



Optimize Care Transitions with ICW Solutions

Harness the Power of Collaborative Care Delivery
based on an Integrated HIE Solution



connect.

manage.

personalize.



ICW Solutions optimize Collaborative Care Delivery

“Coordination of patient care throughout the course of treatment and across various sites of care helps to ensure appropriate follow-up treatment, minimize the risk of error, and prevent complications. Failure to properly coordinate and integrate care raises the costs of treatment, undermines delivery of appropriate, effective care, and puts patients’ safety at risk.”

Stated in The Commonwealth Fund’s first National Scorecard Report

The pursuit of population health and value-based care is reviving the business case for organizations to join or build health information exchanges. Now more than ever providers need accurate and complete patient data to effectively manage chronic care populations and attain incentive payments; this means healthcare organizations must have the ability to capture their own data as well as that of their affiliates and competitors. Health information exchanges just became an essential for providers looking to succeed in the fee-for-value era.

Second generation HIEs, must deliver advanced capabilities to connect with any type of caregiver or system and manage transactions between them with multi-directional exchange. At the same time, they must empower caregivers with workflow-enhancing tools for care coordination and alerts and notifications.

HIE is much more complex than a three-letter acronym. Most people think of HIE as a bucket of data with a portal attached. But value-based care requires intricate care coordination across multiple settings with providers who may or may not be part of the same organization and who are on a broad spectrum of technology adoption – or have nothing at all.

ICW Health Information Exchange and ICW Care Coordination work in harmony to deliver sound integrated workflow management, not just information access. They connect the dots in the delivery, coordination and sharing of relevant patient health information in order to make better informed medical and treatment decision. They provide not just inherent HIE capabilities, but content, context and workflow that lets providers collaborate and coordinate care in a secure professional network.

Who needs Collaborative Coordinated Care?

ICW Solutions are the right fit for Integrated Delivery Networks, Health Systems, Hospitals, HIEs, ACOs, Clinical Integration Networks and Patient-Centered Medical Homes. Essentially, any healthcare organization involved in patient care coordination will benefit from the potential created through the advanced, HIE integrated, ICW Care Coordination solution.



Improving Care Coordination to Achieve the Triple Aim

Even within large healthcare organizations, care coordination is often poor. In the fragmented medical communities where most care is delivered, coordination among unrelated healthcare providers is rudimentary or nonexistent. And, while both secure e-mail and patient portals have been around for some time, physicians and patients are still not routinely exchanging information electronically.

What all of this leads to is tremendous waste, suboptimal outcomes of care, and higher-than-necessary costs. It has been estimated, for example, that 10 percent of direct care costs could be saved if the patients with the most poorly coordinated care were better managed.



↓ Decrease
Healthcare
Costs



↑ Improve
Population
Health



↑ Enhance
Care for the
Individual

The challenges of care coordination reflect the fragmentation of the system and the counterproductive financial incentives of healthcare providers. Among the main barriers to better coordination are:

- the tendency of many patients to seek care from multiple providers without having a personal physician engage them as they move across care settings
- poor communication between hospital physicians and ambulatory-care providers; slow or no communication between inpatient and outpatient providers
- inadequate exchange of information between referring doctors and specialists
- lack of financial incentives for care coordination
- insufficient staff in primary care offices to do care coordination and suboptimal use of health information technology.

Data-driven tools must enable population-based decision-making, facilitate patient tracking, and provide the data to ensure that practices are meeting their clinical goals for patients. Physicians, care coordinators, and their teams must be empowered with solutions that allow them to track patients as they interact with other elements of the health care system and to monitor their clinical progress over time.



ICW Solutions optimize Collaborative Care Delivery

ICW's HIT Building Blocks provide the bigger picture required for Optimal Collaborative Care Delivery

Enabling seamless care transitions between providers, care specialists and nursing facilities necessitates having a shared view of the patient information available to all involved. Moreover, using that bigger picture as a base, at every care transition point reliable and effective solutions need to ensure that no patient falls through the cracks of location, system or organizational boundaries.

ICW Care Coordination

Collaborative care delivery that optimizes transitions of care, plans and manages hospital discharges to reduce readmissions and reduces network leakage caused by out-of-network referrals.

