

Quality Improvement Services

Support services for performance measurement program



STRONG IT™

To see opportunities in performance improvement, health plans need specialized input from a team built and equipped to reveal potential quality improvements.

General Dynamics IT provides the information technology behind hundreds of millions of covered lives annually and we have earned a reputation for managing complex data extraction and integration projects.

Visit www.gdit.com/health for more information on our end-to-end health-care capabilities.

Never before has healthcare placed so much emphasis on concentrated, analysis-driven quality improvement. This focus on performance will increase as comparative results are more widely used by consumers, employers and government payers. Prospective subscribers and enrollees are also increasingly examining health plan quality before making an informed selection.

To address this changing quality landscape, insurers are:

- Reporting HEDIS® and tracking rate improvements
- Implementing quality improvement plans in support of National Committee for Quality Assurance (NCQA) accreditation
- Preparing federal, state and other regulatory agency reviews
- Measuring improvement in Medicare Five Star Ratings and other competitive quality ratings
- Assessing provider performance and engaging the clinical community
- Designing programs to help reduce morbidity and mortality

Why QI Services? It's the Team and the Tools

To support a health plan's quality improvement needs, General Dynamics IT offers Quality Improvement Services, a consultative service leveraging experience and technology solutions to measure and drive performance.

Our Quality Improvement services team of project managers, abstractors and systems analysts understands the quality improvement process. To every engagement, we bring:

- Expertise needed for an integrated, supportive relationship with clients
- Flexibility in designing the work, with options in designating in-house and consultative responsibilities

*Insights, Answers and Support for
Major Health Initiatives*

*General Dynamics Information
Technology's health solutions
professionals provide unparalleled
insight, thoughtful answers and
trustworthy support needed to deliver
successful mission-critical programs.
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**About General Dynamics
Information Technology**

As a trusted systems integrator for more than 50 years, General Dynamics Information Technology provides information technology (IT), systems engineering, professional services and simulation and training to customers in the defense, federal civilian government, health, homeland security, intelligence, state and local government and commercial sectors. With approximately 24,000 professionals worldwide, the company delivers IT enterprise solutions, manages large-scale, mission-critical programs and provides mission support services. General Dynamics Information Technology is one of four business units of the General Dynamics Information Systems and Technology business segment. Headquartered in Fairfax, Va., General Dynamics Information Technology has major offices worldwide.

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- Pricing that is accordingly reasonable and adjustable
- A national presence to serve all regions of the U.S.

Benefits in Multiple Areas, From a First-Rate Consulting Service

Our Quality Improvement services team collects data in a customized fashion and applies analytics to provide our client with a snapshot and ongoing views of practices and outcomes. As a result of the analysis, the team may recommend the use of complementing solution offerings from General Dynamics IT such as:

- *MedMeasures*TM (for HEDIS reporting)
- *MedCapture*TM (for medical record abstraction)
- *SourceMD*TM (for physician outreach).

With our solutions clients receive the most advanced position for accomplishing:

- Documentation of quality benchmark results
- Review of treatment patterns compared to evidence-based guidelines, including state and national quality measures, with a special view to over utilization, readmissions and population health (especially for those with chronic conditions)
- Patient and population profiling that enables users to analyze distribution and care of conditions and disease states
- Aggregation of data into provider profile reports that permit comparison between peer groups and facilities
- Reporting of disease-management results
- Oversight of patient-provider compliance with benefit package policies and guidelines

Our Quality Improvement services team works closely with clients to help translate results into prospective action plans, and continues to advise on implementation as performance improvement takes place and analytic outcomes change and improve.

Bringing the Informational Support that Enhances Quality

Quality Improvement Services from General Dynamics IT produce actionable information that can bring about rapid changes in care patterns. Entering a performance-measurement relationship with General Dynamics IT means that health plans work with top-level quality consultants and industry-leading solutions to understand care and direct it to higher levels of excellence.

Backed by comprehensive clinical-capture and quality-metrics solutions, our consultations make health plans more competitive and more successful with their enrolled populations. The outcome is smart analytics consistent with accreditation activities, ratings-and-rankings accolades and member health and satisfaction.

Medical Records Review

A single-source service for HEDIS® Data abstraction



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Medical records review for Healthcare Effectiveness Data and Information Set (HEDIS®) reporting requires knowledge and a commitment to a highly organized process that includes use of a well-designed tool for capturing hybrid measure data from medical records. General Dynamics IT is a trusted partner with a proven record in organizing the annual HEDIS report with this approach.

