

# CARE GUIDELINES OVERVIEW



**MISUSE - UNDERUSE - OVERUSE**



The *Milliman Care Guidelines*® offer an evidence-based support resource for clinicians. Our products are designed to enable the delivery of quality care, whilst using best practices. The *Care Guidelines* are presented in easy-to-use software, ensuring patient focus, excellence in delivering the optimal care pathways and assistance in medical teams' fulfillment of patient expectations.

All *Care Guidelines* products are founded on an international evidence base, working in tandem with best practice methodology. This best practice guidance along with *Care Guidelines*

integrated case management tools can assist NHS Trusts and private providers address challenges relating to elevated waiting times, "postcode bias," and unexplained variations in healthcare services, thereby improving and streamlining the patient's journey.

#### **Our experience**

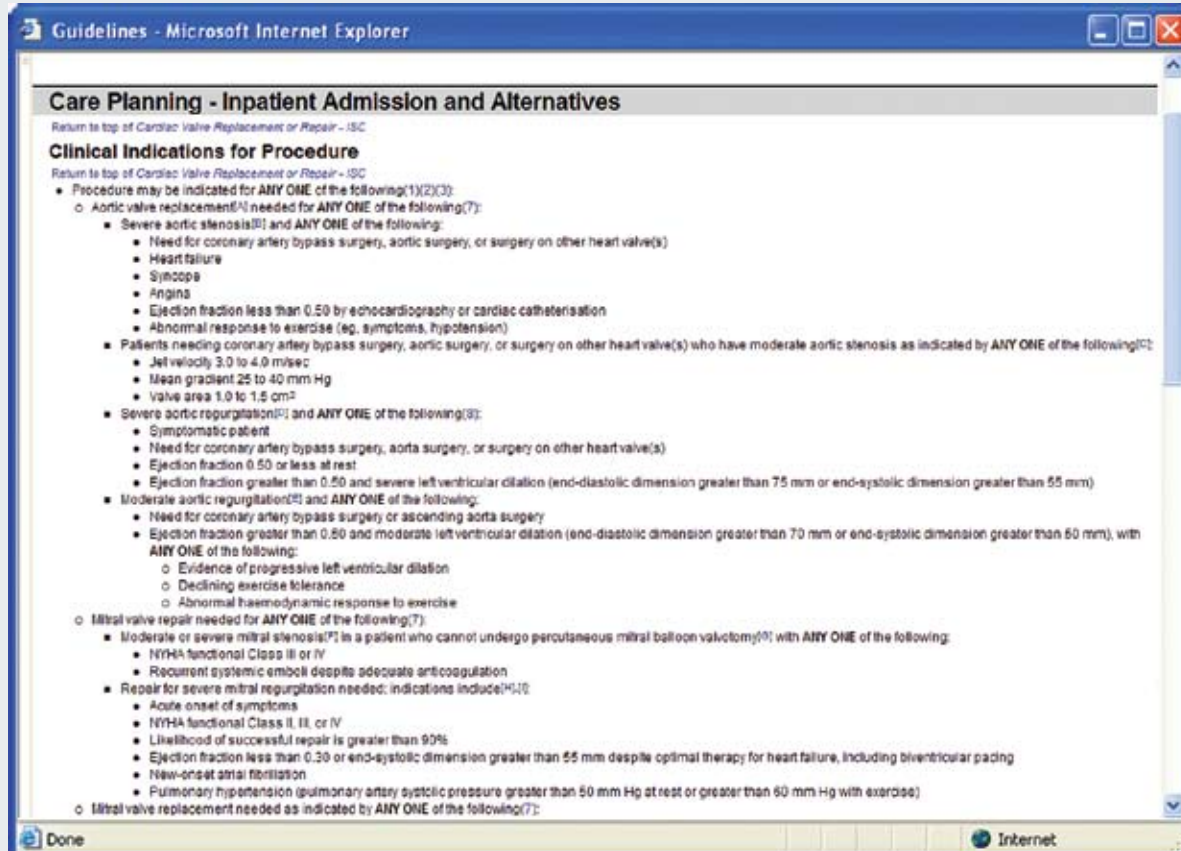
Milliman is one of the world's largest independent actuarial and consulting firms, employing more than 2,000 professionals, and is a recognised healthcare leader, helping to shape the markets we serve. The UK practice, which works collaboratively with Milliman Care

Guidelines, has served clients for more than 30 years, and employs more than 35 professionals. Working in conjunction with Milliman consultants from offices in principal cities worldwide, Milliman combines global experience with local knowledge.

