

Milliman Care Guidelines independently develops and produces evidence-based clinical guidelines and software used by more than 1,000 clients, including over 600 US hospitals. The broadly accepted *Care Guidelines* are used to support the care of more than one in three Americans, and are being licensed by an increasing number of notable international clients.

The annually updated *Care Guidelines* span the full spectrum of healthcare, including outpatient, inpatient, step-down rehabilitation, home healthcare, chronic and behavioural care. They provide much more than just decision support criteria, driving high quality care through such tools as care pathway tables, flagged quality measures and clinical evidence that is integrated through references, footnotes and annotated bibliographies.

The *Care Guidelines* are incorporated into easy-to-use software: from web-based applications, to interactive software producing real-time management reports, to handheld versions.

Australian clients are already using *Care Guidelines* software to address prevailing healthcare issues:

Shortening long hospital waiting lists

- Inpatient admission/procedure criteria, presenting discrete and actionable criteria to assist judgement
- Care pathways, which describe key care steps and milestones that move a patient toward optimal treatment and recovery
- Goal lengths of stay, which establish an evidence-based target, based on the best available medical research; with this, users can confidently transition patients to alternate and more efficient levels of care.

Eliminating needless and costly diagnostic tests

- Specific criteria for imaging, diagnostic testing, injectables and more, incorporate the latest research and results of published trials

Reducing variance from best practice

- *Care Guidelines* interactive software enables quality improvement and cost efficiency through the targeting and reduction of inappropriate care; it not only identifies potential gaps in care, but also provides reports about why variances are occurring – and thus how they can be reduced

The *Care Guidelines* are more than just traditional criteria. They also:

Support proactive care management and discharge planning

– Rather than simply justifying appropriate patient setting at the moment, care pathway tables provide “plan-ahead” road maps and comprehensive discharge content is provided.

Employ an international evidence-based methodology

– The full-time clinical staff that produces the *Care Guidelines* retrieved over 100,000 articles during the development process, with 14,000 unique citations currently included in Milliman’s seven-product series.

Address Chronic Care and Behavioural Health

– The same rigorous, evidence-based approach and easily-utilised criteria employed in other clinical products are applied to these areas – currently important issues for the Australian market.