



eSante™ SmartStream™

Pilot Program

and

X-link

HIMSS 2013 Demonstration



PHYSICIAN SOFTWARE MADE EASY

3632 Land O' Lakes Blvd. Suite 101  
Land O' Lakes, FL 34639

888-e-Claim-1 . 813-995-2200 . 813-995-2339 f  
[www.x-link.info](http://www.x-link.info) [sales@x-link.info](mailto:sales@x-link.info)



minds on health

7926 Jones Branch Drive, Suite 330  
McLean, VA 22102 • 480 481 5965

<http://www.cognosante.com/>

## The Time is now for Enhanced Clinical Quality and ACO Management

FACT – For our aging population, healthcare is expensive. Medicare spending grew 6.2% to \$554.3 billion in 2011, or 21% of total national health expenditure, and it is expected to grow at a rate of 6.1% a year through 2021. Per-person spending for the 65 and older population was \$14,797 in 2004 (*most current published historical data*), 5.6 times higher than spending per child (\$2,650) and 3.3 times spending per working-age person (\$4,511). The elderly (65+) comprise 12% of the population and accounted for 34% percent of spending in 2004. Medicare enrollment growth is anticipated to be a stronger influence on future-spending growth than the changing age-mix of the Medicare population.<sup>i</sup>

### Can the Care Delivery System be Improved?

Yes – Care coordination, reward value over volume, evidence-based medicine, medical homes, transition from fee-for-service to risk-sharing payment, access to information, preventive care – these are the core concepts for an improved care delivery system. Accountable Care Organizations (ACOs) embody these concepts and provide a way to overcome the fragmentation and volume fixation of our existing fee-for-service system.

### Preventive care is a new concept in the US – eSante SmartStream and X-Link Can Help

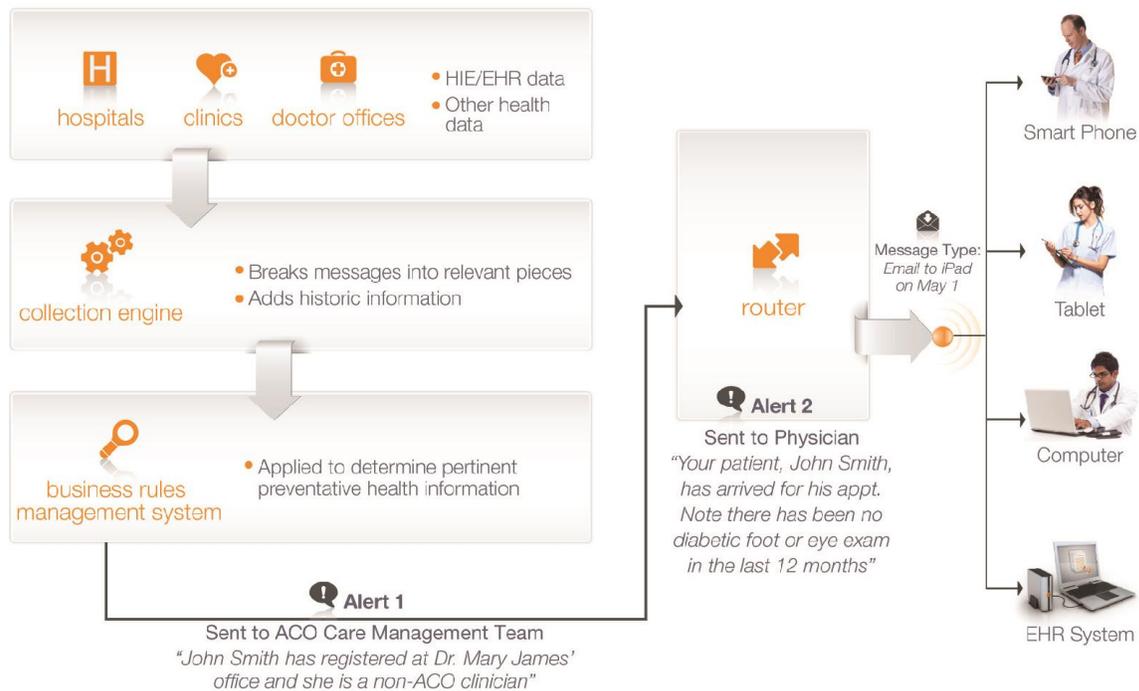
Cognosante has developed a patent-pending technology called eSante SmartStream, which significantly enhances care-management capabilities. eSante SmartStream collects, integrates and filters patient clinical and administrative data, and generates real-time alerts, reminders and other messages. These messages are triggered when there are indicators of need for an immediate clinical intervention or to ensure patient compliance with care plans and evidence-based practice guidelines. For HIMSS 2013, Cognosante has teamed with Easy Business Software to utilize their enhanced X-Link interface technologies software to demonstrate the capabilities of eSante SmartStream.

