

# HEALTH OUTCOMES IMPROVEMENT (HOI™)

*Ensuring quality, compliance and rate optimization*

## Outcomes delivers transparent results through professional RN auditors, easy-to-use web tools

Reliable healthcare data isn't born neatly into a single file. Credible information resides among disparate sources and only expert acquisition, analysis and integration with the medical record can generate valuable data. Just as diamonds raw from the mine lack the luster of a finished gemstone, disorganized data sparkles only after the intelligent work of acquiring, aggregating and auditing. Data resides in multiple places: diagnostic centers, emergency rooms, physicians' offices, hospitals, labs and pharmacies. Who extracts meaningful order from data chaos?

### **Outcomes Health Information Solutions.**

There's no mystery when Outcomes manages a quality initiative. For instance, during a HEDIS® project, our rate-improvement goals are aligned with yours while you maintain complete control with total project transparency. When health plans partner with Outcomes, they know which providers have been scheduled for their review and when. They know how many medical records have been retrieved, how many have been abstracted and the compliance status of each member. Ever wanted to know the status of your review? With Outcomes, it's simple: you see the data when we see the data—at the provider, member and measure levels.

Outcomes' proprietary Web tools and professional staff combine to ensure a viewable process on-demand.

Some auditing firms rely on contractors to retrieve and analyze data, potentially missing valuable quality elements. But Outcomes' Clinical Audit Team is made up of nearly 700 experienced auditors—RNs and certified coders—who are specifically trained in accreditation standards and quality initiatives such as HEDIS®. Outcomes' nationwide expertise in all domains of care assures that your project is delivered on time, meeting high quality compliance standards.

Through our **Health Outcomes Improvement (HOI™)** services, Outcomes conducts more quality audits and drug safety and efficacy studies than any other health analytics company.

### **HOI™ produces quality work throughout several offerings:**

- **HEDIS® Data Collection and Reporting**
- **Provider/Group Level Outcomes Reporting**
- **State and Federal Quality Reporting Initiatives**
- **Drug Safety and Efficacy Studies**
- **Disease Specific Audits**
- **Accreditation Medical Record Audit**
- **Credentialing Audits and Site Surveys**
- **Customized Data Collection and Audit Projects**



### **LEVERAGE YOUR INVESTMENT with ECO-SCALING™**

By repurposing harvested information from claims, encounter data and health records, work can be leveraged from one project and optimized for data analysis needs for an entire organization. Outcomes can help reduce time, expense and duplication of efforts through our strategy of Eco-Scaling™. The process creates ECONOMIES of SCALE by **acquiring**, **analyzing** and **repurposing** data. This improved data can be used for multiple initiatives like risk adjustment, HEDIS® and health advocacy programs.



**OUTCOMES**

*Better data. Better decisions.*