Closed Loop Referral Management

When it comes to ensuring proper continuity of care for patients, the timely and accurate processing of referrals is critical. With ICW Care Coordination by connecting clinicians with the information they need — when, where and how they need it — Referral Management transforms the onerous, bureaucratic, paper-shuffling referral process into a disciplined and effective workflow that:

- Increase patient compliance with recommended care regimens
- Create a streamlined, patient-centric accountability process for tracking referrals among diverse healthcare entities—from hospitals, HIEs and IDNs to physician practices, pharmacies, external labs and imaging centers
- Ensure that no referrals get lost and that patients receive their treatment in a timely manner by end-to-end referral status tracking
- Improve workflow efficiency with an automated process that eliminates paperwork, redundant data entry and unnecessary phone calls
- Ensure interoperability with external systems via IHE XDW or by secure e-mail
- Track approval process
- Increase accuracy and speed of referral processing

ICW's integration of Care Coordination with ICW HIE also supports to streamline the management of patient flows, keep patients within the network and get insights into referral patterns and trends.

- Reduce referral leakage by offering a comprehensive and up to date directory of provider network membership information which makes it easy for referring providers to find in-network specialists
- Streamline specialist workflow by providing relevant clinical data as attachments to the referral
- Reduce no-shows with automated patient reminders
- Get analytical insights into referral patterns, patient flows and process KPIs to better understand where the money goes

Discharge Management

Optimizes planning and coordination of care transitions and reduces preventable readmissions:

- Identify high risk patients upon hospital admission
- Notify discharge managers, PCP and family caregivers about hospitalization and ED visits
- Assess a patient's individual needs for post-discharge care
- Plan post-discharge appointments with PCP, specialists, home care and other providers during hospital stay
- Establish a post-discharge care plan and share it with the entire care team
- Facilitate the transition from hospital to ambulatory care
- Enable PCMH by involving home stay patients to track progress on activities related to discharge tasks

ICW's Master Patient Index (MPI)

Having the right patient data, at the right place, at the right time is the goal of any HIE. This starts with accurately capturing and coordinating a patient's identity across multiple disparate organizations. If the information presented at the point of care is matched with the wrong patient, it is not only unusable, it is also dangerous for the patient.

ICW Health Information Exchange (HIE)

ICW provides a comprehensive solution for integrating patient health information in complex and disparate environments. With standards-based interoperability and a user-friendly interface, ICW breaks down information silos, fosters clinician and patient adoption, and demonstrates real value to providers and healthcare organizations. ICW Health Information Exchange aggregates clinical information from multiple Electronic Health Records (EHR) and care settings across organizations, communities or states, and combines it with claims data to provide a comprehensive longitudinal patient record. When providers and care coordinators have more information at their fingertips, they are able to make better-informed decisions to treat and engage their patients.

Quick access to relevant information – available immediately via a provider web portal

Thanks to the ICW HIE web-based portal interface, access to the comprehensive unified longitudinal patient record is convenient and available in near real-time to the user immediately.

- Dashboard: Recent activities at a glance – new messages, notifications about new clinical information, user-specific patient lists
- Overview: Gives a quick summary of a patient's most recent clinical data and documents
- Consolidated patient medical history and dedicated views for documents, images, and medical data such as problems, medications, allergies, vital signs, procedures, immunizations and lab results