### How eSante SmartStream and X-Link Work

eSante SmartStream has the capability to consume multiple healthcare data feeds, parse and analyze the content it captures to filter out unneeded data, apply user-specified business rules and generate alerts, reminders and messaging to the patient and caregivers, providers, auxiliary professionals, case managers and the payor. eSante SmartStream's Context Aware Communications (CAC) look at temporal (time) requirements and the appropriate business rules and relevant associated data, and then route the results to the appropriate location e.g., smart phone, EHR/EMR, Practice Management, email, etc.

As part of our demonstration project for HIMSS 2013, the use of eSante SmartStream is working in conjunction with Easy Business Software and their X-Link Medical Software Interfacing technologies as the source of data feeds from Practice Management, EHR/EMR and various Clinical Systems. The use of X-Link provides physician-related, event-driven data feeds that can invoke eSante SmartStream when an event such as closing out a patient encounter within an EMR, or the scheduling of a patient office visit is completed. Additionally, X-Link provides eSante SmartStream with all of the necessary standardized data for its subsequent processing.

The overall flow and functionality of eSante SmartStream and X-Link is depicted in the diagram below:



## Cognosante eSante SmartStream and X-Link Demonstration Project

This program enables you to “test drive” eSante SmartStream for up to 90 days. Cognosante will provide the technology and support to provide access to your existing data streams, enabling eSante SmartStream to view the data. Most importantly, this pilot program provides your organization with reporting compliance, improved access to information and help in maximizing the shared savings. Please note that eSante SmartStream nor X-Link does NOT store PHI. Cognosante is proposing the integration of eSante SmartStream in two scenarios: clinical quality management and ACO member management.

## Clinical Quality Management

### An Example: Diabetes Patient Management

Dr. Marilyn Jones’ practice recently joined the Compliant ACO. Dr. Jones’ goal for joining an ACO was to help stem the rising costs, provide more efficient, improved care (especially for her Medicare population), and hopefully receive a healthy portion of the overall ACO shared-savings program as described by CMS.<sup>ii</sup> One of the things Dr. Jones’ practice must do is monitor compliance with CMS’ Measures For Use In Establishing Quality Performance Standards That ACOs Must Meet For Shared Savings<sup>iii</sup>. Dr. Jones has a significant diabetic population in her practice and is especially worried about the standards associated with diabetes monitoring – the Compliance ACO’s use of eSante SmartStream will help her greatly.

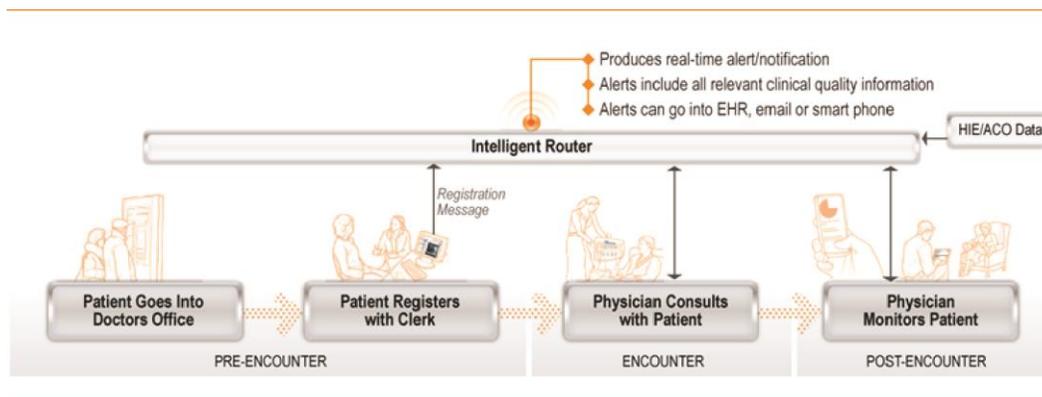
Let’s step through a visit Dr. Jones had recently with her patient, Helen Smith. Ms. Smith arrived for her visit and was promptly greeted by the clerk and started the registration process. Fortunately, Dr. Jones’

clinic invested in a certified EMR<sup>iv</sup>, so the registration process went smoothly. As Ms. Smith takes her seat in the waiting room, the EMR sends out an electronic registration message that goes to other ancillary systems, e.g., the lab information system and billing, as well as to eSante SmartStream. Compliance ACO has also built the business rules to monitor the diabetic measures for CMS compliance and immediately eSante SmartStream reviews Dr. Jones' EMR as well as other data sources.

Upon inspection, eSante SmartStream detects the following about Ms. Smith:

- Hemoglobin A1c has been reported at 7%, within the bounds of the CMS measures<sup>v</sup>
- Low-density Lipoprotein have been reported at 95, again within the bounds of the CMS measures<sup>vi</sup>
- Blood pressure has been reported at 142/91 – this is out of the norm as designated in the CMS measures<sup>vii</sup>
- Ms. Smith continues her non-use of tobacco, the norm as designated in the CMS measures<sup>viii</sup>
- Ms. Smith continues her use of aspirin, the norm as designated in the CMS measures<sup>ix</sup>
- Fortunately, Ms. Smith's Hemoglobin A1c is at 7% (within the standards) and does not rate as poor control (>9%), as designated in the CMS measures<sup>x</sup>

eSante SmartStream sends a message to Dr. Jones' tablet as well as to her smart phone informing her of Ms. Smith's recent history – better preparing Dr. Jones for her visit with Helen Smith.



