

Roughly 6.5 million Americans currently live with Congestive Heart Failure (CHF), and organizations are investing considerable resources in improving care management for CHF patients. Audacious Inquiry (Ai)'s SmartAlerts, a next-generation encounter notification capability, facilitates specialist participation in the care coordination of complex patient populations by providing alerts for certain, impactful conditions including CHF, Diabetes, and more.

Background and the Need

According to the American Heart Association, approximately 6.5 million adults in the United States have heart failure, a number projected to rise 46% by 2030.¹ The Agency for Healthcare Research and Quality (AHRQ) has identified heart failure as a condition that, when managed well, can be treated in an outpatient setting – an Ambulatory Sensitive Condition (ASC). CHF is a complex chronic condition, making care coordination across settings of care and within multidisciplinary teams essential to avoid hospitalizations, facilitate medication management, and provide symptom control.²



Historically, Cardiologists and other specialists have not participated in tech-enabled care coordination workflows such as Ai's Encounter Notification Service® (ENS®) as many healthcare encounters were not relevant to their scope of care. Providers receiving high volumes of alerts with no method for filtering which are relevant to their specialty report less engagement in care coordination activities.

Current State

Recognizing the important role of specialists in complex disease management, Ai has developed SmartAlerts, a customizable notification solution for focused care coordination. Similar to standard ENS notifications, SmartAlerts deliver real-time clinical data to aid in nuanced care coordination. With SmartAlerts, physicians and care managers have the ability to set rules determining which criteria trigger the firing of an alert, ensuring the notifications they receive are relevant and actionable.

The Benefit

To the Patient

- Cardiologist involvement in CHF care management is associated with lower rates of adverse outcomes including readmissions, 30-day and 1-year mortality rates.³
- Cardiologists often provide expert and essential disease management, making them vital to CHF care coordination.
- With cardiologists involved in their care, patients are more likely to receive proper medications and doses, undergo more nuanced testing, and have better clinical outcomes.

To the Cardiologist and Health System

- Targeted alerts allow busy cardiologists to be alerted when patients present with relevant concerns, reducing alert fatigue and inundation.
- As health systems seek to better manage chronic illness across the continuum, supporting their cardiologists with sophisticated systems in alerting becomes essential.
- Providers inundated with high volumes of alerts report lower job satisfaction, thus streamlining the influx of alerts is important to avoid burnout.

¹ <https://www.heart.org/en/news/2018/07/19/heart-failure-projected-to-increase-dramatically-according-to-new-statistics>

² Lee, D.S., Stukel, T.A., Austin, P.C., Alter, D.A., Schull, M.J., You, J.J., Chong, A., Henry, D., & Tu J.V. (2010). Improved Outcomes with Early Collaborative Care of Ambulatory Heart Failure Patients Discharged from the Emergency Department. American Heart Association: Circulation, 122(18), 1806-1814.

³ Boom, N.K., Lee, D.S., & Tu, J.V. (2011). Comparison of Processes of Care and Clinical Outcomes for Patients Newly Hospitalized for Heart Failure Attended by Different Physician Specialists. American Heart Journal, 163(2), 252-259.