#### **Working in partnership**

Since both Milliman and Milliman Care Guidelines have forged relationships with the NHS and PMI market leaders, we can offer you tools and services that support your Evidence-Based Medicine initiatives, and give you the opportunity to expand beyond your boundaries.

## Products available in the United Kingdom



Clinical Indications for Admission or Procedure

[click to enlarge](#)

The *Care Guidelines* provide admission and discharge criteria, goal length of stay and outpatient criteria for imaging, diagnostic testing and more. Discharge planning materials are also readily available throughout the guidelines in easy-to-use software options.

NHS and private providers who operate care management initiatives can use the *Care Guidelines* as a tool to enhance clinical pathways and patient education documentation.

*Care Guidelines* products currently available in the UK have been customised and include:

### Inpatient Care

- *Inpatient and Surgical Care*
- *General Recovery Guidelines*

### Outpatient Care

- *Ambulatory Care*
- *Chronic Care Guidelines*

For a comprehensive description of each of these products please see their respective brochures.

## Discrete, actionable criteria and tools

The *Care Guidelines* are more than just the current best evidence presented in easily used software. A wealth of criteria sets and quantitative tools are available, including:

**Goal Length of Stay** – Provides a target that evidence suggests can be achieved in a substantial proportion of patients

**Clinical Indications for Admission or Procedure** – Indicate the need for acute care hospital admission or procedures.

**Care pathways** – Describe the key care steps and milestones in optimal treatment and recovery. Presented in a day-to-day table, they provide a daily assessment of Level of Care, Clinical Status, Activity, Routes, and Interventions and Medications.

**Outpatient criteria** – Address a wide variety of healthcare resources, including: Imaging; Diagnostic Testing; Ambulatory Surgical and Noninvasive Treatments; Injectables and Other Pharmacologic Agents; Rehabilitative Services; Transplantations; and Referral Management.

## CareWebQI®

Transform the *Care Guidelines* into an interactive tool that captures and reports on real-time clinical data.

- **Variance Tracking and Reporting** – Document users' interactions with a variety of criteria, including: care pathways, indications for admission/procedure, ambulatory authorisations and chronic guidelines – all minimising denial/appeal activity
- **Quick Access** – No installation or integration is required for Milliman hosted solution; minimal demand for IT resources
- **Quality Measures** – Track and build reports on quality measures integrated within the *Care Guidelines*' workflow
- **Interrater Reliability** – Encourage consistent application of the *Care Guidelines* with point-and-click documentation
- **Proactive Care Management** – Enable a look ahead in care pathways, allowing documentation of the timing of care elements and anticipation of needed resources

This software is currently available with content that has not been customised for the UK.

## Products

### ***Ambulatory Care***

## What they target

- Conditions and procedures that are optimally managed in the outpatient setting

## Organisational benefits

- Assist in prioritisation of patients
- Help determine optimal care setting and best treatment practices

### ***Inpatient and Surgical Care***

- Identify benchmark patient care and recovery
- Describes recovery and treatment plans that generate the most favourable outcomes and assume optimal recovery, decision making, and care
- Provides recovery milestones that indicate the clinical readiness for a safe transition to home (or a lower level of care)
- Provides patient and family education materials that can be used to help ensure adequate understanding of discharge instructions and home care elements and prevent unnecessary readmissions

- Increase efficiency and effectiveness, benchmarking
- Using international clinical evidence and a transparent approach, they can help build consensus among professionals
- Facilitates safe transition of care to the home setting
- Supports Patient Empowerment and collaborative working with healthcare providers in the management of chronic disease

### ***General Recovery Guidelines***

- For very complex cases where additional clinical tools or management are required, or where there is not a specific *Inpatient and Surgical Care* guideline for use

- Provide specific tools to help manage care including an inpatient monitoring and assessment tool, all designed to ensure consistency in clinical management

## Milliman Care Guidelines by the numbers

- The *Care Guidelines* are used to support the care management of one in three Americans.
- The *Care Guidelines* integrate and flag quality measures from three prominent US programs including: Centers for Medicare & Medicaid Services Hospital Quality Alliance, National Committee for Quality Assurance HEDIS® Measures and The Joint Commission.
- A full-time clinical staff of seven, with more than 50 years of cumulative guideline development experience, lead Milliman's team.
- Each edition of the *Care Guidelines* is reviewed by approximately one hundred external expert reviewers prior to release.
- More than 100,000 articles were reviewed during the guideline development process.

