



CASE STUDY

Managing Patients with Complex Conditions to Prevent Hospital Readmissions

Background

Sometimes health plan members or medical group patients have multiple conditions and/or co-morbidities that require frequent monitoring, complex care, and frequent services from multiple practitioners in a number of settings. Healthcare providers are tasked with the responsibility need to track progress and follow up with the patients on an on-going basis. This process is referred to as Complex Case Management.

As part of Complex Case Management, eligible participants are contacted and encouraged to enroll in the case management process. During the case management process, information is collected on the participants' medical history, social history and progression of treatment and conditions over a period of time. Data is collected as the case manager assists the participants in goal setting in order to meet their health care needs and improve their quality of life.

Approach

MXO designed a web-based application that allows multiple users to build and track case data in a secure environment. This environment allows the end users to update the case with information from the initial assessment, goal setting and management, and final review or case closure. The application is designed to combine the business needs with the necessary required confidentiality and security.

Results

The Complex Case Management Application developed by MXO offers a solution to healthcare providers to store and maintain accurate and up-to-date information on Complex Cases. Benefits include:

- 🔄 Smart forms that enforce pre-determined business rules
- 🔄 Single point of storage for all case information
- 🔄 Required field notifications that key in on specific fields required for each case
- 🔄 Organized workflow that allows the end user to walk through the case in a usable format
- 🔄 Real time reporting on participant goals
- 🔄 Single point of entry for all users
- 🔄 Security groups built with access to view 1 or many user sites

Technology

Centralized Portal: SharePoint is utilized for management of single point of entry and access to the application, document management, and user security access.

User Interface: Built using Microsoft ASP.NET MVC5 and companion tools aiding in rapid application development.

Creating a custom application solution increased workflow and allowed practitioners to more efficiently and accurately maintain their patients' health.