Bridging the Gap between Inpatient and Outpatient Worlds

MedPlus Solution Overview: Hospitals/IDNs

Introduction

As you look to develop your organization's health information technology (HIT) plans, selection of the right clinical exchange technology is critical to your success. The ability to realize the promise of healthcare information technology depends on seamless data exchange that puts needed information in the right place – at the right time – to take full advantage of precious resources. But patient data often resides in silos; and making systems interoperate can challenge even the most advanced organizations.

MedPlus, as the healthcare information technology subsidiary of Quest Diagnostics, is a national leader in this space. We currently support a nationwide infrastructure that touches more than 160,000 physicians *right now* and we are providing these physicians with technology that's intuitive and easy to use. The result is unparalleled adoption and utilization.

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MedPlus is already connected to one of every three physician offices in the country, offering them meaningful solutions to manage their patient's clinical information and enabling peer-to-peer communication. Our network helps hospitals to bridge the elusive gap between inpatient and outpatient worlds, particularly with the small physician practice where the vast majority of care is delivered.

MedPlus creates solutions for some of your organization's most challenging issues:

- Building and connecting your provider network quickly, with minimal investment and risk

- Assembling and transmitting needed data to speed reimbursements and qualify for incentives

- Increasing patient and provider satisfaction, loyalty and preference with software that supports existing workflows and doesn't force change

- Reducing errors, improving care consistency and continuity to produce better outcomes

- Doing more with less, therefore extracting greater value from existing investments

Stakes are High, and Decisions Can be Complicated

When reviewing HIT options for your organizations, answers to some crucial questions will help you distinguish among vendor offerings:

- **Adoption**: *How many actual users are on the system today? What adoption rate has been achieved in existing installations – and what did it take to get there? How many users can be supported concurrently?*

- **Cost**: *How can I use the exchange to improve speed and success of reimbursement claims? How does the exchange help me qualify for funding and incentives?*

- **Data**: *How many data sources and what data types are part of the exchange? Does data flow in both directions, into and out of a Hospital system?*

- **Flexibility**: *Can my existing HIT systems be connected to the exchange? How much flexibility is there to accommodate the organization as it grows and changes? How well does this exchange position my organization for the future?*

- **Reach**: *Can I use the exchange to connect non-employed, affiliated providers so they can access my enterprise HIT information? What if they already have a different HIT system in place? Or nothing at all? How can the exchange be used to benefit and involve patients?*

MedPlus is Unique

We have an extensive, well-established user network that enables us to bridge the elusive gap between inpatient and outpatient worlds and put information at the center of healthcare. Our network can help you:

- Connect affiliated ambulatory practices to hospital enterprise systems

- Enable data sharing, care collaboration and continuity of care

- Influence admissions, referrals and orders from community providers

- Manage chronic conditions and prevent unnecessary readmissions

- Deliver interoperable data for state and national reporting, quality reporting and bio-surveillance

Backbone and Infrastructure: Leading the Way to True Interoperability

The MedPlus Data Exchange suite consists of highly scalable, interconnected healthcare solutions that work together to facilitate the connectivity needed for a national physician community. MedPlus provides the backbone that currently supports more than 160,000 physicians, and securely processes more than one million transactions daily.

Through our work with regional and state initiatives, we have demonstrated our ability to interface with other data sources such as hospital information systems, HIEs, Surescripts®, and payer systems. Patient data can be viewed and accessed through a variety of end user systems, and even embedded within existing viewers to avoid duplicate workflows. We have developed interfaces with more than 100 Electronic Health Record (EHR) vendors and third-party portals in addition to our own ambulatory Care360™ EHR.

Our infrastructure supports a variety of clinical transactions between providers including lab ordering and results delivery, electronic prescribing, clinical messaging and radiology reports. At MedPlus, we can create a clinical Data Exchange hub for an entire community – regardless of the ambulatory systems in use.

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Connecting to the Data Exchange expands the value of your existing systems by linking you locally, state-wide and nationally. MedPlus fully supports the National Health Information Network (NHIN)-Connect Gateway and MITA integration standards, and presents one of the quickest ways you can build your own integrated delivery network. In fact, MedPlus was the vendor of choice to implement the data exchange for three of the nine original NHIN-II contractors. You can see our work in action across the U.S. and Canada.

