

What is the Collective Platform?

Collective Medical offers two web based applications:

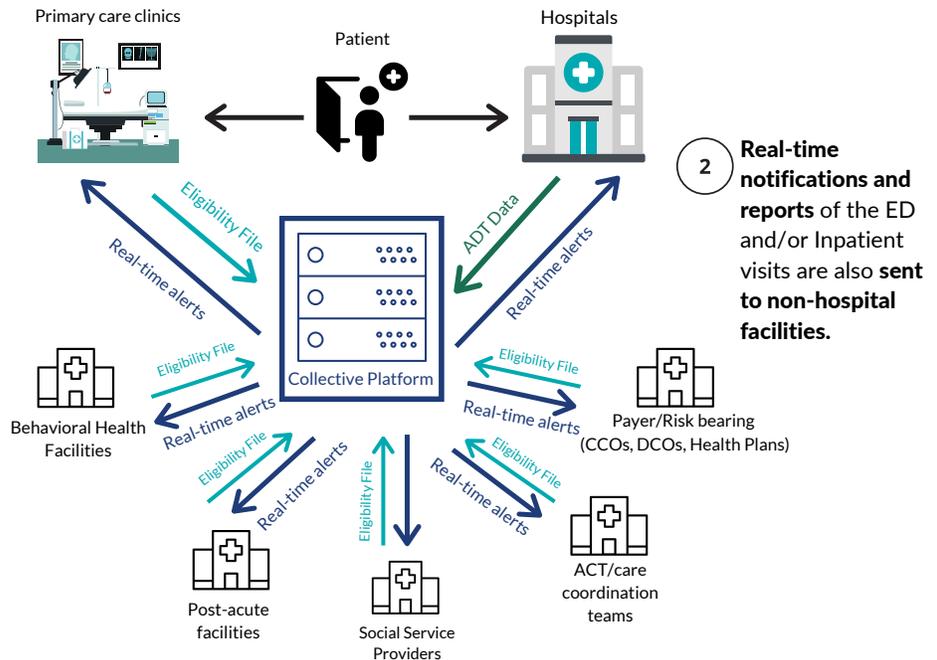
EDIE is the first application, which provides real-time alerts and care guidelines to emergency departments (ED) for patients who have high utilization of hospital services. EDIE is built off of admit, discharge, and transfer (ADT) data that is provided by hospitals.

Collective Platform is the second application which expands real-time notifications to non-hospital facility types such as health plans, CCOs, providers, etc. to better manage their members and coordinate care. Collective Platform is built off of eligibility files, provided by each non-hospital facility. Users can only see information on a patient with whom they have an established HIPAA-TPO relationship.

Users of the Collective Platform can add care plans, track specific patients or patient populations, and coordinate care.

How does the Collective Platform work?

- 1 **Built off ADT data provided by hospitals, when a patient visits an ED a real-time alert is sent to the ED providers.** This alert includes basic care guidelines (demographics, hospital encounter dates, chief complaints or primary diagnosis, care team providers, key patient groups or notes).



- 2 **Real-time notifications and reports of the ED and/or Inpatient visits are also sent to non-hospital facilities.**

- 3 **Users can access updated patient contact information, add care plans, upload attachments and run population-based reports. Users only see information on an individual with whom they have an established HIPAA-TPO relationship, established via a regular eligibility file/patient roster. User accounts are role-based, password protected, and subject to the network's security policies.**

How do DCOs use the Collective Platform?

Collective Platform services are in use to improve care coordination and reduce ED use for patients with frequent ED visits.

Dental Care Organizations (DCOs) use the Collective Platform to receive realtime ED notifications for dental-related visits and perform follow-up case management, e.g., outreach/education to the member, scheduling a dental appointment, etc.

Education and outreach is currently underway to better highlight the workflows and benefits that are specific to dental practices.

Data for tables and figures provided by Collective Medical Technologies.

Statewide organizations using the Collective Platform have increased every year since 2014





Key Terms for Collective Platform Use

Care Guidelines: The recommendations given by providers to guide patient care in the emergency department; presented on—and often the reason for—*notifications*. It is part of the Insights section and found on the Patient Overview page.

Care History: The Care History section organizes a patient's medical, substance abuse, behavioral, social, and radiology details into bite-sized pieces. The information in this section is included in Collective notification sent for a patient to provide historical context to an ED provider treating a patient.

Care Team: The care team section is found on the Patient Overview page. It displays a list of care providers and other care team members involved in the care of the patient.

Cohorts: A cohort is a set of patients who have 'met criteria' in a specific time frame. For example, if an organization has 100 patients and 10 have an ED visit yesterday, but only 2 of them met the '5+ ED Visits in 12 Months' criteria then those 2 patients would appear in that cohort (the same name as the criteria) and that may help my team to determine action items of who/how to follow up with our patients.

- Note: A patient is only in a cohort temporarily, if a patient does not have an ED visit in 3 months then they will not be in the 5+ ED Visits in 12 Months cohort during that time.

Flag: *Flags* are similar to tags but with a further reach on the Collective network. A *flag* is a value that is attributed by an organization; however, it can be seen by ANY portal on the Collective platform IF they have an active relationship with the same patient. This distinction helps care providers to have awareness of important information that they may not otherwise know.

Flags are displayed on the Patient Overview page in the tags section of the Patient Demographics section. *Flags* are always displayed first and within a light gray container. They cannot be added or removed by users but are sourced via specific patient files. Similar to *tags*, they can also be leveraged into *criteria/cohorts* or even reports if meaningful to an organization.

Insights: Sourced by healthcare professionals, insights are made up of Care Recommendations and Care History. The Insights section is where healthcare providers may record specific, important information that is necessary for providers in the ED setting to have access to when a patient presents. These insights may be added, edited, and deleted in the Collective platform and show up on the Collective notification.

Notification: The document containing the aggregated information from within the Collective platform that is delivered to a specified destination (e.g., direct to EMR, print, fax—not email or text) as part of a provider being notified when previously defined encounter-based criteria are met. The Collective notification includes identifying patient information, Care Team, Insights, Background, Security and Safety, and Recent Visits sections.

Scheduled Reports: Scheduled reports are based on the visits by your member population in a specific time frame. Various columns can be included to help identify the patient, as well as show the services accessed and service-related information. Common report types are a 24-hour census of ED patients for a managed population, a 24-hour census of all patient activity for a population, and a 72-hour discharge summary of patients common report requests. Daily admit reports, discharge reports, and chronic disease cohort reports are all common types of scheduled reports.

Tag (Group): The term tag and group have been used interchangeably. This feature is located on the Patient Overview page at the bottom of the demographics panel and allows a facility to 'tag' a patient with a specific identifier (i.e. case management program, risk category, etc.) that is meaningful to the organization. These tags are ONLY visible to that specific organization and are not seen by other providers on the Collective network. All patients who have the same tag are a defined group of patients that do not change over time unless the tag is specifically added or removed by the organization.

OHA, OHLC, and HIT Commons manage the EDIE Utility in Oregon which leverages the Collective Platform. If you have any other questions or need more information please reach out to: Collective Medical Support Team (support@collectivemedical.com) or HIT Commons (HITInfo@hitcommons.org).