



THE POWER OF BEING UNDERSTOOD

CHRONIC CARE MANAGEMENT ACCELERATOR

Effective medical care for chronic care patients typically requires longer and extended visits to the doctor's office than typical acute care treatments. Elements of structured chronic care management programs may include a treatment plan with regular monitoring, coordination of care between multiple providers, medication management, and support for patient self-management through education or tools. Necessary intervention can require input from multiple specialists that may not usually work together. To be effective, chronic care management requires close and careful coordination.

Unfortunately, today's clinical systems don't provide a proactive, cross-provider, outcome-focused solution. Providers require vital technology solutions that will allow them to coordinate treatment plans, measure outcomes and provide proactive services to their patients.

Robust chronic condition patient management

The RSM Health Care Accelerator allows you to quickly begin utilizing Microsoft Dynamics® CRM for chronic condition patient management. Our framework utilizes the built-in relationship, workflow and activity management capabilities of Dynamics CRM. The accelerator adds critical information and functions you need to manage patients' chronic diseases, giving you the basic foundation for a robust chronic condition management application. New functions and data can easily be added to the framework. In addition, the system manages compliance with treatment plans, sets appointments, creates referrals and provides a single source to assess how a patient's chronic disease is being managed.

Through the accelerator tool, RSM's outreach management allows clients to create lists for proactive communication, including target mailings to specific groups of patients informing them of educational opportunities, new care information or options for treatment. Customized dashboards help you see, at a glance, critical information, prompting quick reaction.

What you can expect

RSM's accelerator adds the following to the Microsoft Dynamics CRM application:

- Patient records
- Treatment plans
- Referrals
- Care providers
- Claim information
- Outreach campaigns
- Encounters
- Household information
- Case management
- Goals
- Contracts
- Compliance information

Benefits of this tool include:

- Increased patient satisfaction
- Better coordination of delivery of care
- Proactive patient management
- Enhanced outreach capabilities
- Familiar technologies

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