

# Case Study: Clinical Rules Management for a Leading HIT Solution Provider

## Client Requirements

Client configures and delivers quality measures through their medical technology platform. Prior to adopting the Rules Management Module (RMM), client had a well-established process for quality measure management. However, they used complex formulas in Excel to manage measures which created ongoing dependencies on technical experts. This commonly used approach also caused challenges with consistency, version control, greater errors with manual edits, and traceability.

The client was looking for a next-gen application for their 15 member team to:

- Improve version control of measure specifications
- Reduce time spent on process around measure management
- Better trace and track stages of measures – for example under review, testing, deployed
- Ensure the latest and most accurate measure was consistently deployed in client environments

To begin, they looked for an easy-to-use, configurable application to help build and manage rule definitions, starting with HEDIS quality measures. The client also required to build and deploy MIPS / MACRA and custom measures. RMM was the right tool for the job.

CitiusTech is the only organization in the industry today to offer this powerful tool. RMM, with its easy-to-use, do-it-yourself interface for regulatory, contractual and operational rules, enabled the client to configure, audit and operationalize standard and custom rules centrally and drive BI / analytics success.

## CitiusTech Solution

### Requirement Analysis

CitiusTech worked with the client's clinical informatics team and BI experts to assess integration requirements with the existing rules engine and app server to deploy the web-based RMM. CitiusTech also assessed the client's business requirements and defined a roadmap for additional measures such as HCC and CMS Star. With its self-service rules creation and customization capability, RMM helped the client drive its quality initiatives in a highly agile manner.

RMM improved process efficiency by 60%, saved significant time by enabling import / export of value sets within 2-3 minutes and improved measure correctness with reduced manual errors. In the absence of a matured technology infrastructure, RMM can help save substantial cost and time spent on measure management.

## RMM for Agile Clinical Quality Reporting and Management

CitiusTech leveraged MS SQL Server, JAVA REST services, Wildfly app server, Angular and HTML5 to deploy RMM. Key features and components included:

- Central, configurable and auditable module to build and manage clinical rule definitions
- Standard Rules Library of configurable and customizable quality measures, alerts, bundles, etc.
- Condition templates to easily create new conditions
- Faster value set import / export (2-3 minutes)
- Better version control with single/unique version of measure specifications belonging to all the initiatives
- Complete traceability of the status of the measures
- Interactive dashboards with a central view for user role-based summary and key parameters
- Field-level validations and dropdowns to select values, preventing manual errors

## Value Delivered

By adopting RMM, client was able to:

- Save ~30% of time and cost in configuring complex measures
- Improve process efficiency by 60% and reduce number of process steps from 9 to 3
- Quickly import / export value sets within 2-3 minutes as compared 1-2 days spent previously
- Improve measure correctness with better version control and automation that reduced manual errors
- Deploy HEDIS 2018 measures with a quick turnaround
- Leverage condition templates to quickly create and edit rules within 2-3 hours
- Increase level of standardization in configuration with Rules Library

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## About CitiusTech

CitiusTech is a specialist provider of healthcare technology services and solutions to medical technology companies, providers, payers and life sciences organizations, with over 2,700 professionals worldwide. CitiusTech's services and solutions include healthcare software development, healthcare interoperability, regulatory compliance, BI/analytics, consumer engagement, care coordination and population health management. CitiusTech helps customers accelerate innovation in healthcare through a number of solutions and accelerators for clinical quality reporting, healthcare big data, cloud computing, mobile health and predictive analytics. With cutting-edge technology expertise, world-class service quality and a global resource base, CitiusTech consistently delivers best-in-class solutions and an unmatched cost advantage to healthcare clients worldwide.

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