th>Renal Function</th>
<th>Glycemic Control</th>
</tr>
</thead>
<tbody>
<tr>
<td>Renal Function</td>
<td></td>
</tr>
<tr>
<td>Vitals</td>
<td></td>
</tr>
<tr>
<td>Hb &amp; Hct</td>
<td></td>
</tr>
<tr>
<td>Pain Management</td>
<td></td>
</tr>
<tr>
<td>Anticoagulation</td>
<td></td>
</tr>
<tr>
<td>ACS Monitor</td>
<td></td>
</tr>
</tbody>
</table>

No data found
Interfacing

• Primary Care Physician added to **Encounter** Provider grid

<table>
<thead>
<tr>
<th>Provider Type</th>
<th>Provider Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ATTENDING PHYS</td>
<td>Jewett, Rudy</td>
</tr>
<tr>
<td>PRIMARY CARE</td>
<td>Bock, Marie</td>
</tr>
</tbody>
</table>

• Documents saved to Document List may be included in Outbound Interface

• Global Unique Identifier (GUID) created for each encounter
Home Page

- ‘Clients Only’ link will open an external browser window
- Automated authentication into Support Center
Enhanced Look & Color Palette
Patient Lookup

Option to display & select from list of last 50 encounters accessed

Bonus Enhancement based on client feedback at Symposium 2012
Improved Flow for Secure Comments

Even if Comments have been designated as Secure, upon initial entry text can be entered directly into the Comments box. No additional mouse clicks required.

--- 5/11/2012 02:30 PM by LOIS GILLETTE ---
Even if Comments have been designated as Secure, upon initial entry text can be entered directly into the Comments box. No additional mouse clicks required.

Clicking on the pencil icon opens a pop-up form that allows for viewing of previously entered Comments as well as entry of new Comments text.
Editing Secure Comments is permitted prior to Save

--- 5/11/2012 02:39 PM by LOIS GILLETTE ---
Clicking on the pencil icon opens a pop-up form that allows for viewing of previously entered Comments as well as entry of new Comments text.

--- 5/11/2012 02:30 PM by LOIS GILLETTE ---
Even if Comments have been designated as Secure, upon initial entry text can be entered directly into the Comments box. No additional mouse clicks required.

Prior to Saving the current episode entry the user is permitted to edit Comments previously entered during this session.
Append a Template using Icon, Button, or Right Click Menu
Secure Comments Edit Permission

- Care Management
- Registration
- Encounter
- SmarTrack Worklists
- Hospital Case Management
- Community Case Management
- Quality Management
- Infection Control
- Risk Management
- Focus Study
- Patient Explorer
- DataVision
- System Management
- Remote Data Entry Definition
- Reporting
- SYSTEM

- Files > Remove (button) - enable on File Link forms
- Secured Comments - allow editing

Seeker
System Administrator uses right-click to access Edit Secure Comments feature.
ReporTrack - Documents

• Previously unlinked Documents can be linked
• Existing Documents can have links modified
SmarTrack Indicator Definition

- Define Display Symbol for Rates
- Employee-based Access Function & Drill Down
Expose Focus Study grids as Indicator & Worklist Multiples to Monitor
SmarTrack Qualifying Conditions for

**Encounter: Days Since Previous**

**Encounter: Days Until Next**

- If: ENCOUNTER:Type:Type (Days Since Last)
  - Has Value: INPATIENT
  - Or: SHORT TERM
- And If: ENCOUNTER:ENCOUNTER TYPES:Days Since Last Encounter
  - Has Value: <30

![SmarTrack Qualifying Variables](image)
New in SmarTrack Definition

22 Qualifying Conditions

ENCOUNTER:DRG:ALOS
ENCOUNTER:DRG:GMLOS
INFECTION CONTROL:Surgery:Encounter Procedure
INFECTION CONTROL:Surgery:Encounter Procedure Attribution
PATIENT:Primary Care Physician:Group

