

# Collaborative Care Management Solution™

Version 3.0

Today, fast-growing aging populations, coupled with unhealthy lifestyle trends, are contributing to a rise in chronic disease and long-term condition burdens around the world. Facing spiralling healthcare costs, health providers are transforming care delivery models along the continuum of care to move to lower cost settings, with an increasing reliance on non-acute healthcare providers for care delivery. HSAGlobal's healthcare software platform delivers solutions that can help providers and funders reduce the cost of long-term condition management.

Collaborative Care Management Solution™ (CCMS) is a fully integrated electronic health record and clinical case management solution that enables healthcare organizations to improve client care while creating clinical and business efficiencies. CCMS provides secure access to up-to-date client information directly at the point of care. Web-based, and built on industry standard HL7 v3 RIM, CCMS has been developed using standard Microsoft interfaces to provide rich functionality and a familiar look and feel for users.

## Transforming the management of long term conditions and chronic disease

CCMS is used by healthcare provider organizations to manage long term conditions and chronic disease. CCMS "closes the loop" to link client, care provider, service manager and funder, wherever they are located. CCMS supports the clinical and administrative processes to manage registration, admission, assessment, care planning, scheduling, clinical documentation, discharge and transfer.

CCMS is a flexible, configurable and mobile software "platform". Forms and assessment formats can be configured to meet the specific needs and workflow of the provider organization.

Using a standard Microsoft interface on a desktop computer, laptop, netbook, PDA or smart phone, CCMS helps you to:

- Access client information at the point of care
- Improve productivity and quality of care
- Plan and use resources more efficiently
- Measure your activity and report to funders or other compliance agencies
- Involve clients / patients actively in their own care management

## Supporting care delivery along the continuum of care

CCMS supports the information management needs of provider organizations along the continuum of care, including:

- Large health authorities
- Acute care settings with downstream responsibilities for chronic care
- Community care organizations such as home care, hospice & palliative care, mental health and rehabilitation
- Post-acute and long term care

CCMS improves productivity, minimizes travel time, reduces paperwork, supports standardization of practice, and enables effective management of care along the continuum.

## Enabling an integrated care delivery system

Unplanned and unnecessary readmissions for clients/patients with long-term conditions place a huge financial and clinical burden on the health system. CCMS provides care providers and clients/patients with the tools to ensure that quality, standardized care can be delivered in the most cost-effective settings – the patient's home, a community clinic, residential care and other non-acute settings.

The "backbone" of CCMS is a shared, multi-disciplinary care plan that enables case managers, care providers, clients/ patients and families to create, perform and manage interventions relevant to programs of care. All activities – assessments, visits, measurements and results, medications, and so forth – can be accessed and updated at point of care, and are available to other authorized users, wherever they are located.

With the administrative functions and powerful reporting capability of CCMS, management of the integrated delivery system beyond the hospital walls and out into the client's / patient's home has never been easier or more effective.

The screenshot shows the 'Pending Admission' screen in the CCMS software. At the top, there is a navigation menu with options: Home, Patient List, Patient Info, Patient Clinical, Patient Docs, RADT Management, Reports, Configuration, and Help. Below the menu are four buttons: 'For Approval', 'For Admission', 'Waitlist Management', and 'Pre-admitted'. The main content area is titled 'Pending Admission' and contains a table 'Select Patient to Allocate to a Program'.

Referral Date	Name	Primary ID	Priority	Episode Group	Admission Setting	Status
18 Feb 2009	Don Ringgold	EDWVMSM01747647001				Referral Approved
18 Feb 2009	Don Ringgold	EDWVMSM01747647001				Referral Approved
18 Feb 2009	Don Ringgold	EDWVMSM01747647001				Waitlisted

Below the table is a form titled 'Service/Programme to allocate patient to'. It includes dropdown menus for 'Facility' (Intensive Care Centre), 'Service/Programme' (Geriatric Care Inpatient), and 'Schedule Appointment Type' (Episode Case Manager). There are also input fields for 'Initial Appointment' (Richardson, Don), 'Pre-Admit On' (26 Mar 2009), and 'Admit On' (31 Mar 2009). A 'Pre-Admission Note' field contains the text: 'Met with client and family, advised that in order to facilitate a more intensive course of treatment for her ongoing issues with open wound to her left calf her Sp had requested admission, check list completed and pre admission information given.' A 'Find Bed/Slot' button is located at the bottom right of the form.