Our Medical Records Reviews service is a comprehensive HEDIS solution that comes with a level of information excellence, security, partnership, and broad related capabilities that clients have come to expect from General Dynamics IT. In addition, data results are compatible with other certified software solutions for integration with additional administrative systems.

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In an era of intensifying use of public quality ratings and greater value-based subscription and enrollment by benefits providers, HEDIS® performance-measurement data has never been more important for health plans. Insurers need to produce and submit HEDIS results accurately and on time.

Health plans that rely too heavily on internal resources for this requirement can experience staffing, technical and timeline challenges. Hybrid abstraction requires in depth expertise. By working with an experienced partner with the right tools and a success record in managing the complete cycle of HEDIS review, health plans can efficiently and effectively meet their reporting requirements.

Know-How and Comprehensive Capabilities

General Dynamics Information Technology provides a committed, broadly experienced team of HEDIS and medical-records management professionals that offer a full service solution for HEDIS hybrid measure data collection requirements. Our team has in depth knowledge in planning for and collecting HEDIS hybrid measure data and in submitting results.

With decades of experience and a proven track record with a variety of plans, our staff members and their support team help clients set up, oversee and execute a comprehensive, annual HEDIS data collection project. And, with our national presence, General Dynamics IT can provide this service to plans located anywhere in of the U.S.

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MRR for a Dependable Process and Best Results

General Dynamics IT constructed our Medical Records Reviews (MRR) service to accomplish HEDIS with affordability and a commitment to deadlines. Our MRR teams guide clients in a thorough set of planning and execution steps resulting in optimum HEDIS measure results. Our abstraction staff uses *MedCapture*[™]— a proven, reliable chart review application — to load and collect the medical record data. They also instruct on use of the data entry screens, help determine access to the medical records, explain the internal audit steps required and coordinate with the HEDIS compliance auditors.

Detailed Preparation

Our MRR service also assists health plans with staffing and training of nurses or other qualified abstractors and establishes a project plan for the each unique project. We work with multiple client locations and remotely abstracts discrete small batches of records, or go on-site to provider offices or large multi-specialty clinic locations.

Thorough Processing

Diligent and detailed identification and over-read of abstractions ensures medical records are selected properly and every abstraction captures all relevant data for the specific hybrid measure. Using *MedCapture*, the MRR services team provides robust progress tracking of abstraction status, alerts for circumstances requiring action or monitoring and management results reporting (including by provider).

Putting HEDIS into Action with a Full-Feature Service

MRR services permits flexibility in designing work engagements with various options in designating in-house and consultative responsibilities. Our teams work as an extension of our client's staff.

Clients receive a single source for high-quality medical record review that leads to efficient, ongoing HEDIS reporting years with optimum data reporting. In turn, health plans gain credit for care delivered and present their best performance measures of quality and outcomes.

Quick and Easy ICD Code Identification

NAV-10™ Code Finder

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Healthcare organizations — insurers, hospitals, networks, governmental entities — need access to a tool that takes users in a simple click from an ICD-9 code or common-term description to a list of potentially comparable ICD-10 codes and ultimately to a match.

Traditional cross checking of thousands of codes, using manuals or other tools is an inefficient use of staff time. Poorly designed and inadequately researched search engines and sites can result in expensive coding mistakes. With NAV-10 Code Finder from General Dynamics IT clients can take advantage of an online system for quick and valid look up based on thoroughly vetted logic.

NAV-10
Code Translation Suite

Visit www.gdit.com/health for more information on our end-to-end healthcare capabilities.

Healthcare organizations are developing the resources to implement the mandatory ICD-10 diagnosis and procedure code sets used for billing medical services and other functions. Taking place through 2013 and 2014, this conversion from the current, less-specific ICD-9 standard will be a major undertaking for doctors, hospitals, health networks and health payers, as well as agencies monitoring or regulating healthcare.

For medical records, benefits explanation, claims and other purposes, organizations need a tool to easily match medical conditions with the new diagnostic and procedure codes, identify comparable ICD-9/ICD-10 code sets and quickly pull up code descriptions, diagnoses and procedures must be precisely matched within a now vastly expanded list of codes. General Dynamics Information Technology has redesigned its NAV-10™ Code Finder application to simplify this task.

As an encoder tool, the NAV-10 Code Finder is designed for ease of use at all levels and in various roles and departments enabling users to easily identify codes and reduce the research time associated with sifting through paper manuals.