40 Cross-tabs

EMPLOYEE HEALTH:ENVIRONMENTAL EXPOSURES:Location
EMPLOYEE HEALTH:ENVIRONMENTAL EXPOSURES:Environmental Exposure
ENCOUNTER:Admitting Physician:Default Service
ENCOUNTER:Admitting Physician:Default Specialty
ENCOUNTER:Next Outpatient Encounter:Location
ENCOUNTER:Previous Encounter:Location
ENCOUNTER:Previous Encounter:Attending Physician:Group

10 Sum Variables

ENCOUNTER:DRG:ALOS
ENCOUNTER:DRG:GMLOS
SmarTrack Worklist Display Options

Authorization - Date Authorized
A/D Days - Appeal Date Due
Encounter - Complaint (first occurring)
Encounter - Discharge Physician
Encounter - Primary Care Physician
Encounter - Day of Stay
Encounter - Length of Stay
Encounter - Current Length of Stay
Encounter - DRG Geometric Mean Length Of Stay (GMLOS)
Clinical Documentation Improvement

• Adding the diagnosis code to the CDI worksheet

• Adding HCM CDI fields to the Encounter file
  – Last Review Date
  – Last Query
    • Date
    • Response
    • Response Date
    • Type
Hospital Case Management

Initial Concurrent Review

• Automatically save Date/Time:
  – Initial Review first Qualified for Worklist
  – Initial Review first Saved (regardless of Status)
  – Initial Review first Saved with Status of Complete

• Compute Elapsed Time:
  – Admit to first Qualified for Worklist
  – Admit to first Saved (regardless of Status)
  – Admit to first Saved with Status of Complete
Hospital Case Management
Concurrent Reviews

• Review Time Tracking
  - Add Time field to General tab
  - Create virtual combined Date/Time field for reporting

• Referral Time Tracking
  - Add PA Time field
  - Add Disposition Date & Time fields
  - Create virtual combined Date/Time fields for reporting
  - Automatically compute elapsed time from PA Referral to Disposition
Hospital Case Management
InterQual Integration
HCM - Concurrent Review
InterQual Integration

• Modify InterQual Tab
  – Limit discrete field display to Criteria Subset and Criteria Status
  – Display entire text of the InterQual review
  – Eliminate Display Review Results Button

• Maintain current discrete fields for reporting

• Change label for ‘Criteria Set’ to ‘Product’

• Add 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
Concurrent Review
Concurrent Review
### Worksheet Template Definition

#### Detailed = Entire Review Content

<table>
<thead>
<tr>
<th>Product</th>
<th>Criteria Subset</th>
<th>Criteria Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOC: Acute Adult</td>
<td>COPD</td>
<td>Acute Met</td>
</tr>
</tbody>
</table>

**Criteria: Persistent dyspnea, 
- Short-acting beta-agonist 
- Arterial Po2 > 60mmHg, pH > 7.4 |

**Detailed Criteria: ACUTE, Both: |
- Persistent dyspnea, 
- Short-acting beta-agonist > 3 doses over <= 3h, > One: |
- Arterial Po2 > 60mmHg (5.3-7.3 kPa) and pH 7.48-7.49 |

**Brief Criteria:Bronchodilator (includes MDI with spacer) > 6x/24h |
- Corticosteroid (includes PO) |
- Oxygen to maintain O2 sat > 92% 
- Baseline Oximetry or blood gas |

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#### Brief = Product, Criteria Subset & Criteria Status

**Product: LOC: Acute Adult | Criteria Subset: COPD | Criteria Status: Acute Met |

**Brief Criteria:|
- Persistent dyspnea, 
- Short-acting beta-agonist > 3 doses over <= 3h, > One: |
- Arterial Po2 > 60mmHg (5.3-7.3 kPa) and pH 7.48-7.49 |

**Brief Criteria:Bronchodilator (includes MDI with spacer) > 6x/24h |
- Corticosteroid (includes PO) |
- Oxygen to maintain O2 sat > 92% 
- Baseline Oximetry or blood gas |
Worklist Display Options
Authorization