## Hierarchy of Evidence

Information for the *Care Guidelines* is drawn from analysis of abstracts, articles, databases, textbooks, internationally-recognised guidelines and practice observations. In weighing and grading the evidence, the following generally accepted hierarchy of evidence is used (in order of importance):

### Evidence Grade 1:

Randomised controlled trials

- Meta-analysis with original patient data
- Randomised controlled trials with meta-analysis
- Simple randomised controlled trials
- Systematic reviews

### Evidence Grade 2:

Other published sources

- Series with historical controls
- Case control series
- Case series with literature controls
- Published guidelines from literature analysis (non-meta-analysis)
- Published guidelines from consensus processes of national organisations
- Published guidelines from consensus processes
- Uncontrolled case series
- Statements in published articles or textbooks
- Case reports

### Evidence Grade 3:

Unpublished data

- Written protocols or outcomes reports from large practices
- Large database analysis
- Expert practitioner reports

## Integrated clinical evidence

The *Care Guidelines*<sup>1</sup> development adheres to a rigorous evidence-based methodology. More than 100,000 articles were reviewed during the guideline development process, with their currency and relevance being assessed during each annual update; more than 14,000 of these references are cited in the current edition of the *Care Guidelines*. This evidence is integrated throughout the *Care Guidelines*<sup>1</sup> succinct, easy-to-use software. Embedded links provide users with simple access to annotated bibliographies, references and footnotes.

## Delivered at the point of care

“Evidence-based medicine is the conscientious, explicit and judicious use of current best evidence in making decisions about the care of individual patients.”\* To that end, the independently developed *Care Guidelines* are incorporated into software that is easily used by healthcare professionals. From web-based applications to interactive tools producing actionable

management reports, *Care Guidelines* software makes the current best evidence readily available for use where it matters: at the point of care.

Not only do guidelines need to be available through a variety of software options, but the evidence itself must be easily accessible, as well. For this reason, Milliman does not simply produce

stand-alone clinical evidence summaries, but integrates the current best evidence into the *Care Guidelines*, giving users easy access to annotated bibliographies, references and footnotes. This evidence can be used to identify opportunities for integrating best practices, and can facilitate positive communication between payors and providers.

\*David L Sackett, William M C Rosenberg, J A Muir Gray, R Brian Haynes, W Scott Richardson. Evidence based medicine: what it is and what it isn't. British Medical Journal 1996; 312:71-72. Reproduced with permission from BMJ Publishing Group.

## Employing evidence-based medicine

The use of evidence-based medicine, and guidelines that are based upon it, is critical to the success of the healthcare industry's most important initiatives:

### Patient safety

Payors and providers are both looking for ways to improve patient safety. Patient safety issues often develop from unexplained variations in healthcare services, inconsistent treatment patterns, and unnecessary delays. Clear communication and evidence-based decision-making tools are essential to delivering the right care at the right place at the right time.

The *Care Guidelines* are a comprehensive care management tool. Many evidence-based components of the *Care Guidelines*, can help users enhance safety, including:

- Care Elements that identify potentially harmful omissions and delays in care
- Recovery Milestones to compare a patient's actual clinical status against optimal recovery and anticipate next steps in the care delivery process
- Care Management Tools that provide supplemental information to facilitate a safe and effective discharge to the next levels of care
- Extensive care planning material to coordinate care across the continuum and evaluate psychosocial, nutritional, and patient education needs

### Quality programs

Variation in care is one of healthcare's most problematic issues, in terms of both quality and cost. This has led to myriad government and industry-backed quality measurement programs being instituted. Evidence-based quality indicators for such conditions as acute myocardial infarction, heart failure, and pneumonia are especially common, and the *Care Guidelines* can help healthcare professionals to integrate these best practice recommendations.

Among the *Care Guidelines'* tools in this area is the incorporation of measures for prominent United States quality programs such as the Centers for Medicare & Medicaid Services Hospital Quality Alliance, National Committee for Quality Assurance (NCQA) HEDIS® Measures and The Joint Commission. All care elements that pertain to these measures are flagged with a bold "QM" and described in footnotes that provide links to the Quality Measures section. According to the NCQA State of Health Care Quality 2004 report, "Research increasingly demonstrates that improving the quality of preventive care and chronic disease management will also profoundly reduce the number of other adverse health events suffered..." This approach therefore benefits the NHS and the PMI in reducing healthcare costs.

Despite this fact, we know that many patients do not receive care according to best practices. Milliman's incorporation of quality measures in products that span the continuum of care is an important step in addressing this issue.

For more information on the *Care Guidelines*,  
licensing or training, please call us at 0808 234 8072  
or visit our website at [www.careguidelines.co.uk](http://www.careguidelines.co.uk).

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