



CareScience Quality Manager

When Quality of Care is the Cornerstone of Your Organizational Vision

The RIGHT Solution Goes Beyond Simple Benchmarking to Enhance Your Quality Strategy

As care delivery becomes increasingly complex, the use of in-depth clinical analysis to drive organization-wide quality initiatives is essential to serving your patients and achieving strategic and financial goals. However, truly



useful analysis that translates into safe and efficient care requires a deep understanding of clinical processes. Insight into the data and practice patterns underlying your organization's clinical and financial outcomes is the key to yielding information your team can act on.

For more than a decade, CareScience has assisted hospitals and health systems in translating organizational vision and goals into an integrated quality improvement process that optimizes patient outcomes, improves operational performance, increases staff efficiency and reduces costs. CareScience solutions, built by physicians, clinicians, and healthcare experts, are comprised of products and services that deliver results and demonstrate our commitment to innovation, establishing us as the

"We wanted to make quality the center of our organizational strategy. We were looking for a partner who could address our organization at all levels, had proven methodologies and could offer services wrapped around their information systems."

Simon Samaha, M.D.
Senior Vice President of Clinical Operations
Cooper University Hospital

"clinicians' tool of choice." Our clinically rich, proven methodology sets the bar for rigorous analysis of patient outcomes. At CareScience, we show healthcare providers how to better define best practices and evidence-based treatment protocols that help link safe, quality care to the health and success of your enterprise.

Reducing Cost, with a Focus on Quality

CareScience Quality Manager helps hospitals and health systems identify the underlying causes of costly, avoidable patient events — such as complications during a hospital visit, excess length-of-stay and unnecessary readmissions — to determine practical action for prevention and to achieve significant operational, clinical and financial gain. Our customers' success has proven that better patient care and a focus on quality drives improved operational and financial performance. In fact, our customers have saved millions of dollars.

CareScience Quality Manager allows for detailed data mining and monitoring of the care processes, including patient demographics, treatment patterns, patient flow, resource utilization, provider comparisons, events after admission and the resulting impact of these factors on patient outcomes.

CareScience Quality Manager can help your organization leverage patient data resources that often remain inaccessible or underutilized. With a deeper understanding of your clinical and operational processes, you can fine-tune the delivery of care and enhance your care management approach.

CareScience Quality Manager is designed to improve quality of care and reduce costs by:

- Identifying opportunities for care process improvement
- Pinpointing areas of care where process improvements will yield the greatest clinical and financial results
- Define and implement continuous improvement initiatives
- Monitor your plan of action to measure results and report on performance

CareScience Technology - Designed with You in Mind

CareScience technology is designed through the influence and contribution of physicians, clinicians and healthcare experts who intimately understand the nuances of the clinical environment. In short, our tools are made specifically with our clinically-focused customers in mind. Therefore, CareScience products are intuitive to use, easy to manipulate and make it possible for users to focus on areas that are most critical to them — whether they are hospital administrators, executives, physicians, nurses, clinical staff or quality analysts. And, as an ASP hosted solution, CareScience Quality Manager is continuously improved as a result of the feedback and insight from our hundreds of customers.

CareScience Quality Manager automates the process of data gathering, analysis and reporting, and:

- Consolidates patient data from various sources, such as disparate clinical and financial systems, into one repository for centralized access, analysis and reporting
- Makes data easily accessible through an intuitive Web-based interface
- Applies clinically-focused risk assessment methodologies for a clear understanding of how each patient's unique characteristics impact their outcomes
- Enables customizable reporting for powerful analysis

Using your clinical and financial data, including resource use, test results, date and time stamps, charges and costs, CareScience Quality Manager allows you to evaluate specific patient populations for risk factors leading to mortality, morbidity, complications, length of stay, readmissions, and costs, including suboptimal care. It also enables you to drill down into ICD-9, DRG, MDC as well as other patient groupings such as procedure, provider, gender and age group.

In addition, CareScience Quality Manager offers convenient Quick Reports that provide comprehensive overviews of selected clinical topics such as AMI, heart failure, and pneumonia. Quick Reports also help to pinpoint opportunities for improvement with our opportunity analysis and AHRQ patient safety reports.

Users also have the ability to conduct exploratory analysis through a query tool

Setting the Bar for Risk-adjusted Analysis

CareScience Quality Manager is driven by our unique, clinically-focused risk assessment methodologies.

Developed at the University of Pennsylvania's School of Medicine and Wharton School of Business, and continuously honed by physician leaders through Project Osler and the CareScience Research Services team, this approach offers an unparalleled level of breadth, clinical focus and comprehensiveness.

Unlike financially-focused methods, CareScience Quality Manager supports true clinical care process analysis and transformation.



using any data element in the system database. With this level of analytical power, you can isolate process deficiencies, identify optimum treatment protocols and reduce medical errors.

Powerful Analysis

At CareScience, we are measurement experts. Our unique methodology for analyzing clinical outcomes is what allows us to provide you with powerful, actionable information to both quickly identify opportunities for improvement and implement improvement initiatives.

