

# GENERAL RECOVERY GUIDELINES



Expands the *Milliman Care Guidelines*<sup>®</sup> to cover the entire spectrum of conditions and procedures requiring hospital admission, including complex cases.



# TOOLS FOR TOUGH CASES

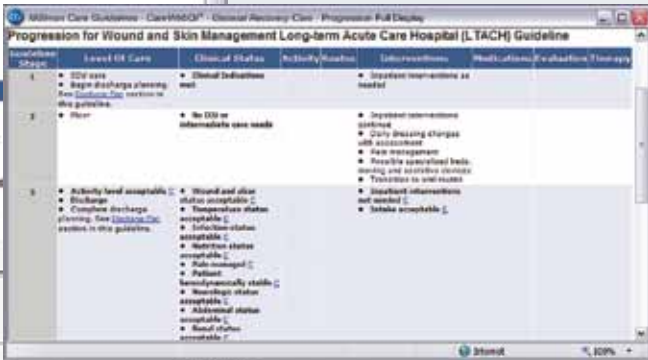
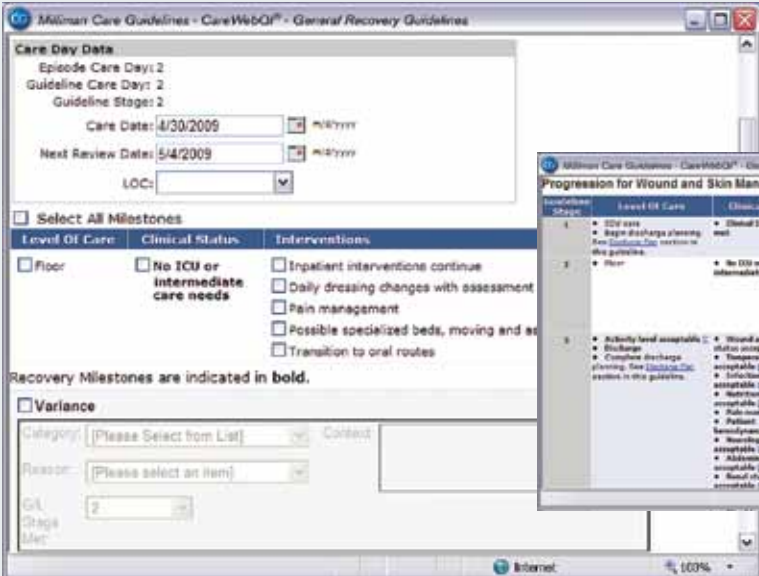
In complex or fast-developing situations, some patients don't present clear-cut or easy-to-treat cases. The *General Recovery Guidelines*, an outstanding complement to *Inpatient and Surgical Care*, are designed specifically for situations where other *Care Guidelines* products can't be easily applied. That makes them ideal for cases when there is no clear diagnosis, no specific guideline covering the diagnosis, or when the clinical situation is so complex that a specific

guideline doesn't fit. The *General Recovery Guidelines* can be used anytime the art of medicine must supplement the science.

These guidelines provide excellent admission and discharge criteria, even in the most complex cases. They guide a care manager's questions, developing information to make the correct admission or discharge decision, no matter how complex or challenging the case. The *General*

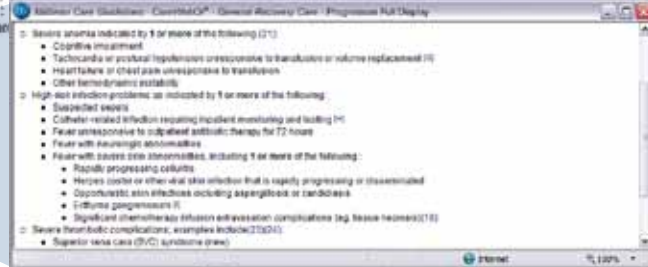
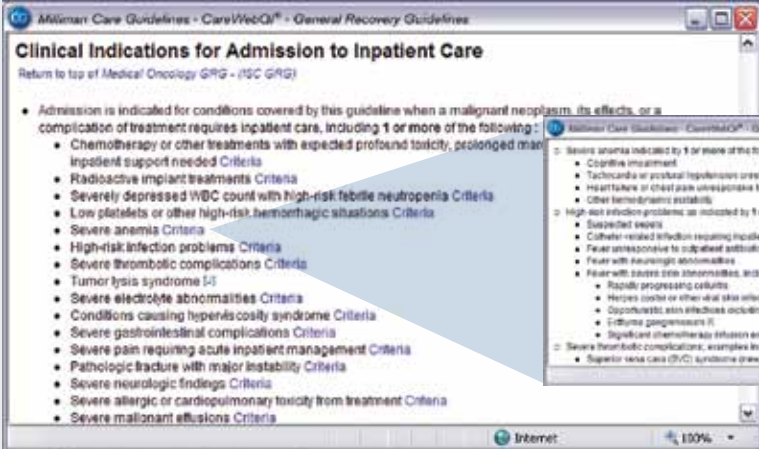
*Recovery Guidelines* also improve management of patients with comorbidities or multiple diagnoses.