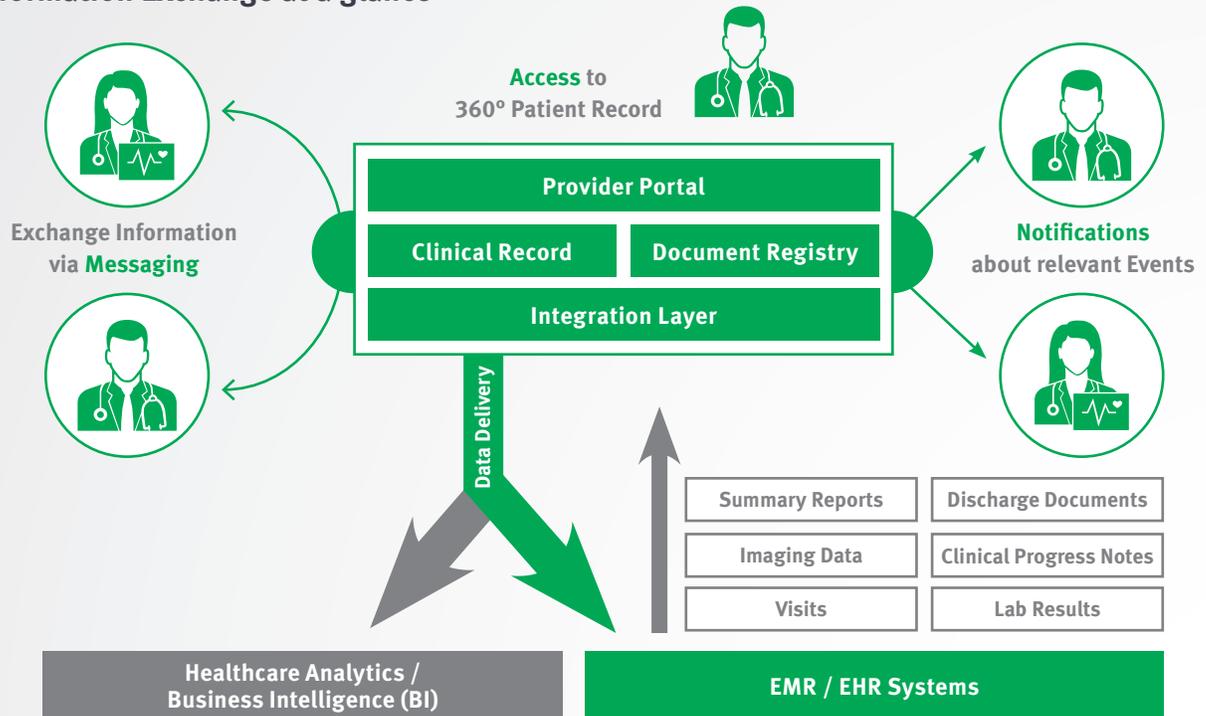
- Lists for filtering and grouping relevant data by date, source, type or encounter
- User-specific patient lists: Recently accessed patient records, bookmarked patient records
- Subscription: Active and personalized notifications, users can sign up for the default set or fine-tune subscriptions according to their needs considering the patient, types of data, timeframes and contact channel (e.g. email, SMS)
- Access Control: Attribute- and role-based access control, using electronic patient consent, supports conditional emergency access, highly customizable through a standards-based rule engine
- Printing function
- Add medical data: Upload documents or fill out custom digital forms in the portal, created in our intuitive graphical forms editor (ICW FormDesigner), supports print views, scripting and other advanced features
- Visible indicators for End-of-Life Planning documents (with support for PDFs and custom digital forms)
- Individual adaptation options for the web interface (such as color schemes, configurable overview page)





ICW Solutions optimize Collaborative Care Delivery

ICW Health Information Exchange at a glance



Continuity of a Patient's Care Record

Continuity-of-care information that is shared in a timely manner among the virtual care team and enables care collaboration across multiple providers is critical to improve care processes of the HCO. ICW solution capabilities that support such continuity of care and enhanced provider collaboration include:

- Data and workflow integration across disparate applications and care settings
- A unified view of the patient across organizations and care settings.
- Continuous live updates from participating entities and alerts of such updates to ensure timely care synchronization across all accountable parties
- Technology that enables tracking of the patient's care across all settings for administrative decision-making and reimbursement management
- Aggregation of patient information to enable quantitative analysis and care insight on patient populations for the purpose of clinical and financial outcomes management.

Integrated Patient Consent Management

Security and compliance with privacy rules is a constant concern for HCOs. Support your HIE participants with a tool that lets them record and manage patient consent with automatic, HIE-wide enforcement of the resulting access restrictions.

- Record consent as a document in a patient record
- Get an overview of a patient's previously documented consent
- Invalidate an outdated or rescinded patient consent
- Integrate into existing EMR workflows using web-standard SSO technology
- Utilize interoperable IHE and HL7 standards to better integrate existing consent management mechanisms, e.g. in EMRs

Key Benefits



Improve Patient Outcomes

Comprehensive, unified single view of patient record supports better clinical decision-making and risk analysis thereby improving patient safety



Improve Care Coordination

Enhanced levels of clinical communication increase provider collaboration for shared patients, results in team-based approaches between providers in different settings to provide coordination of care and enables new relationships between hospitals and other healthcare providers



Reduce re-hospitalizations

Discharge plans span care settings across the spectrum of healthcare delivery to enable effective follow-up treatment plans



Increase Patient Engagement

Patient actively involved in the circle of care



Time Savings

Context aware notifications and in-depth presentation of all readily available information reduces time spent searching for relevant patient data



Reduce Costs

Longitudinal patient record helps reduce or eliminate duplicate or unnecessary tests and procedures, or reduce medication errors that would result in adverse reactions or hospitalizations





Download an electronic copy
of this brochure here.

Do you have further questions?
Then give us a call!

Contact InterComponentWare to schedule a demonstration. Discover how ICW Solutions help improve care delivery and quality, shared information exchange, reduce costs and allow your organization to manage your population's health.

InterComponentWare Inc.
150 Monument Road, Suite 207
Bala Cynwyd, PA 19004

Phone: +1 (484) 278 65 71

info@icw-global.com
www.icw-global.com

connect.

manage.

personalize.