

Midas Care Management

Improving Patient Safety and Quality Management



The Midas Care Management Platform integrates data, workflow and reporting for:

- Case management
- Infection surveillance
- Patient relations
- Patient risk management
- Peer review

Evaluating and demonstrating quality of care and efficiency in today's complex healthcare ecosystem requires data from multiple IT systems. Bringing together and reporting on that data just got a lot easier.

We designed the Midas Care Management platform to overcome many of the time and resource challenges healthcare organizations face in daily operations by enabling them to interpret performance results and disseminate actionable insights to various stakeholders. With this advanced technology, care delivery organizations can reach unprecedented efficiency when understanding and reporting on a broad range of important information.

Dynamic, Robust Data Integration and Reporting

Midas Care Management (MCM) is a powerful, comprehensive, user-friendly technology platform that makes incorporating data from multiple information systems easy. As a user, you can synthesize otherwise disparate data as well as track and trend performance over time.

MCM's wide-ranging capabilities are all designed to make daily operations more efficient and data insights more possible and useful. The system lets users build a custom environment in which they decide how to manage their work and organize information. Rules-based worklists simplify management of daily activities. Dictionary-driven fields promote efficient data entry. Workflows are ignited by automated logic. Integrated data informs insights, reporting and decision-making.

With MCM, data collection is no longer limited to distributed data entry forms. Capabilities such as Midas Focus Study allow custom data collection tools to be created.

Platform Features

Focus Study

- Define a study for a clinical diagnosis, procedure, or aspect of care — on a patient or a health plan member
- Customize clinical studies and monitoring of nursing and physician quality-of-care issues
- Custom develop a rule for the software to search the database for patients who qualify for your focus study
- Enter data directly into Midas Care Management or remotely using web-based data entry, with optional user authentication
- Design the content and flow of the data entry experience with customizable data collection forms — with rules including skip logic, default values and response validation

Worklists

- Define rules-based listings of patients, tasks, and qualifying data for daily operations and communication between staff and management, including instructions for each task
- Build user-defined rules for email notification of users when a patient has qualified for their worklist
- Receive automatic follow-up reminders and new patient notifications

Indicators and Profiles

- Calculate values using any combination of entry fields
- Combine values to produce profile reports for departmental review, strategic operational initiatives and/or physician reappointment process
- Aggregate and trend profile data by payer, diagnosis, procedure, DRG and many other database fields
- Create profiles, trend data and graph by month, quarter, semiannually or annually by calendar or fiscal year
- Dynamically launch data into graphical and spreadsheet software for more detailed analysis and data manipulation

ReporTrack

- Create sophisticated robust reports without using a third-party application
- Choose between automatic or manual data structure linking
- Print to screen, printer, text file, Microsoft® Excel® or HTML
- Define your own formulas to make calculations from field data or to create selection criteria.
- Schedule reports

The Midas Care Management platform puts you in the driver's seat across an array of healthcare management needs, with specially designed modules to help you guide your efforts in specific areas.





Platform Modules

Risk Management

- Unify risk management and patient relations practices across your organization using shared tools and electronic incident reporting, proactively improving processes, quality and efficiency
- Employ our optional PSO toolkit to support PSO event submission using AHRQ common formats
- Integrates with the Quality Management Module (additional module) via the “Copy to QM” button that allows a Risk event to be submitted over to Quality Management module
- Track and trend adverse patient safety and patient relations events within your organization by facility, location, event type and many other data elements
- Report consistent data using the main application or our web-friendly/browser-based Remote Data Entry

Quality Management

- Monitor care provider performance outcomes over time and identify specific performance measures to improve
- Identify provider attributed events and track the review process simultaneously through multiple committees to final resolution
- Electronically enter data about quality events and episodes to capture outcome data
- Document through multiple individuals, services, and committees to the final disposition of the peer review process
- Customize templates to capture reviewers’ questions and comments to facilitate in the peer review process

Infection Control

- Create custom worklist rules to alert infection preventionist of patients qualifying for surveillance. For example, patients who are re-admitted to the facility with a history of high-risk infections
- Link infections to surgical procedures from prior encounters
- Calculate NHSN scores automatically
- Use optional lab interface of culture results for automated customizable worklist notification
- Automatically calculate days at risk for central line and ventilator-associated infections
- Optional NHSN SSI and Device/MDRO toolkit for collecting and uploading NHSN data

About Conduent

On behalf of healthcare delivery and community organizations, Conduent delivers mission-critical software and services that enable advanced analysis into real-time information and support business and clinical decision-making that help our clients improve operational and clinical performance. We also provide proactive, coordinated care management to strengthen health outcomes and deliver better patient experiences across the healthcare ecosystem.

See why 40% of US hospitals, 19 of the top 20 managed US healthcare plans, 9 of the top 10 global pharmaceutical companies, and over 500 government entities depend on Conduent to manage essential interactions on their behalf and move their operations forward.

Learn more at
conduent.com/healthcare-solutions or
contact us at healthcare@conduent.com.

Platform Modules (continued)

Hospital Case Management

- Review a daily worklist of patients assigned by a variety of parameters such as facility, location, room number, physician or payer
- Document severity and intensity criteria for concurrent review as well as reviews with past or future care dates
- Integration with Change Healthcare™ and MCG™ to support seamless integration with evidence-based care guidelines
- Integration with Optum™ EHR toolkit for referral process automation, including physician referrals
- Track and report certified, denied, avoidable and grace days within a patient's stay
- Initiate discharge planning to document information concerning a patient's discharge assessment
- Integrate post discharge placement with Aidin™ or naviHealth Health Group's nH Discharge™
- Document required discharge support services, needs and arrangements — including, if contracted, integration with your transition management application
- Create custom letters using data fields and send them to patients, physicians or payers
- Manage the denial appeals process by tracking all process steps

Community Case Management

- Manage high-risk, community-based and inpatient populations with complete flexibility
- Initiate case management episodes through user-defined assessments and simultaneous problem identification
- Create an individualized patient care plan worksheet that includes goals, outcomes and interventions to meet Joint Commission requirements
- Report goals, outcomes, interventions and productivity by case manager or episode type
- Track referral sources, patient status and needs

With the rapidly evolving needs and requirements, having a versatile platform to help you expertly navigate complex data and daily operational demands can make all the difference in achieving success in your initiatives.

