Managing Your Patient Populations

While much is changing in healthcare today, data remains the foundation of any effective population health strategy, and a robustly integrated and interoperable EHR like MEDITECH’s is the cornerstone of that foundation. We are the industry’s leading single-vendor provider of EHR solutions spanning the care continuum — from your hospitals, physician practices, emergency department, long-term care facilities, and beyond — and our interoperability solutions ensure your ability to coordinate care outside of your network as well. Upon this strong foundation, we’ve developed the new tools our customers need to successfully manage the health of their patient populations. Tools to identify, manage, engage, and analyze.

Identify
Identifying and Monitoring Specific Populations
Our population health tools help you segment your patients into meaningful and manageable groups for taking prompt and effective action. Practices can create lists of patients by condition, insurance, practice, provider, age, gender, BMI, or a wide range of other criteria, or draw from our standard set of registries (including diabetes, hypertension, wellness, and more). Our intuitive web-based tools allow you to quickly sort and filter registries and worklists on-the-fly, and save them for efficient staff follow-up (see Registries & Worklists sidebar). A sophisticated real-time rules engine ensures that your registries and worklists are automatically refreshed and updated as conditions, measurements, or other patient details change. Moreover, powerful surveillance tools, including Quality Boards and Watchlists, monitor patients who qualify for clinical quality measures or who may be at risk for developing specific conditions, like sepsis, VTE prophylaxis, CAUTI, or others. Use our standard set or leverage our powerful rules engine to monitor the status of a wide range of diseases, infections, and illnesses.

Manage
Managing and Coordinating Patient Care
Our fully integrated, one-patient, one-record solution ensures that your providers always have a complete view of their patients’ health. It also eliminates redundant orders and procedures, closes gaps in care, and supports the “care team” model necessary for truly coordinated care. And for coordinating care outside your network, we support secure access and exchange of patient medical summaries through point-to-point interfaces, Record Locator Services, and Direct Messaging. On top of our robust EHR we’ve added integrated health maintenance and disease management features to help you proactively meet your patients’ preventive needs.

Naturally MEDITECH
While some companies offer niche population health solutions and others have acquired third-party systems they’ve labeled their own, we’ve built our population health management system from the ground up and integrated it into every facet of our EHR.

Working closely with our physician advisors, we’ve created new tools to collect and analyze population-based information and present it through a series of intuitive and actionable displays that support timely and informed decisions at both the patient and population level — without interrupting provider workflow, making it a natural extension of the EHR.
and routine care needs, with provider-specific as well as organization-wide alerts and reminders to flag patients who should be seen for routine procedures, immunizations, and disease management items. As your patients cross care settings, our integrated EHR assures smooth transitions (up to and including discharge) with robust multidisciplinary discharge routines, patient education materials, and detailed discharge instructions. Finally, your health managers, nurse navigators, and other care coordinators can be assigned their own patient worklists based on flexible criteria. Case managers can schedule follow-up appointments, align post-acute resources, identify and track appropriate programs and services, and submit referrals to internal and external agencies (including integration with home care and skilled nursing facilities). A call management routine tracks timely follow up post-discharge to ensure patients are taking the right steps to stay healthy and prevent readmissions.

Engage
Engaging and Empowering Patients

The most successful organizations will no longer be those providing sick care, but those keeping their patients healthy — and that requires real and lasting patient engagement. MEDITECH’s Patient and Consumer Health Portal keeps your patients fully engaged through immediate access to their health data from across your care continuum — including your hospitals, physician practices, Emergency Department, and beyond. Patients can see when they are due for preventive care; review a list of medications and associated instructions; view and transmit health summaries; and access detailed discharge instructions to better understand and manage their conditions. It also provides them a secure communication channel with their care team and the ability to schedule their own appointments, within your parameters. And for home care and hospice agencies, our telehealth and home monitoring capabilities help you keep an eye on your patients from afar.

Measure
Measuring and Analyzing Performance

Success in the era of shared risk requires a new standard of analytical sophistication. Today, a constant eye on your clinical, quality, and financial performance metrics is necessary to ensure the sustainability of your care models. That’s why, to supplement our wide range of standard reporting options, we’ve built a powerful new business intelligence tool that helps organizations visualize their data to drive operational efficiency, maximize financial performance, and improve patient outcomes. Our Business and Clinical Analytics solution provides a visual front end to our Data Repository and includes a growing library of standard dashboards for viewing operational, quality, revenue cycle, and financial performance. These powerful dashboards show the “big picture” while allowing users to dig deeper and identify root causes, with filters for adjusting time ranges, clinical conditions, providers, patient groups, payers, and other relevant variables. Using this new executive toolset, your leadership team can set, monitor, and achieve your organization’s goals.

The Power of MEDITECH’s Registries & Worklists

At the core of MEDITECH’s Population Health strategy is a powerful and flexible web-based toolset for creating and managing groups of patients . . . and taking action. We call those groupings of patients “registries” and “worklists.” Both registries and worklists are rules-based lists that are updated in real time as conditions change.

REGISTRIES

Patient registries are more comprehensive groups of patients, typically based on conditions like hypertension or diabetes. You may still have multiple registries for a given condition (such as your Medicare diabetes registry vs. your private payer diabetes registries) and you may also choose to have registries for things like immunizations and wellness.

WORKLISTS

Patient worklists are subsets of patient registries, such as “diabetics with HbA1c levels over 7% who have not been seen in 60 days” or “patients with BMI scores above 30 who are also smokers.” Both registries and worklists display in a browser-based list that can be sorted and filtered in myriad ways. Moreover, staff can take immediate action directly from any patient list, like selecting multiple patients for follow-up appointments, phone calls, or messages via the patient portal.

This is the real power of registries and worklists in the MEDITECH EHR. The ability to segment your patient population into meaningful, manageable, and actionable groups. It’s the type of tool you need to manage your patient populations in the era of value-based healthcare.