CASE STUDY

Supporting COVID-19 Response through the Encounter Notification Service® (ENS®)

Audacious Inquiry's Encounter Notification Service® (ENS®) is the industry leader in providing real-time care management notifications. During the COVID-19 pandemic, Audacious Inquiry's network is delivering insights in support of Biosurveillance, Hospital Capacity, and Epidemiological Assessment so appropriate measures can be taken to manage care for COVID-19 patients.

Biosurveillance: Market Challenge

State and county public health departments often receive syndromic surveillance feeds from hospitals and urgent care centers. However, these feeds may not fully capture the variety of syndromic and diagnosis information needed for the response.

ENS as a Solution

ENS uses real-time, high-quality ADT data to monitor health events related to COVID-19 by tracking the use of COVID-specific ICD-10 codes as well as Influenza-Like Illness (ILI) ICD-10 codes. Such data, extracted from our curated analytics repository, has been visualized to create unique insights.

Hospital Utilization: Market Challenge

Understanding hospital utilization is a critical component of surge capacity planning performed by state pandemic response efforts. Understanding current hospital utilization and volume over time across facilities and jurisdictions is a known challenge.

Using ENS, **Chesapeake Regional Information System for our Patients (CRISP)** is supporting COVID-19 response to:

1. Provide current and prior hospitalization data for confirmed cases to the Maryland Department of Health

2. Notify providers of patient results for COVID-19 testing

3. Supply current and recent historical hospital utilization data for official statewide reporting and understanding of daily hosptial volumes

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ENS as a Solution

ENS provides a Census View of emergency department and inpatient admissions, stays, and recent discharges. If plotted over time or the number of available beds, ENS can provide important trending information helpful to statewide facility planning.

Epidemiology: Market Challenge

As a novel virus, the epidemiology of disease is largely unknown for COVID-19. Public health departments are rapidly gathering data to understand trends, identify high-risk patients, prioritize testing, and mitigate negative health outcomes for individual patients.

ENS as a Solution

Using ENS, public health departments can receive supplemental clinical data, such as underlying diagnoses, for known and suspected patients with COVID-19. They can also elect to receive real-time alerts regarding the health care utilization of these patients to better understand the progression of disease and track patient encounters with the health care system.

> **Louisiana Hospital Association** is supporting COVID-19 response, using ENS to transmit real-time notifications to providers and public health officials when a patient tests positive to COVID-19 or becomes hospitalized after initial diagnosis.

Customer Examples

Chesapeake Regional Information System for our Patients (CRISP): CRISP is supporting COVID-19 response using ENS to: 1) provide current and prior hospitalization data for confirmed cases to the Maryland Department of Health; 2) notify providers of patient results for COVID-19 testing; and 3) supply current and recent historical hospital utilization data for reporting purposes for statewide understanding of hospital volumes on a daily basis and patient demographic details used for official statewide reporting.

This information is used to:

- Better understand statewide trends in hospital utilization over time
- Track utilization and supplement case investigation efforts for COVID-19 positive patients

Louisiana Hospital Association (LHA): LHA is supporting COVID-19 response using ENS to: 1) transmit real-time notifications to providers and public health officials when a patient tests positive to COVID-19 or becomes hospitalized after initial diagnosis; 2) track ER visits, IP Admissions, and Discharge events; and 3) access 120-day prior utilization history of positive patients.

This information is used to:

- Track positive COVID-19 patients and facilitate care coordination post discharge
- Understand healthcare utilization patterns and conduct disease investigations

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