



# CARE GUIDELINES<sup>®</sup> OVERVIEW

Evidence-based clinical guidelines,  
software and training options.



# ENHANCED CLINICAL COVERAGE AND SOFTWARE

**Milliman Care Guidelines produces annually-updated clinical guidelines and software that span the continuum of care, including chronic care management. All told, the care management of one in three Americans is supported through the use of the *Milliman Care Guidelines*<sup>®</sup>, which drive quality care through a variety of approaches, including:**

**Evidence-based Medicine and Quality Measures** – A full-time clinical staff cites more than 15,000 unique references in the *Care Guidelines* series. This evidence is integrated through hyperlinks and “pop-ups.” Just as important, nationally recognized Quality Measures from the Hospital Quality Alliance, NCQA and Joint Commission are integrated and flagged within the *Care Guidelines*’ workflow.

**Variance Tracking and Reporting** – *CareWebQI*<sup>®</sup> documents interactions with a variety of criteria, including: care pathways, indications for admission/procedure, ambulatory authorizations, and the *Chronic Care Guidelines*.

**Proactive Care** – Care pathway tables provide “plan-ahead” road maps, with daily assessments for diagnosis or procedure. Specific Discharge Planning guidance and a range of Care Management Tools provide further support.

## Products

The *Care Guidelines* span the continuum of care – providing access to evidence-based knowledge and best practices relevant to patients in a broad range of care settings. This not only assists with decisions for each setting, but also facilitates coordination of care and smooth patient transitions.

### **Ambulatory Care**

A valuable source of authorization guidelines, covering imaging, DME, diagnostic testing, procedures, injectables, rehabilitation, and more. Emerging, as well as existing, technologies are addressed. Evidence Summaries are provided, enhancing access to clinical evidence cited in the criteria, enabling organizations to keep up to date, while Optimum Treatment Guidelines and Referral Management guidelines support best practice and delivery of high quality care in the outpatient setting.

### **Inpatient and Surgical Care**

Enables both reviewers and providers to proactively manage care by applying evidence-based, best practice clinical guidelines. Quality care is facilitated by anticipating appropriate use of clinical resources and identifying the next steps in the provision of care to individual patients. Specifically, *Inpatient and Surgical Care* provides evidence-based criteria, goals, care pathways and other decision support tools to help healthcare professionals support patients facing hospitalization and/or surgery, making it a valuable tool for proactive care management, as well as case review and assessment.

### **General Recovery Guidelines**

An ideal product for circumstances in which an inpatient guideline does not exist for the diagnosis, or when the clinical situation is so complex that a guideline is not easily applied. The *General Recovery Guidelines* expand coverage of the *Care Guidelines* to include the entire spectrum of conditions and procedures for which hospital admission is indicated.

### **Recovery Facility Care**

A detailed and comprehensive means of helping organizations develop well-coordinated plans for recovery facility admission, care and discharge. *Recovery Facility Care* also provides criteria to identify appropriate levels of care, and supplies discharge planning steps, including psychosocial concerns.

### **Home Care**

A comprehensive planning resource for home healthcare, enabling case managers and other healthcare professionals to transfer patients smoothly to home care, while managing quality and efficiency. *Home Care* emphasizes the value of a well-defined treatment plan coordinated by the case manager and delivered by care providers. It also underscores the importance of a

multi-disciplinary approach to support home health patients.

### **Chronic Care Guidelines**

A tool designed to help case management, disease management, or other care management programs facilitate care for patients with chronic diseases or complex care issues. The *Chronic Care Guidelines* help healthcare professionals identify appropriate patients, assess and define patient needs, and provide resource coordination, education, and advocacy. Each of the 24 guidelines includes a companion set of patient education materials that are also available in Spanish.

### **Behavioral Health Guidelines**

An evidence-based resource that helps organizations to make more consistent, objective decisions. Indications are provided at five levels of care, and the appropriateness of psychological, behavioral and pharmacologic therapies are addressed. Tools and criteria in fifteen guideline groups aid in developing outpatient alternatives to higher levels of care, facilitating the progress of patients whose recovery is delayed, and developing comprehensive plans for transition from one level of care to another.



## 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®** – 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®.

**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).

## Training

Training is essential to the efficient and appropriate use of the *Care Guidelines*. Milliman Clinical Trainers – all Registered Nurses – have a wealth of experience in a variety of inpatient and managed care settings. Based on the agenda developed for these options, Continuing Nursing Education contact hours may be available:

**On Demand Training** – A comprehensive series of brief, self-paced modules deliver comprehensive basic training on all *Care Guidelines* products and *CareWebQI*<sup>®</sup> functionality.

**Web Seminars** – Offered on a recurring basis, these Web-based training sessions provide instructor-led basic training on all *Care Guidelines* products.

**Customized Web-based** – These instructor-led training sessions, also up to two hours in duration, are customized to meet an organization's specific learning needs.

**Client-hosted Regional Events** – Held at the facilities of a host client, other clients within a prescribed geographic area are invited to attend training. The agenda can be customized to meet the learning needs of expected participants.

**On-site** – On-site training is delivered at the client's location and, like customized web-based training, the agenda and approach are designed to meet an organization's unique learning needs.

**Client Forum** – This event provides an excellent opportunity for ongoing education. Clients and industry leaders share best practices, discuss the latest healthcare trends, and attend instructive product usage workshops.

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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