Authorization Entry - Millan, Lois

Authorization Services

<table>
<thead>
<tr>
<th>Authorization Service</th>
<th>Service Type</th>
<th>Start Date</th>
<th>End Date</th>
<th>Follow-up Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>8E0H30Z Acupuncture</td>
<td>Outpatient</td>
<td>5/31/2013</td>
<td>6/30/2013</td>
<td></td>
</tr>
</tbody>
</table>

Authorization Worksheet Template Definition

Description: InterQual

Print patient data? □
Print user fields? □
Print authorization data? □
Print authorized services data? □
Print authorized units? □
Print requested units? □
Print follow-up date? □
Print site? □
Print authorization parameters? □
Print comments? □
Print InterQual data - detailed? □
Print InterQual data - brief? □
Print confidentiality statement? □
Worksheet Title: Authorization Confirmation with InterQual Review
Milliman has a new name – MCG

Midas+ continues to support integration with both

- CareWebQI
- Static Web Content (no change in v2012)
MCG Static Web Integration

View the details for this guideline

Hospital-Acquired Pneumonia and Atelectasis: Common Complications and Conditions

- Prevention
- Clinical Indications for Inpatient Care
- Alternatives to Inpatient Care
- Hospital Care
- Discharge
- References
- Footnotes
- Codes
MCG CWQI Integration

- Grid display of selected Guidelines and key related values
- Content of Milliman Episode Summary will be saved in the Care Management database for display and reporting
- Enable Milliman content to be included in the HCM Worksheet or ReporTrack Document
HCM Concurrent Review
Milliman tab
Milliman CareWebQI Environment
### Concurrent Review Milliman tab

<table>
<thead>
<tr>
<th>Care Date</th>
<th>Guideline</th>
<th>GLOS</th>
<th>Document</th>
<th>Status</th>
<th>Care Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/29/2013</td>
<td>Heart Failure</td>
<td>A-2 (DS)</td>
<td>Clinical Indications for</td>
<td>Indications Met</td>
<td></td>
</tr>
</tbody>
</table>

**Aggregate Interface Note**

Case documented with CareWebQI and Milliman Care Guidelines

- Episode Status: In Primary Review
- Episode: 46BFBE155-BDF4-4B34-BF08-7B1E85EB031F
- Admit Date: 3/29/2013
- Requested Admit Date: (No Entry)
- Attending Provider: None, None
- Admitting Provider: None, None
- Primary Care Provider: (No Entry)
- Episode Type: (No Entry)
- Facility: Midas General Hospital
- Primary Reviewer: Staff MIDAS+, Staff MIDAS+
- Episode Created By: Staff MIDAS+, Staff MIDAS+ on 3/29/2013 9:57 PM GMT
- Most Recent Episode Editor: Cindy Gebremariam DEV, Cindy Gebremariam DEV on 4/5/2013 1:51 PM GMT
- Next Review Date: (No Entry)
- Episode Discharge By: (No Entry)
- Episode Discharge To: (No Entry)

**Episode Codes:** (none)

- Guideline 1 of 1 M-190 BLOS/GLOS A-2 (DS) Heart Failure
  [Version: Milliman Care Guidelines 17th Edition]
- Next Review Date: (No Entry)
- Added by: Staff MIDAS+, Staff MIDAS+ on 3/29/2013 9:57 PM GMT

**Clinical Indications for Admission to Inpatient Care**

- Status: Indications Met
- Most Recent Editor: Staff MIDAS+, Staff MIDAS+ Most Recent Date: 3/29/2013 9:58 PM GMT
  - (X) Admission is indicated by <b>1 or more</b> of the following (1) (2) (3)
  - (4): <b>(X) Cardiac arrhythmias of immediate concern</b>
Worksheet Template Definition

- CareWebQI clients should select:
  Print last completed Milliman guideline

- Static Web Content clients should select:
  Print Milliman History
Worklist Display Options

