

Milliman Care Guidelines independently develops and produces evidence-based clinical guidelines and software used by more than 1,000 clients, including more than 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.

Canadian clients are using *Care Guidelines* software to:

Shorten long hospital waiting lists

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

Eliminate needless and costly diagnostic tests

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

Reduce variance from best practice

- *Care Guidelines* interactive software enables quality improvement and cost efficiency by targeting and reducing inappropriate care; not only identifying potential gaps in care, but also providing reports on why variances are occurring – and thus, how they can be reduced.

Manage cases across international borders

- International evidence helps to objectively assess and manage cases across borders.
- Each guideline's Optimal Recovery Course promotes effective discussions with international hospitals and paves the way for a safe patient journey.

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

Support proactive care management and discharge planning

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

Employ an international evidence-based methodology

– The full-time clinical staff that produces the *Care Guidelines* has retrieved more than 100,000 articles in developing the products, with 14,000 unique citations included across Milliman's seven-product series.

Address Chronic Care and Behavioural Health

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

Enable effective home healthcare

– The patient's diagnosis, surgical procedure, or clinical condition guides the decisions and interventions for the care manager or clinical provider overseeing home treatment. Standardised assessments and interventions promote effective management of each case.