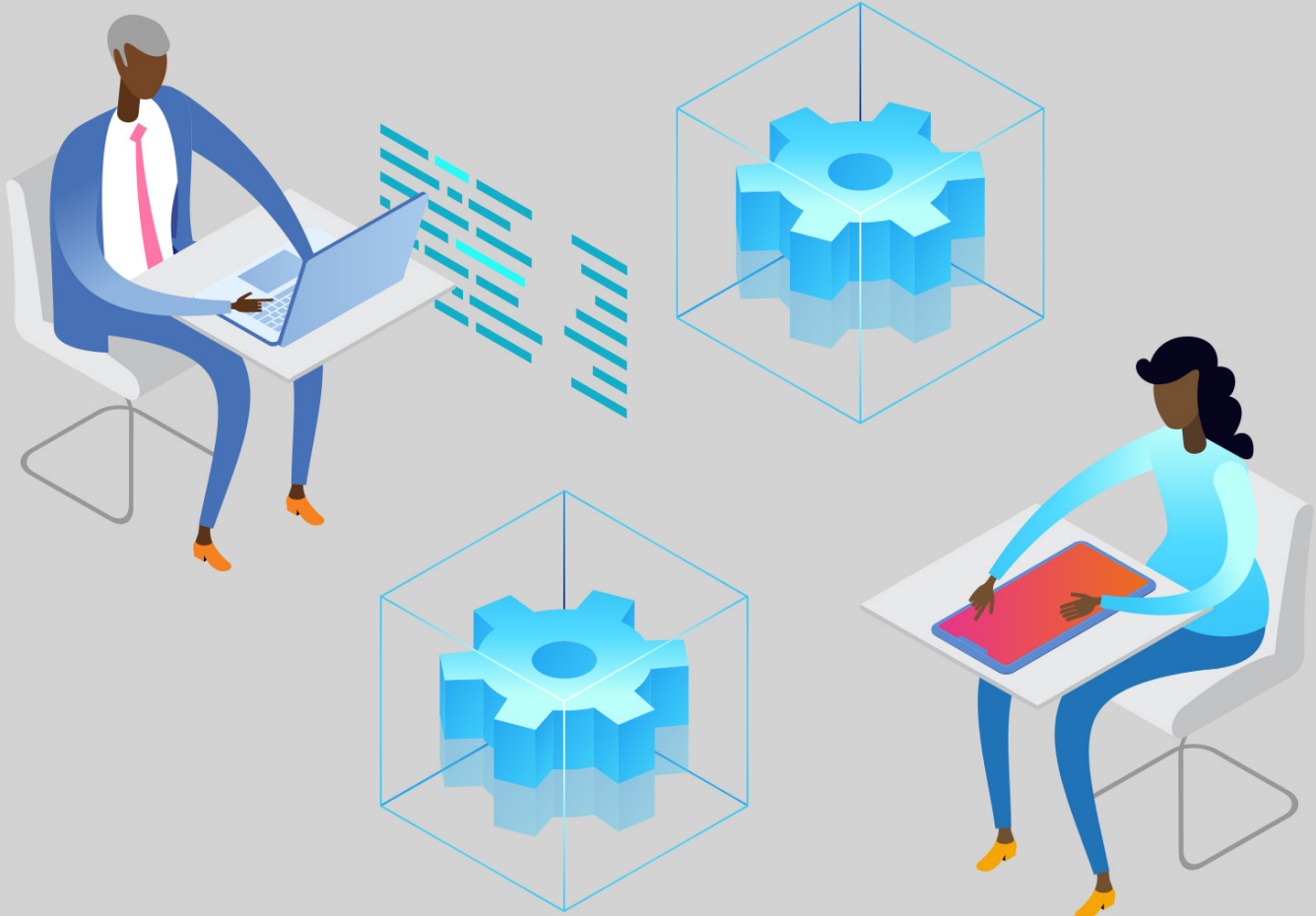


Report

Improve Care Management

with Smarter Workflows and Technology



Truly efficient and effective care management remains elusive for many health plans. This situation has been blamed on a variety of factors, from sluggish manual processes, to poor quality data, to inadequate workflow technologies. But what if you used evidence-based programs with smart workflows for more efficient care coordination and care management, more satisfying consumer engagement, and better outcomes for both your customers and your business? **That would be a game changer.**

Adopt These Winning Strategies

Thankfully, you can implement these strategies right now by adopting the best practices, technology, and operational efficiencies that the most successful care management programs leverage. These include:

Work with High-Quality Data

Health information shouldn't just be easily accessible. It should also be actionable and shared across the care ecosystem so everyone involved in an individual's care has the full picture of health.