Staff members in administrative, service, accounts, clinical or quality-research areas may have had a single ICD-9 code to work with in the past, may now have dozens of new codes to which a condition or procedure may potentially relate or map. The NAV-10 Code Finder helps users bridge the terminology and training gap between ICD-9 and ICD-10 codes by providing a robust search capability permitting searches using highly accessible keywords (“heart attack” for example, will return results such as “acute myocardial infarction”).

Industry-Leading Features

General Dynamics IT constructed the NAV-10 Code Finder with:

- *The most up-to-date diagnostic and procedure codes.* Users gain to ICD-9 CM codes as well as ICD-10 CM, PCS codes and HCPCS/CPT codes.
- *Common-language keywords.* Payers, providers and agencies gain a tool that takes advantage of common consumer language for ease of use by staff with different degrees of training who often interact with others who have varying levels of medical knowledge. General Dynamics IT has incorporated The Systematized Nomenclature of Medicine (SNOMED) from the Tabular Indices into its Code Finder keywords, ensuring multiple search strings lead to the correct pathway for code identification. The result is improved service and interaction with patients and members, and better accounts processing and evaluation.
- *Unique step-through logic that guides users.* Starting with higher-level codes, and maintaining the option to use both medical and common terminology through a drill-down process, users with all levels of experience can move from the general to more specific. Unlike tools that only provide a unidirectional

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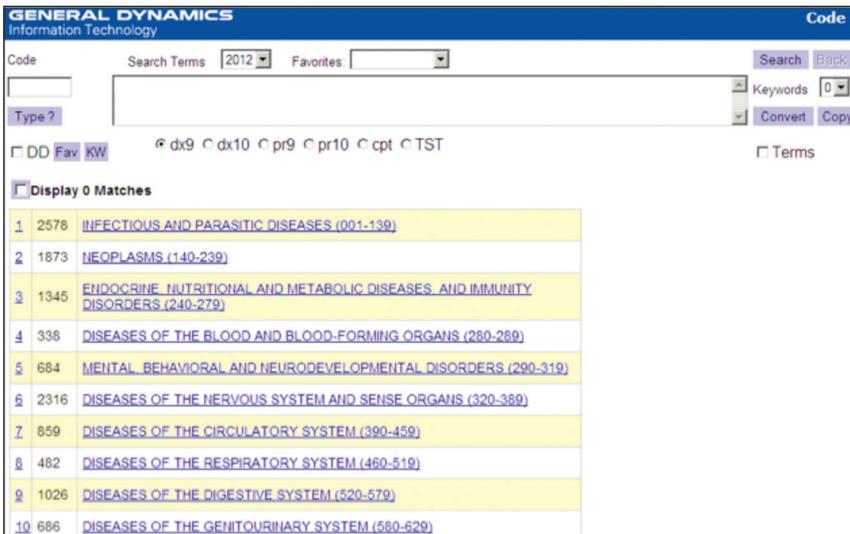
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function, NAV-10 Code Finder gives a user code-to-text and text-to-code search capabilities, with multiple possible common-term pathways.

- *Accommodation for in-house coding rubrics.* Clients have the ability to easily upload proprietary or organizationally licensed code sets for accessibility in searches.



A Solution for Doing Business with Codes

With NAV10 Code Finder, healthcare organizations know that they are basing their code look-up function on a tool built by a dependable, reliable source. General Dynamics IT continues to enhance its NAV-10 Code Finder's capabilities based on client feedback and industry trends. With the NAV-10 Code Finder, payers, providers and agencies meet their business needs for all stages of code processing and code access for ICD-10 uses.

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Setting the Standards in Installation and Customer Service

By choosing one of these options, clients take control of their ICD-10 strategies on schedule – and gain access to General Dynamics IT's collaborative service that provides:

- Hands-on user training ensuring users have the knowledge and skill needed to quickly adjust code rules, convert code and utilize reports for assessment and analysis purposes.
- A project team, including a project manager and technical architect, who work in constant communication with client staff members to guarantee successful set up, oversee the import of mappings properly to clinical and financial systems, and assure ongoing satisfaction with the solution.
- Immediate access to NAV-10 after contract signing with a limited test set of data to gain familiarity with NAV-10 functionality and web-service portal to provide a code look-up page for users.
- Access to a three-tier customer service desk to support their ongoing maintenance needs and inquiries.

With the quick start, subscription and hosted options for the NAV-10 Code Translation Suite, General Dynamics IT is defining and advancing state of the industry offerings for ICD-10 conversion. Our solutions enable clients to significantly reduce time to begin work on code matching and reduce overall costs of the transition.