![SmarTrack Worklist Column Display](image)

- **Column**
  - CM-Plaintiff
  - CM-Served Date
  - CM-Type
  - CR-Care Date
  - CR-CWQI Care Day
  - CR-CWQI Document
  - CR-CWQI Guideline
  - CR-CWQI Status
  - CR-Date/Time Qualified
  - CR-DRG
  - CR-Dx Category
  - CR-HCM Dx
  - CR-HCM Px

- **Sort By:**
  - None
  - Ascending
  - Descending

- **Then By:**
  - None
  - Ascending
  - Descending

- **Incomplete Only:**
  - [ ]

**Preview:**

<table>
<thead>
<tr>
<th>Patient</th>
<th>Type</th>
<th>Status</th>
<th>Next Review</th>
<th>CR-CWQI Guid</th>
<th>CR-CWQI Stat</th>
</tr>
</thead>
</table>

**Drag right side of columns in preview grid to adjust column width.**
Milliman Variables available for Reporting

SmarTrack

ReporTrack
Remote Data Entry for Focus Studies, Risk Events and Patient Relations

• Stand-alone data Entry & Inquiry using iPad
  – Authenticated and non-authenticated users

• Patient Lookup for non-authenticated users will include Encounters from associated Facilities sharing a single database
  – Encounter Facility: MMC
  – Event Facility: MGH
Focus Studies and User Fields

- Encounter Admitting, Attending & Discharge Physician Variables added to Focus and User Field Rules

- Designate Comments as Secure in Focus Studies & User Fields
Focus Studies & User Fields

- Using Field Width, allow for grid to scroll horizontally
- Using Rule, make cell in grid conditionally mandatory
Focus Studies and User Fields

• Combined Date/Time variables added to Surgery User Fields for Elapsed Days/Time calculation
  – Surgery: Patient In & Out
  – Surgery: Anesthesia Start & Stop
  – Surgery: Surgery Start & Stop

• Combined Date/Time variables added to Microbiology Results User Fields for Elapsed Days/Time calculation
  – Microbiology Results: Collection
  – Microbiology Results: Received
  – Microbiology Results: Result Status
Focus Studies and User Fields

Enabled expanded Dictionary Lookup & Is Like Search

Excludes Remote Focus Entry
New Version Testing
Process Focus Study

• Distributed in Test area
• Reflects major enhancements that affect both functional users and System Managers
• Should be modified to match unique workflow
Toolkit Update

- Physician Advisor Referral Toolkits added
  - Executive Health Resources
  - Accretive Health

- MDRO and Clostridium Difficile added to CLABSI/CAUTI Toolkit
  - Includes both Lab Identification or Clinical Surveillance reporting options

- **Midas+ Solutions** (PSO Toolkit) named one of the winners of the Office of the National Coordinator (ONC) for Health Information Technology’s Health 2.0 Developer Challenge
Midas+ Solutions
Seeker
Revised Function Menu
ReporTrack Utility

[Image of a software interface showing options for viewing, renaming, and exporting ReporTrack reports and documents, with a focus on the Convert Seeker Documents function and an example of documents to convert.]
Solutions Integration
Seeker and Statit
Physician Profile & Review Integration

• Button added to Provider Organization record to display provider’s current performance profile

• Links added to Staff Membership grid, Profiles tab to launch the provider’s Review History entries
Statit Physician Profile & Review Launch Button
Statit Physician Profile & Review
Current Profile

Profile for Gray, Thomas
FACILITY: Christopher Memorial Hospital
SPECIALTY: HOSPITAL MEDICINE