Our risk assessment tools enable you to compare expected outcomes with your patients' actual outcomes to better understand where there are significant deviations that may indicate opportunities to improve performance, or help to identify those patient populations who received exemplary care.

Our approach:

- Distinguish costly complications of care from pre-existing conditions.
- Identify differences in care patterns that influence clinical performance deficiencies or superior care.
- Understand how patient placement and throughput decisions impact outcomes.
- Determine resource use that leads to the best clinical outcomes and cost.
- Help mitigate the institution's financial and legal risks.

This risk model allows evaluation and comparison of your outcome patterns to our standard expected practice, based on mean performance statistics, and to the CareScience Select Practice. CareScience Select Practice is based on comparisons to the top performing hospitals in the CareScience database — those identified as delivering measurable excellence in both quality and cost outcomes.

Smooth, Cost-Effective Implementation

CareScience Quality Manager is Internet-based, fully HIPAA-compliant and encrypted to enable rapid implementation, affordability, and ease of use — with no upfront investment in IT hardware and minimal need for resources from your IT staff after the initial implementation. CareScience manages and hosts the solution in a central location for timely access to software upgrades, product enhancements and data updates. CareScience also reduces implementation costs by leveraging your investment in your existing information systems, data and personnel — producing a typical 20:1 enhancement in clinical operations staff productivity.

CareScience Professional Services – Insight Into What Works

CareScience is distinguished in its ability to provide experienced, credentialed clinicians and healthcare professionals to help you leverage your care management investments and deliver measurable results.

CareScience technology is paired with expert tactical and strategic implementation services, such as our implementation design, clinical case studies and training, to ensure a smooth, successful implementation. And, our consultants can deliver a spectrum of support, from implementation and education, mentorship and staffing, change management and redesign, to outsourcing of system-wide care

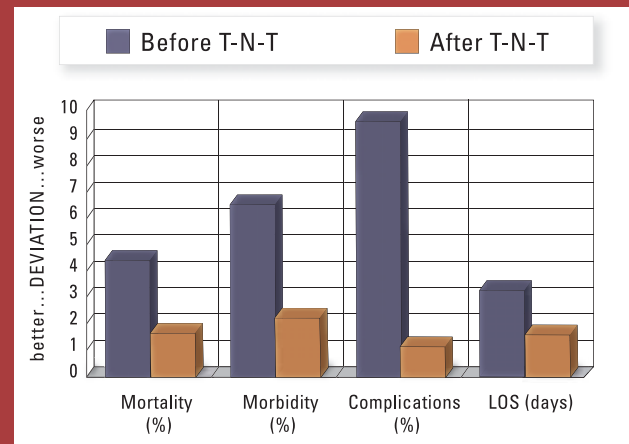
Case in Point

Using CareScience Quality Manager, North Mississippi Medical Center, a 650-bed hospital with a level-II trauma center in Tupelo, Mississippi, was able to investigate its trauma & neurosurgery patient populations, identify root causes of deviations in outcomes and engage a team of clinicians across departments to improve care processes and treatment protocols.

The Result: Improved patient outcomes, increased staff satisfaction, reduced length of stay (LOS) and a savings of over \$1.4 million for Medicare patients alone.

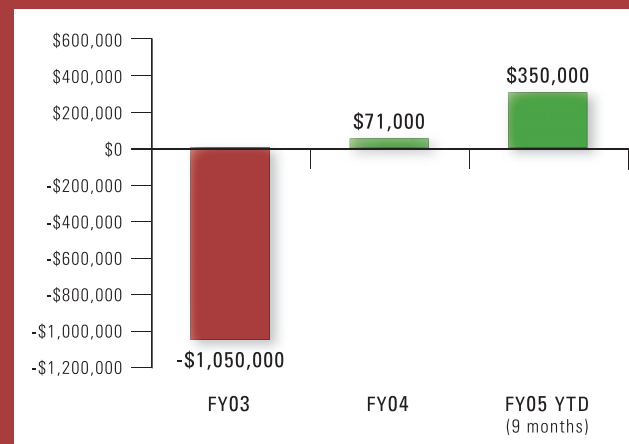
Craniotomy Patient Outcomes

Neurosurgeons (Risk-Adjusted)



Cost Improvements in Medicare Variance for DRG 483

(Tracheostomy with 96+ Hours of Mechanical Ventilation)



"The team at CareScience, without exception, has been highly professional and more importantly, has demonstrated a remarkable commitment to quality initiatives in care management. CareScience has helped us get much farther, much more quickly than we ever would have on our own."

Howard Grant, M.D.
Chief Medical Officer
Temple University Health System

management functions. With expertise in evidence-based medicine, patient safety, process improvement, care coordination, data analysis and both clinical and financial accountability, our experienced staff understands the complex choreography of patient care and the need to simultaneously keep an eye on the end goal — delivering the right care for every person, every time.

The Right Solution – CareScience Quality Manager

CareScience brought clinical process improvement to the forefront of hospital quality initiatives, helping hospitals build a business case for quality. Today, CareScience continues to help organizations find innovative solutions for linking safe, quality care to the health and success of your enterprise. Call CareScience today at (888) 223-8247 to learn how you can reduce costs and improve care with the RIGHT solution for your needs.



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