It's this kind of holistic 360-degree view of health that facilitates some of the most important activities in care management and the ones that have the greatest ROI for consumers and the organization, such as identifying and closing gaps, managing care transitions, and preventing avoidable medical events.

Automate Processes and Workflows Wherever Possible

For this, cast your net wide as automation is the key to optimizing workflows. Identify any error-prone manual activities that could be digitally enabled and any touchpoints or transitions along the patient journey that get delayed and create dissatisfaction.

In a provider's office, it might start with digitizing check-ins and patient intake forms and automating appointment reminder calls. For payers, it could be automating clinical referral management so members get connected with the right referral partner quickly and stay in network.

Across the ecosystem, it may include automating approvals for certain services, as well as requests such as prior authorizations. For example, if certain procedures are rarely denied, can they be removed from the prior authorization list? Where there are services that have clear clinical criteria, can auto approval functionality be applied when those criteria have been met?

Think Outside the Box

Recognize that even processes that are already digitally-enabled can still be improved. For example, EHR workflows should be evaluated to remove unnecessary steps. If it takes multiple clicks in the EHR and phone calls to direct a patient to a clinical referral, can that same process be accomplished in just a few clicks? Can it be done without having to make calls? Likewise, are their electronic forms that could be streamlined by using auto-populated form fields and drop-down menus?

Leverage Technology with Industry-Leading Automated Workflows

With the right technology, care management workflows can be automatically triggered based on patient events. Clinical alerts can prompt care managers to offer personalized guidance, ensure smoother care transitions, and deliver proactive support throughout the patient journey.

Improve Communication to Improve Workflows

Poor communication is often responsible for wasted clinician time, medical errors and more. Identify where there is room for improvement.

In a physician's office, teams might use color-coded flags on exam room doors to serve as a visual cue of what stage of the visit the patient is in. For example, white might mean "ready for doctor" and blue might mean "ready for checkout." Healthcare organizations can use solutions with secure bi-directional communication to share necessary patient information for referrals.



4 Ways Everyone Wins When Workflows are Optimized

When you leverage actionable data and introduce smarter workflows and industry-leading automation, everyone benefits. Here are four ways:

1. Achieve the Goals of Your Care Management Program

Solve many of the challenges care management teams and those in charge of them face:



Timely identification of individuals who will most benefit from care management



Effective care management for multiple comorbidities



Proactive engagement across the care ecosystem



Ability to demonstrate the impact and benefits of care management



Continuity of care along the entirety of the patient journey



Coordinate care while controlling costs



Collaboration among all members of the care team



Job satisfaction and retention of care managers

2. Improve Outcomes for Consumers

Enabling care teams to make better data-driven decisions helps ensure the right care gets to the right people at the right time. Consumers feel guided and empowered to take a more proactive role in their health, which can improve health outcomes and build brand loyalty.

3. Boost the Bottom Line

Optimized workflows help the organization meet regulatory mandates for quality and timeliness, avoid penalties, prevent wasteful spending on operational inefficiencies, and reduce network leakage. Plus, with greater efficiency, organizations can scale care management programs and serve more consumers while keeping costs contained.

4. Drive Provider and Consumer Satisfaction

Automating processes and workflows reduces administrative burdens, allows teams to focus resources where clinical judgment is truly needed, and ensures care teams and providers can operate at top of license.

It also reduces the wait time consumers experience for services, approvals, and referrals. In turn, this can improve consumer satisfaction, which can translate into more positive scores on customer satisfaction surveys like CAHPS.

Level-Up Performance

Don't let your care management efforts be hampered by tedious manual processes, insufficient technology, and outdated processes. Medecision offers solutions with industry-leading automation... streamlining manual workflows, automating data ingestion, and leveraging auto-approval and auto-workflow rules that speed response times and reduce administrative burdens and costs.

Real-time, analytics-driven insights help care managers identify high-priority gaps. High-quality data is easily accessed and shared to build individualized care plans and drive whole-person care. And game-changing operational efficiencies are introduced that have a positive impact on healthcare outcomes and the bottom line.



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