<table>
<thead>
<tr>
<th>Status</th>
<th>Indicator</th>
<th>My Score</th>
<th>Peers Score</th>
<th>Target</th>
<th>SPC Alert</th>
<th>Current Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>A - Volume and Acuity</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Acuity Level - Attending</td>
<td>1.5</td>
<td>1.5</td>
<td>1.4</td>
<td></td>
<td>Q4 2009</td>
</tr>
<tr>
<td></td>
<td>Inpatient Volume</td>
<td></td>
<td></td>
<td>n/a</td>
<td></td>
<td>Q4 2009</td>
</tr>
<tr>
<td>B - Patient Care</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Major Complication Mortality Rate (%)</td>
<td>50.00</td>
<td>23.97</td>
<td>10.00</td>
<td></td>
<td>Q4 2009</td>
</tr>
<tr>
<td></td>
<td>Major Complication Rate</td>
<td>7.47</td>
<td>5.35</td>
<td>n/a</td>
<td></td>
<td>Q4 2009</td>
</tr>
<tr>
<td></td>
<td>Mortality Rate (%)</td>
<td>6.22</td>
<td>3.48</td>
<td>1.50</td>
<td></td>
<td>Q4 2009</td>
</tr>
<tr>
<td>C - Medical and Clinical Knowledge</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Peer Review OFI</td>
<td>0</td>
<td>0</td>
<td>n/a</td>
<td></td>
<td>Q2 2012</td>
</tr>
<tr>
<td></td>
<td>Quality Issues</td>
<td>n/a</td>
<td>3</td>
<td>0</td>
<td></td>
<td>Q4 2008</td>
</tr>
</tbody>
</table>
Midas+ Solutions
Comply
Recent Enhancements

• **Integration with Midas+ Statit piMD**
  – Leverage Indicators & Scorecards from any Statit data source (Midas+ or non-Midas+) for various compliance requirements and corrective action plans

• **Added two new compliance requirement sets**
  - DNV (Det Norske Veritas)
  - TJC FSA (Focused Standards Assessment)

• **Virtual Worklist Integration**
  – Ability to send event specific information from Midas+ Care Management Risk and Patient Relations for Root Cause Analysis
Upcoming Enhancements

• Single screen entry for ‘My Audits’
• Enhanced features of Microsoft Excel export
• Additional prebuilt audit templates
• Monthly, on-line educational sessions
Midas+ Solutions
Clients Only Website and Support Center
Clients Only Website
Improved User Experience

• Standardized layout
• Use of web-design best practices to improve the page load speed
• Consistent navigation elements throughout
• Consistent functionality across all site sections
New Homepage Design
Standard Layout and Consistent Navigation

Welcome to the Midas+ User Symposium. This page features a standard layout with consistent navigation. The navigation includes Home, Support, Training, User Documentation, Webinars/Education, and Administration. Under the Training section, there are courses available, including an at-a-glance view, training material, and classroom evaluations.

Required plug-ins for Midas+ v7.0 or v6.3 include the TSCC Codec, Macromedia Authorware, and Midas+ v7.1 eLearning modules. Adobe Flash Player version 7 or later is required to display content.

Training courses are available through this section, offering courses related to the product in different modalities:

- Classroom Training
- Live Web-based Training
- Self-paced E-learning
- Gold Partnership Training

We offer hands-on training classes regularly at our Midas+ Corporate Training Facility in Tucson, Arizona, as well as partnering with third-party software training facilities for regional training throughout the United States. These regional training locations are selected based on the prioritization of clients and accessibility to airports, restaurants, and lodging. We strive to provide a variety of classes across different regions of the country to make training more accessible and effective for attendees.
Training At-a-Glance

• E-Learning (Self-paced courses)
• My Events (Classroom and Live Web-based courses)
• Events History (Classroom and Live Web-based courses)

Training Material Library

• Course Material available for a limited period of time
Training At-A-Glance
Support Center
Visual Enhancements

Consistent with the new design for the Clients Only Website
Support Center
Functional Enhancements

- Provide a more intuitive workflow to submit a support request or an enhancement request
- Save draft entries for later submission
- Introduction of new technologies to improve the user experience by changing the behavior of certain controls
  - Capture the backspace event to prevent data loss in the forms
Questions?

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