The *General Recovery Guidelines* are available only to organizations licensing the *Inpatient and Surgical Care* product. Used together, these products enable clients to find guidelines for the entire spectrum of conditions and procedures requiring hospital admission.



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▶ **Long-Term Acute Care Hospital:** For patients who need at least 25 days of intensive clinical intervention and frequent diagnostic services, including daily physician visits. These guidelines establish key issues within 24 hours of admission, and provide an intervention checklist and detailed discharge criteria.



Click to enlarge

▶ **Clinical Indications for Admission or Procedure:** Indications are summarized in bulleted lists, with hyperlinks to General Admission Criteria and Criteria Details. This summary-and-link structure makes the indications quick and easy to use, while providing clinical detail to manage patients with complex, comorbid or confounding conditions.

**Benchmark Length of Stay:** Developed from data on large groups of patients with similar diagnosis or procedure codes, plus clinical reviews of discharge databases, these analyses provide length-of-stay values for diagnosis and procedure codes not covered in the *Inpatient and Surgical Care* product, so that users don't have to develop their own.

**Palliative Care:** The *General Recovery Guidelines* also covers end-of-life issues, including checklists to determine when inpatient hospice care is preferred to home-based hospice.

### **More Criteria And Information:**

- Problem Oriented Guidelines
- Body System Guidelines
- General Recovery Course
- Discharge Criteria
- Evaluation and Treatment
- Operative Status Criteria
- Case Management Guidelines
- Recovery Facility Care Guidelines
- Home Care Guidelines
- Care Management Tools
- General Recovery Guideline Tools



## Software and Strategic Alliances

The current best evidence is optimal only when easily used by healthcare professionals to make decisions about the care of individual patients. From web-based applications, to interactive software producing real-time management reports, to handheld versions, *Care Guidelines* software and strategic alliances make the current best evidence readily available for use where it matters: at the point of care.

**CareWebQI<sup>®</sup>** – Web-based interactive software that captures and reports on real-time clinical data through consistent point-and-click application and easy-to-use variance selection. This enables users to identify inappropriate care, providing reports about variances from evidence-based best practice; physician, facility and resource delays; national quality measures; and more. Installable version also available.

**Web** – Provides access from any Internet-ready computer.

**PC** – Makes the *Care Guidelines* available through an application for Windows<sup>®</sup>.

**Handheld** – Use the *Care Guidelines* through a PDA.

**Intranet** – An HTML version that can be customized for intranet use.

**Interrater Reliability Tool** – Measures consistent and appropriate use of the *Care Guidelines*. Web-based software tests ability to find the right guideline, including relevant sections, and to apply it appropriately.

**Strategic Alliances** – The *Care Guidelines* are integrated with 30 care management programs from 25 Strategic Alliance Partners, providing clients with improved workflow. For more information regarding alliances, visit [www.careguidelines.com/sap](http://www.careguidelines.com/sap).

For more information on the *Care Guidelines*, licensing or training, please call us at 888 464.4746 or visit our website at [www.careguidelines.com](http://www.careguidelines.com).

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## **Additional Products:**

### ***Ambulatory Care***

The tool of choice for authorizing established and emerging technologies, outpatient procedures, diagnostic tests, imaging, rehabilitation services, DME, injectables and more.

### ***Inpatient and Surgical Care***

A key evidence-based resource for proactive inpatient care management, including criteria, goals, care pathways and other decision-support tools.

### ***Recovery Facility Care***

A detailed and comprehensive means to develop effective plans for recovery facility admission, care and discharge.

### ***Home Care***

A comprehensive planning resource to smoothly move patients to home healthcare.

### ***Chronic Care Guidelines***

A tool to facilitate outpatient care for chronic or complex diagnoses.

### ***Behavioral Health Guidelines***

Reliable, evidence-based tools and criteria that address appropriateness of specific psychological, behavioral and pharmacologic therapies.