



HITEKS



**HITEKS CAPD SOFTWARE
SERVING CLINICIANS
AND RESEARCHERS
SINCE 2011**

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The latest in CDI Automation from the leaders in EHR workflow integrated clinical decision support

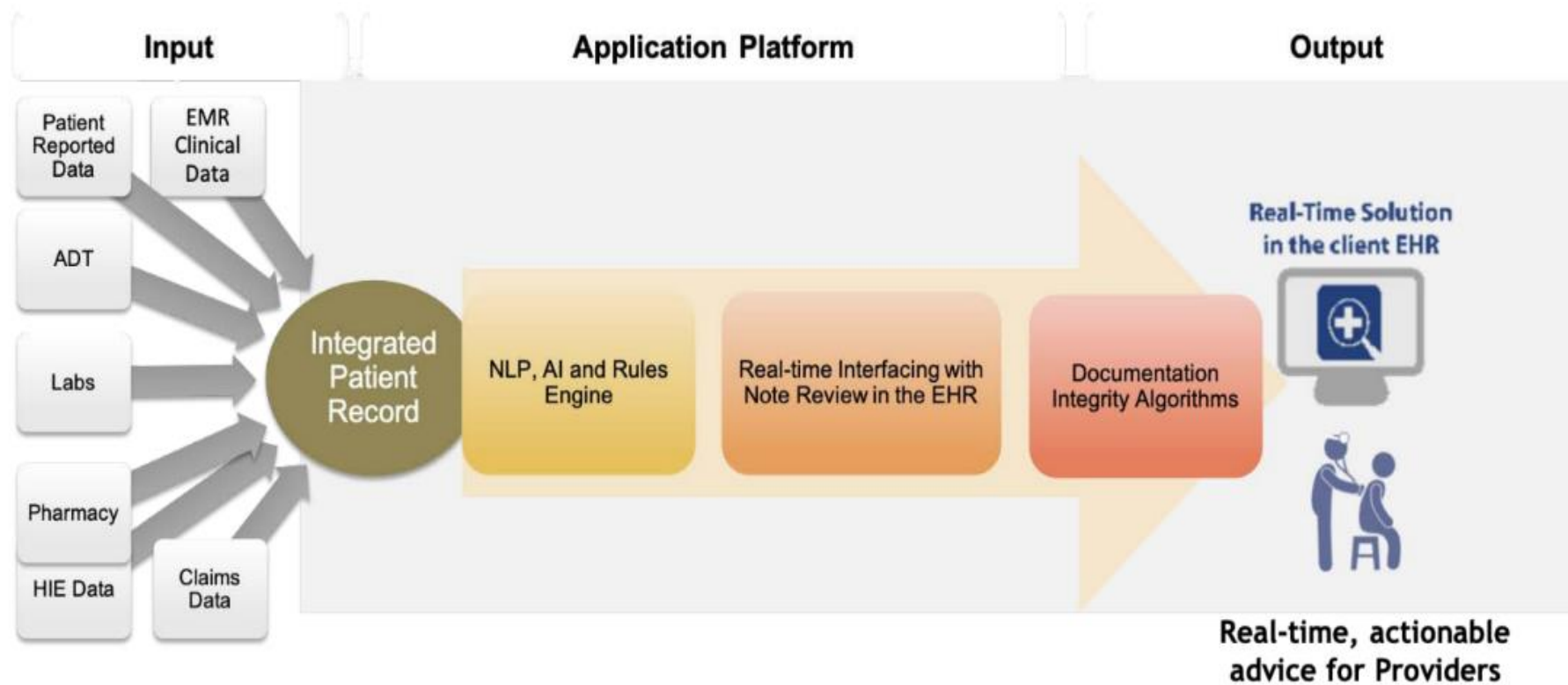
Decision support through analytics is the next frontier for mainstream medicine. The biggest problem for analyzing the data to provide the right evidence for decision-making is that the majority of the patient data is unstructured and in the form of clinical notes. This is why the goal of the shared decision-making is to support and provide providers with the necessary information to treat their patients.

At HITEKS, we developed a unique approach to clinical documentation integrity (CDI), which applies hundreds of algorithms to find matches with patient accounts and specific clinical areas for improvement. This approach allows us to compete more effectively by delivering this advice right when the physician is writing or reviewing their clinical note. Being at the point of care results in more timely and accurate responses by physicians who also learn about the CDI rules and quality requirements while they review the detailed patient evidence supporting the advice. No other vendor does this.

Clinical algorithms are built with our decade-long experience in analyzing billions of clinical records and enhanced over time as they learn what the ground truth is.

What our software developers of clinical analysts have found while designing our Computer-Assisted Physician Documentation (CAPD) platform is the holy grail. They were looking for methods to abstract the complexity of structuring clinical information and reduce the time and increase the accuracy to focus on the additional intelligence and build it into our platform. By doing this, they've enabled more healthy revenue cycles for our clients, and better healthcare in the future.

The Leader in EHR-Integrated CAPD





Our Advanced CDI Software

CAPD360 Insight is a real-time CDI solution which provides immediate feedback to the physician and CDI Specialist based on tested algorithms with high positive predictive value (i.e. we don't annoy users with many false positive queries). CAPD360 Insight is fully integrated into Epic's CDI workflows and reporting environments and is the only solution which contractually requires Epic to prioritize enhancement requests through the App Orchard.

CAPD360 Insight is the cornerstone of HITEKS' Real-time Intelligence platform which supports the most advanced designer tools. Our customized approach to delivering CAPD to our clients allows them to control 100% of the CDI Query rules, and also benefit from our A.I. enabled CDI Query Library.