Because patients also play an important role within a health information exchange, Care360 EHR enables secure clinical data exchange with personal health platforms such as Microsoft® HealthVault™, Google® Health and Keas. Involving patients in their care is not just the right thing to do; it can improve satisfaction and care outcomes, and even increase loyalty to your organization.

The Front Lines of Care

Experience has shown that physicians and other clinicians may be reluctant to adopt HIT that doesn't easily conform to the way *they* do business.

- Care360 provides an intuitive user experience. It was designed and refined over time with true input from real, working clinicians.

- Care360 Labs & Meds is used daily in thousands of outpatient clinics to order and review labs. It's one of the most frequently relied-upon data types for making clinical decisions.

With the MedPlus Care360™ EHR ambulatory solution, we've taken a unique approach to this challenge because we started with something they already know and love.

- Care360 EHR was developed and launched in to add important features and functionality to support ambulatory encounters, and to also help providers qualify for Meaningful Use incentives.

The payoff has been quick physician adoption – Care360 has incredible 98% utilization which results from smart workflow integration - not disruption.

Bridging Inpatient and Outpatient Worlds: A New Hospital Integration Strategy

Ambulatory primary care physicians and their patients are the bread-and-butter of many hospitals and IDNs. Not only do they fill beds, but these physicians are also vital in encouraging the use of ancillary services like medical imaging, physical therapy and many other areas.

Not all hospitals or IDNs are positioned to directly employ ambulatory physicians; but there's another way to connect them to your organization and make them part of your care team. If a practice is already using an ambulatory EHR, we can connect it to your hospital system through our Data Exchange. If there's no ambulatory EHR in place, we offer the affordable connected solution Care360 EHR, which will enable providers to share patient clinical data quickly and efficiently.

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Through our Data Exchange, your organization can immediately connect to this elusive target in order to share data, improve continuity of care, and enhance provider loyalty by giving them electronic access to the data they need**.** Our network enables hospitals to bridge this gap between inpatient and outpatient worlds, particularly with the small physician practice where the vast majority of care is delivered.

Winning Hearts and Minds

Utilization of Care360 software is already 98% among small ambulatory physician offices, which is the most elusive part of a comprehensive data-sharing network. Our approach is to start with the most frequently needed data types – labs and meds – and add core functionality that supports real-world physician workflows rather than creating elaborate, complex software that never gets used.

MedPlus solutions make it possible to design and deliver integrated support tools innovative Hospital and IDN organizations need now. Our complete solution roadmap includes delivering these capabilities:

- Rich data aggregation, analysis and reporting capabilities

- Advanced analytics and business intelligence tools to support population health management and bio-surveillance

- Clinical decision support at point-of-care to address gaps and highlight opportunities using on evidence-based guidelines

"One factor that influenced our doctors to use Care360 EHR is that Quest Diagnostics was behind it. It's a very easy interface. I tried other systems and Care360 EHR is definitely the best."

Dr. Paulo Andre
Boston. Massachusetts

- Tools for chronic condition management and collaborative care

- Support for comparative effectiveness research programs, including sophisticated predictive modeling to proactively target interventions

- Insights to manage the cost of care for high-risk and vulnerable populations through our SOA-based data architecture

Proven Leadership and Experience

MedPlus Data Exchange solutions have already been selected by major HIEs and NHIN contractors like the New York City Information Exchange (NYCLIX), Western Health Information Network (WHIN) and New Mexico Health Information Collaborative (NMHIC/Lovelace Clinic). We are also supporting other leading community exchanges including University Hospitals in Cleveland, the British Columbia Provincial Laboratory Information System (PLIS) and the District of Columbia Patient Data Hub. *Our solutions are implemented, not just proposed.*

We take healthcare information very seriously.

Through our products and services, we are actively helping these organizations address their unique requirements for clinical data integration, population health management, and health data exchange. Quest Diagnostics is the world's leading provider of diagnostic testing, information and services that patients and doctors need to make better healthcare decisions. The company offers the broadest access to diagnostic testing services through its network of laboratories and patient service centers, and provides interpretive consultation through its extensive medical and scientific staff. Quest Diagnostics is a pioneer in developing innovative new diagnostic tests and advanced healthcare information technology solutions that help improve patient care.

Let us show you how implementing our networked solutions can deliver the same benefits for your organization.

Contact us at www.MedPlus.com or call 1.800.444.6235.