



CAREGUIDEQL

Interactive access to evidence-based clinical guidelines, enabling increased interrater reliability, variance tracking and real-time management reporting.



IMPROVING QUALITY AND CONSISTENCY OF CARE

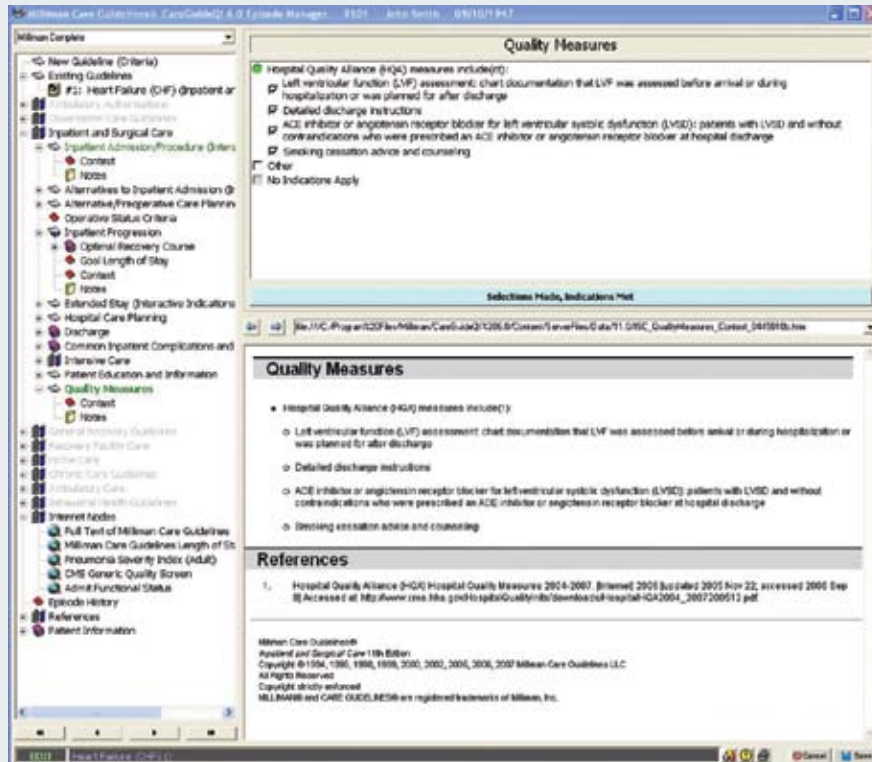
Healthcare organizations are continually challenged to provide quality care, while reducing costs. There is a consistent need within the industry for one integrated system that can help accomplish a number of related goals, including: consistent support of evidence-based best practices; more efficient administrative processes; and management access to the clinical data needed for identification of resource issues.

CareGuideQI[®] software addresses these issues and more by providing interactive access to the evidence-based *Milliman Care Guidelines*[®]: enabling standardized case documentation, more productive workflow, capture of variances from best practice, and proactive care management.

Just as important, this configurable workflow solution provides management with access to real-time reports that highlight variances from best practice, delays in care and areas of insufficient resources. *Care Guidelines* clients are provided with better visibility into important clinical data – enabling informed analysis and better decisions.