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# CCMS Features and Functions

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CCMS is a secure end-to-end browser and mobile-based solution that features the following clinical and business functions:

- **Registration** – manage client demographic details including alerts (clinical and environmental), client contacts
- **Referral, Admission, Discharge Transfer** – manage the RADT process for programs of care and facilities, includes preadmission
- **Program and capacity management** – manage care programs including capacity, level of care and wait-lists
- **Assessment** – rules-based, user-configurable assessments and alerts; standardizes review, with history viewable by the whole team
- **Specialist assessments** (additional specialist assessments will be added over time):
  - interRAI – supports the interRAI assessment tools to automatically generate care plans and forecast resource utilization
  - Mobile Wound Care – supports wound assessment/ treatment and communication with wound specialists from point of care
- **Case planning / care planning**- multi-disciplinary planning capability includes configurable care plan templates, problem / focus areas, goals to be achieved, specific interventions, task allocation and management (including to client), workflow and reminders
- **Case delivery management** – assign Case Manager to an episode of care, change Case Manager if required, workflow and alerts
- **Measurements and results** – capture patient measurements and results across all episodes, from multiple input sources including lab results (integration required), remote devices, manual input – client and clinician
- **Medications administration** – medications lists and administration at point of care
- **Case/ clinical notes** and Document Management - configurable clinical note templates and a central repository in a controlled site for all patient documents
- **“At a Glance” summary screens** – MyWorkload – my patients, my tasks; MyPatient – diagnosis, notes, M&R, patient tasks
- **Document generator** – create and manage standard document templates and auto-generate documents as required
- **CCMS Patient Portal** (optional module) – clients and family members can access and input elements of their own health record; including tasks, measurements and results, education materials, and interact with care providers
- **Analysis and reporting** – a range of automatic and configurable reports; ad hoc reporting module, easy data export

**Upcoming features on the product roadmap include:** advanced appointment scheduling and management; staff rostering and scheduling; billing / claiming; contract / inventory / financial management; medications management.

## Technology & Devices

CCMS is built on Microsoft technologies, including Windows Server, IIS, SQL Server and ASP.net.

CCMS is primarily delivered online as a web application across SSL encrypted Internet connections. CCMS is also available in various disconnected formats dependant on the device being used e.g. PDA, Netbook etc (Internet connection required for synchronisation). Note: smaller form factor devices may require reduced functionality due to their size and may not be appropriate for specific circumstances.

- **CCMS PC (Online):** CPU 1.6GHz, RAM 1GB, HD 80GB, Display XGA (1024x768), WinXP, IE 7.0, Internet connected
- **CCMS Laptop / Tablet (Online and Briefcase):** CPU 1.6GHz, RAM 1GB, HD 80GB, Display XGA (1024x768), WinXP, IE 7.0, 3G wireless (optional)
- **CCMS Netbook (Briefcase):** CPU 1.6GHz, RAM 1GB, HD 16GB, Display WVGA (1024x600), WinXP, IE 7.0, 3G wireless (optional)
- **CCMS PDA (Mobile):** Any Windows Mobile 6.x device, generally CPU 400MHz, RAM 512MB, Display QVGA (320x240), 3G

## Licensing

CCMS licensing models are flexible and include per user per month subscription and Enterprise licensing. Additional CCMS modules can be added eg CCMS Patient Portal, CCMS interRAI, CCMS Mobile Wound Care, CCMS Workforce (on roadmap).

*Collaborative Care Management Solution is a trademark of HSAGlobal.*

## Implementation and Delivery

CCMS is highly configurable. Implementation of CCMS has a clinical and business focus. A certified Solutions Consultant guides you through a structured and phased approach, from training to configuration, and post-implementation support.

CCMS is typically delivered and hosted by a local Service Provider in a Software-as-a-Service model. The hosted delivery model enables access to a sophisticated health information solution on a monthly charge basis, with minimal upfront costs.

## What Our Customers Are Saying

**Canada** – *Charles H Best Diabetes Centre* – An active CCMS customer, they are also implementing the CCMS Patient Portal for patients to access their personal health record and assist in self-monitoring. “Implementing CCMS has helped us to automate our operation, generate efficiencies and streamline communication between staff, physicians and our families, assisting us to meet the ever-increasing number of referrals and needs of our families.” - Marlene Grass, ED and Founder

**Singapore** – *Singapore General Hospital / SingHealth* – After a successful pilot, the rollout of CCMS across SingHealth is now under way. Enabling integrated care for chronically ill patients with CCMS, SingHealth has achieved better co-ordination of care across settings, standardization of assessments, and visibility of care across the SingHealth continuum. Referral management, care assignment and ‘no show’ reporting have led to better handoff and continuity of care.

*For more information, contact HSAGlobal or your local Service Provider today.*

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