



Overcoming Barriers to Providing Efficient Care Coordination

Barriers to Achieving Care Coordination

Care coordination efforts have long been thwarted by technical barriers, including interoperability and incompatible workflows, and lack of responsibility and incentives to deliver coordination.

However, new value-based initiatives and risk-sharing reimbursement models that emphasize outcomes have elevated the need for effective, efficient care coordination.

iHealth's Care Coordination Solution

The development of iHealth's care coordination solution was guided by clinicians seeking to overcome the typical barriers and achieve a higher level of quality across the care continuum.

iHealth solves many of the primary dilemmas of care coordination by facilitating patient management across multiple care settings and technologies, and in the process includes the patient and their caregivers.

iHealth – Effective, Efficient Care Coordination

- Longitudinal patient record
- Real-time notifications
- Predictive logic to enhance preventive care
- Quality benchmarks and goals
- Industry-leading performance solutions
- Innovation-enabled consulting services

Best Practices for Care Coordination

Clinical Workflow

- Clinical integration across settings of care enables cost-effective patient management
- Prioritizes work via pending activities and gaps in care reminders
- Leading-edge predictive logic facilitates preventative care
- Integrates EHR, HL7 and events data with membership data, labs and pharmacy

Administration

- Provides care tracking and performance reporting for care coordinators, administrators and providers
- Enables real-time tracking and reporting of patient status and upcoming needs through patient-level workflow
- Allows care coordinators to enroll patients in care plans, set follow-up reminders and document outreach notes
- Tracks membership assignment, enrollment and billing for programs like Health Home

Quality Care

- Tracks clinical quality performance
- Advances clinical performance through quality benchmarks and goal-setting
- Connects team members in real time through messaging and mobility
- Facilitates communication with caregivers and sends appointment reminders using secure messaging

Why iHealth Services and Resources

- Experienced services team in operation since 1996
- 250 employees worldwide
- 40+ certified coders
- State-of-the-art technology
- Revenue cycle support 24 hours a day, 7 days a week
- Industry-leading performance solutions
- Innovation-enabled consulting services

Expertise

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| Care delivery models | - DSRIP, Health Home, FQHC, PCMH, RHC, etc. |
| Customer base | - Hospitals and health systems |
| | - Physician practices |
| | (37 specialties and subspecialties) |