

### PRODUCT OVERVIEW

Effective care management requires high fidelity data including accurate patient contact information, encounter diagnoses, and disposition, delivered to at the correct point of care. Care coordination is an increasingly complex endeavor for health care organizations and encounter notification services are critical for care coordination infrastructure.

Our flagship service Encounter Notification Service® (ENS®), the pioneering encounter notification service in the country, processes data in real-time using best-in-class matching algorithms.



### PERFORMANCE

-  **30M notifications sent per month to more than 3,000 subscribing organizations**
-  **75M patients enrolled in subscription panels**
-  **20% of hospital beds in the US connected**
-  **1,000+ data sources (both hospitals and post-acute facilities)**

### KEY BENEFITS

ENS creates opportunities for better coordination across the care continuum, including increasing reimbursement opportunities, engaging providers, and enhancing network integrity.

### DIFFERENTIATING CAPABILITIES

- Workflow-Friendly Alert Management** +
- Intuitive Dashboard** +
- Flexible Panel Management** +
- Conditions of Participation Compliance** +
- Analytics and Reporting**

## WORKFLOW-FRIENDLY ALERT MANAGEMENT

ENS easily integrates into subscriber workflows and provides real-time alerting with actionable information for users to better manage care coordination.

- **EMR Integration:** Encounter alerts are delivered into Electronic Medical Records (EMRs) so users can natively see the data and offers flexibility of deep integration. ENS® tailors notifications to subscriber preferences allowing subscribers to use the optimal method of seamless integration into their workflow.

Flexible delivery allows for:

- **Real-time alerts** through the web portal or aggregated daily CSV files.
- **Sophisticated integrations**, like the use of HL7 v2, FHIR APIs, C-CDA XML files or other methods.
- **Intuitive Dashboard:** ENS's powerful and flexible web-based user interface enables care managers and practice staff to manage notifications so that care managers can engage patients soon after discharge to ensure they understand their condition and are scheduled to see their

physicians. Facilitating the coordination with other care managers through the dashboard allows care managers to create and share specific care notes and indicate the status of outreach to the patients.

- **Filtering:** ENS allows granular filtering capabilities to support care coordination at all levels of healthcare organizations, including at the practice-level, hospital-level, or care program level, to achieve a high degree of detail for actionable alerts.
- **Census View:** Providing subscribing organizations' care management teams an accurate, real-time view of the current hospitalization and emergency department status of their patients to engage in critical activities such as discharge planning. This feature allows care coordinators to more effectively direct resources to better serve their patient population at any given time.

## FLEXIBLE PANEL MANAGEMENT

Robust encounter notification services require subscribing organizations to submit patient panels to receive patient alerts. ENS allows subscribers to choose how they would like to manage their panels including:

- **Auto-subscription:** Simple automated empanelment using a one-time set-up using ADTs or scheduling feeds. As patients are added or removed to the panel on the source side, ENS will keep the panel up to date in real-time.
- **Self-Service Panel Loading (SSPL):** Enabling high-churn panel management for organizations to ensure accurate,

reliable alerting. SSPL allows subscribers to submit panels frequently at their own discretion, including but not limited to, behavioral health clinics, home health organizations, and hospice and palliative care organizations.

- **CSV:** ENS supports panel loading of traditional CSV files.

## CONDITIONS OF PARTICIPATION COMPLIANCE

ENS satisfies the CMS e-Notification rule for hospitals - a Condition of Participation in the Medicare program. ENS' CMS Audit Reports support the ongoing internal monitoring of compliance as well as the reports needed for CMS auditors. For providers, subscribing to ENS once ensures that their staff receives alerts through their preferred method of receipt, with no duplication.

## ANALYTICS AND REPORTING

Audacious Inquiry's data lake captures key information from ADT feeds which supports many levels of analytics need, leveraging aggregated encounter data across the care continuum like network oversight for HIEs or population health insights for subscribers.

# SmartAlerts™

Powered by Audacious Inquiry's ENS®

A customizable notification solution for enhanced care coordination

## FEATURE OVERVIEW

SmartAlerts are a next-generation, customizable notification technology in ENS that enables enhanced care coordination. These configurable alerts are triggered based on a number of factors from specific medical conditions or frequency of utilization, and are targeted to meet the needs of many organizations and their teams – from disease specific case managers to epidemiologists in public health departments, even specialist physicians like nephrologists.

Relying on information from Admission, Discharge and Transfer (ADT) messages, subscribers' patient panel data, our Master Patient Index (MPI), and other external datasets, these data elements can be used alone or in combination to create unique rules determining when alerts are triggered and what information they contain.

Clinicians and care managers receive high-value, actionable, real-time notifications, better equipping the care teams to intervene and provide quality care coordination, allowing specialists to provide targeted patient outreach and getting patients looped into the care coordination process.

A high degree of customization is available through business logic and rules-specific configuration to further customize these alerts. SmartAlerts are displayed on the web-based dashboard and alerts are catered to subscriber preferences with flexible panel loading options.



### Intelligent Routing Leverages:

- Patient demographics
- Past encounters
- Payer status
- ICD-10 codes
- Proprietary risk scores
- Free-text analysis on chief complaints
- Lab, CCD-A, and other structured values

## TYPES OF SMARTALERTS

### Care Team Change Alert:

Alerts care teams when a patient is newly added or removed from their panel and share data on other care teams the patient belongs to.

### New Care Manager Alert:

Notify the care managers on a patient's care team when a new care manager has subscribed to the patient.

### Prenatal Lab Alert:

Alerts users when patient has a positive pregnancy test in a hospital or emergency department.

### SDOH via ADT Alert:

Flagging ICD-10 Z codes as well as diagnosis descriptions and chief complaints that map onto SDOH. SmartAlerts has expanded logic to catch free-text references, e.g. "homeless."