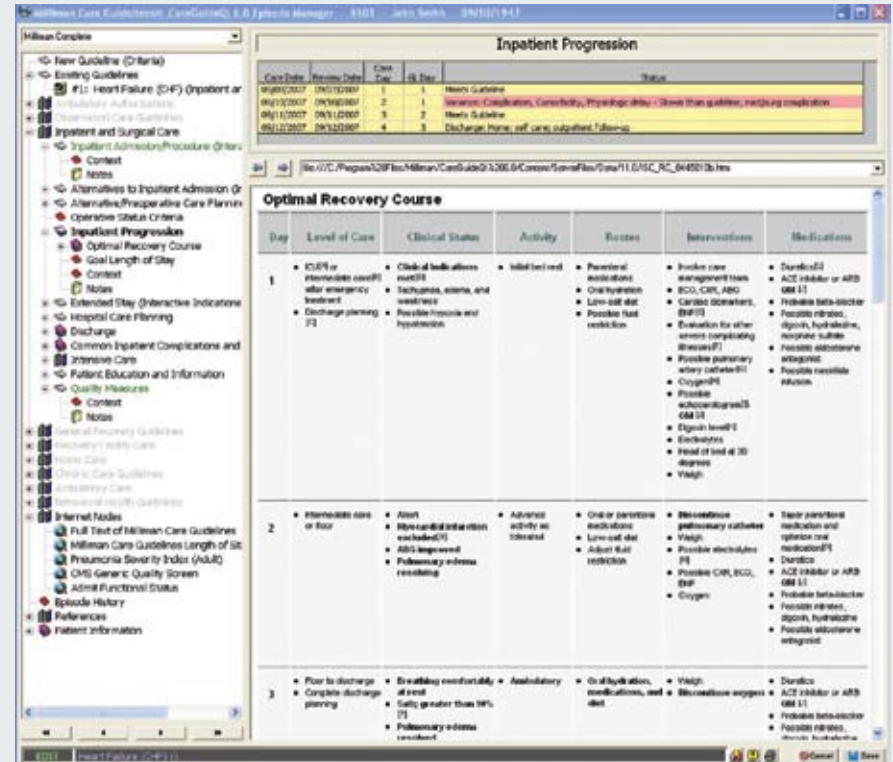


Visit www.careguidelines.com for technical specifications.



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Quality Measures: Track and build reports on national quality measures, integrated within the *Care Guidelines*' workflow. Evaluate compliance with CMS Hospital Quality Initiative, HEDIS®, The Leapfrog Group and Joint Commission (JCAHO) measures.



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Proactive Care Management: Enable a look ahead in care pathways, allowing documentation of the timing of care elements and anticipation of needed resources.

CareGuideQI[™]

Top 10 Variances by Guideline (All)
Date Range: 7/1/2007 to 7/31/2007 Run Date: 8/1/2007

Guideline	Variance Reason	Count
Heart Failure (CHF)	Delay in discharge or discharge planning	29
	Weekend lack of diagnostic services	24
	Delay in performing consult	12
	No SNF bed available	11
	Kept in hospital for outpatient procedures	4
	Covering physician unwilling to discharge patient	3
	Unsafe home environment	2
	Slower than guideline, comorbidity	1
	Slower than guideline, medication effect	1

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Variance Tracking and Reporting: Document users' interactions with a variety of criteria, including: care pathways, indications for admission/procedure, ambulatory authorizations, and chronic guidelines.

Configurability: Configurable, interactive case review process for UM, CM, DM, medical director and other staff use.



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Interrater Reliability: Encourage consistent application of the *Care Guidelines* with point-and-click documentation. This leads to consistent utilization decisions and better compliance with third-party review requirements, such as NCQA and URAC.

Guideline Modification: Clients can easily modify clinical content, incorporating customized guidelines, that are tailored to specific resource availability and protocols.

Increased Productivity: *CareGuideQI* streamlines *Care Guidelines* interaction and facilitates faster reviews, promoting organizational effectiveness and efficiency.

Stand-alone or Interfaced/Integrated: Several alliance partners have developed interfaces for *CareGuideQI*. They are annually updated bi-directional interfaces that bring information from their medical management systems into *CareGuideQI* and a note from *CareGuideQI* back into their system.

Reporting: Approximately 60 standard reports are available, which assist clients in measuring and monitoring performance. These real-time reports allow for analysis of efficiency, variance, and quality at plan, provider, member and guideline level. The database is ODBC, allowing clients to create custom reports using other reporting tools.

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.

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Available Products:

Ambulatory Care

The tool of choice for authorizing established and emerging technologies, outpatient procedures, diagnostic tests, imaging, rehabilitative 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.

General Recovery Guidelines

Ideal when there isn't a guideline for the diagnosis, or when the clinical situation is so complex that a guideline is not easily applied.

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 through home healthcare.

Chronic Care Guidelines

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