The purpose of this use case is to illustrate how important compliance is and how eSante SmartStream can search the practice's EMR as well as any other accessible data sources such as local health information exchanges (HIEs). This data is assimilated by eSante SmartStream into useful information and delivered to Dr. Jones in a variety of methods prior to the start of her visit with each patient. eSante SmartStream enables Dr. Jones to be better prepared and understand the compliance of her patients, in this case with CMS' diabetic measures. In fact, eSante SmartStream not only helps improve Dr. Jones' compliance awareness, the system enables the Compliant ACO to gain an aggregated view of diabetic compliance across their organization, as well as compliance with an array of measures necessary for government reporting. Further, eSante SmartStream is custom-built for Compliant ACO's specific needs.

## ACO Member Management

After a good report from Ms. Smith's visit to Dr. Jones, Ms. Smith became lax in her monitoring of her "blood sugar" (Hemoglobin A1c) and overall diet. This yielded a significant spike in her A1c—the measure of control over her diabetes—as well as a dangerous upward spiral in her blood pressure. This spike and spiral yielded a trip to the emergency department (ED) at the local hospital. The hospital was not part of the Compliant ACO, but was part of the local HIE, as was Compliant ACO. When Ms. Smith presented at the ED, she was immediately registered and given a bed. The registration process invoked a similar eSante SmartStream process to that of Ms. Smith's visit to Dr. Jones. The attending physician at the ED received her historical diabetic information from eSante SmartStream and Dr. Jones and the Compliant ACO care team all received eSante SmartStream alerts that Ms. Smith was at the ED to receive care and that the hospital was not part of the ACO. The ED doctor, after reviewing Ms. Smith's background, believed it to be advantageous that Ms. Smith be admitted to the hospital for observation. Again, the admission process triggered an alert to Dr. Jones and the Compliant ACO team that Ms. Smith was being admitted to the hospital.

These eSante SmartStream alerts served a two-fold purpose:

- In real time, Dr. Jones was alerted that her patient was registered at the ED and receiving care
- The Compliant ACO Care Management team was able to begin monitoring Ms. Smith's care, ensuring she continued to receive the most efficient, evidence-based care while at the ED

Again, eSante SmartStream enables Dr. Jones and the Compliant ACO to monitor care, ensure appropriate care, and discuss with Ms. Smith the lifestyle changes needed to avoid this kind of incident in the future.

### About Cognosante

Cognosante is a national thought leader on the forefront of the latest solutions in healthcare information technology. As a systems integrator, Cognosante helps clients develop, manage and execute complex programs, such as health information exchange, health insurance exchange, integrated eligibility and enrollment, accountable care organizations, and audit and recovery management. For additional information and an eSante SmartStream demonstration, please contact Cognosante at [BD@cognosante.com](mailto:BD@cognosante.com).



### About Easy Business Software

Easy Business Software is a consultative technology integrator and software developer focused on delivering solutions to the physician market for improving patient care. Easy Business Software manufactures X-Link, the industry standard for integrating disparate clinical and practice management systems and services. This industry standard integration product provides seamless integration for over two thirds of the practice management systems used in the one to three physician market. To learn more about X-Link or to let us know your interface needs, please contact Easy Business Software at [sales@x-link.info](mailto:sales@x-link.info).

## References

---

<sup>i</sup> [https://www.cms.gov/NationalHealthExpendData/25\\_NHE\\_Fact\\_Sheet.asp](https://www.cms.gov/NationalHealthExpendData/25_NHE_Fact_Sheet.asp)

<sup>ii</sup> 42 CFR Part 425 [CMS–1345–F] RIN 0938–AQ22 Medicare Program; Medicare Shared Savings Program: Accountable Care Organizations

<sup>iii</sup> Medicare Program; Medicare Shared Savings Program: Accountable Care Organizations; Federal Register Vol. 76, No. 212, pages 67889 - 67890

<sup>iv</sup> [http://www.cchit.org/get\\_certified](http://www.cchit.org/get_certified)

<sup>v</sup> Medicare Program; Medicare Shared Savings Program: Accountable Care Organizations; Federal Register Vol. 76, No. 212, Rule 22 page 67889

<sup>vi</sup> Medicare Program; Medicare Shared Savings Program: Accountable Care Organizations; Federal Register Vol. 76, No. 212, Rule 23 page 67890

<sup>vii</sup> Medicare Program; Medicare Shared Savings Program: Accountable Care Organizations; Federal Register Vol. 76, No. 212, Rule 24 page 67890

<sup>viii</sup> Medicare Program; Medicare Shared Savings Program: Accountable Care Organizations; Federal Register Vol. 76, No. 212, Rule 25 page 67890

<sup>ix</sup> Medicare Program; Medicare Shared Savings Program: Accountable Care Organizations; Federal Register Vol. 76, No. 212, Rule 26 page 67890

<sup>x</sup> Medicare Program; Medicare Shared Savings Program: Accountable Care Organizations; Federal Register Vol. 76, No. 212, Rule 27 page 67890