HITEKS recognizes that there is no "one size fits all" in CDI. The result is a robust, best-of-breed workflow solution that allows users to take advantage of their EHR environment so that a single source of truth is represented in the chart review and query response process. HITEKS has a unique, proprietary integration with Epic which includes an "Infobutton" in the physician's screen, and also links to "Reference" information in the CDI workflow screens to immediately highlight the evidence used for the CDI Query which supports the coding and reimbursement for that patient visit.

Furthermore, CDI Specialists and HIM can use HITEKS' advanced A.I. algorithms to prioritize charts and manage their workflow in Epic CDI work queues for both inpatient and ambulatory charts.

Impact of CDI Software

The impact of CAPD360 Insight is faster query generation by CDI Specialists, faster chart review, higher compliance for physician responses, and direct querying to physicians. Inpatient and ambulatory queries become more targeted, with summarized evidence to speed the response by physicians.

CAPD360 Insight in Epic 2018 and later versions powers simultaneous Direct and Silent Modes to automate and prioritize real-time review by CDI Specialists of clinical documentation and structured data (labs, meds, vitals) for documentation deficiencies.

HITEKS powers a fully automated solution with direct-to-physician queries (CAPD) for both inpatient and outpatient (including Emergency Department) capabilities. Clinical and administrative workflows are simplified with our Artificial Intelligence algorithms and patient-specific query technology to improve the efficiency of the healthcare enterprise revenue cycle in many ways. This results in greater patient and physician satisfaction, greater CMI impact from DRG shifts, increased patient complexity through co-morbidity diagnosis capture with higher RAF, and greater quality scoring.



Advantages Over Other Software

Comprehensive Coding Rules

Instead of limiting coding feedback through retrospective HIM coding review and back-end systems, CDI Specialists now have a complete clinical workflow system available to them through CAPD360 Insight For Epic's NoteReader CDI. Local claims coverage rules and HITEKS' expansive library of over 100 automated query areas at their fingertips, help CDI specialists identify query opportunities as soon as physicians complete their visit note. This includes following up-to-date insurance-specific information, which is based on a client's and HITEKS' experience and proprietary reference knowledge of millions of rules: Pediatric CDI, CPT/HCPCS, NCCI Edits, ICD Rules, PQRS Rules, MIPS Rules, Specialty Bundling.

Fastest, Largest and Most-Fully Integrated EHR Solution

10x faster and larger than any other CDI services currently on the market, CAPD360 Insight takes advantage of modern software architecture guided by a management team of physicians. Competitors' system response times support only "Silent Mode" because they are not timely or accurate enough for Direct Mode, reducing the compliance advantage of immediate queries. With HITEKS, CDI Specialists have a true clinical, front-end tool which interacts with the EHR workflows so that CDI Specialists are in control. Other solutions rely on antiquated, back-end workflow and logic which cannot integrate with the EHR front-end system. After testing automated queries in Silent Mode workflow, CDI Specialists can decide to move their selected diagnosis query types to Direct Mode where providers are notified that they will receive certain queries as CAPD (Computer-Assisted Physician Documentation) without manual review.

Requires no manual HIM review

Providers can simply click on one of the suggested phrases or sentences to insert into their note, and the documentation process will be complete. HITEKS, along with our customers, have tested and continuously improved the knowledge base associated with the algorithms that are finding the evidence in support of a CDI query.

Over 95% specific and sensitive, which is more than any competitor

HITEKS utilizes a library of diagnoses queries and has built in medical necessity knowledge, which identifies incomplete clinical terms and suggests possible specificity during documentation. It also identifies compound diagnoses from connecting documentation and problem-list data that may require appropriate justification by the physician based on various procedure, medication, symptom and lab evidence. This leads to greater diagnosis capture with fewer false positives and false negatives, as well as less alert fatigue.



Employs multiple processing formats

HITEKS is the only vendor to offer a CDI solution with true execution in Direct and Silent modes in Epic.

1

Direct Mode

Provides immediate (<2 seconds) response time to physicians who are in the process of completing a note. This enhances claims coding capacity and compliance while reducing time spent on revenue cycle. Direct Mode in the EHR allows providers to significantly reduce the amount of time spent on returning to their patient's chart to manually review CDI Queries.

Silent Mode

Provides immediate queries to CDI and HIM Specialists with query names and prioritized results in real-time, which is especially useful for chart review to validate the Evidence for queries and also for determining Direct Mode candidate query types.

2





HITEKS

Encryption and storage of all data exchange

This ensures the protection of all patient health information (PHI). Unlike legacy vendors, HITEKS leverages more secure systems with encrypted communications resulting in efficient data exchange between HITEKS and the client system.

Intuitive configuration customization without the need for software code adjustment

HITEKS' designer tool includes a "User Customization Menu" which allows HITEKS users to add their own local terms or abbreviations for their clinical specialization by identifying appropriate clinical terminology. The result is client personalization through our query library with a default configuration and over 100 queries that can be used out-of-the-box.

Specialty and General Medicine

HITEKS not only leads the CDI Industry with the most diagnoses areas for automated CDI review, but we also lead due to our ability to use Age, Gender and other Demographics along with our clinical expertise from Specialists, Pediatricians, Nursing, CDI and Coding.

Benefits



1

Improved accuracy of Concurrent Documentation with clinical complexity captured

2

Augmentation of CDI Function through better communication via EHR-integrated workflows and less chart review

3

Improved Quality Scores with patient-specific, instantaneous and evidence-based queries

4

Reduced Payer Risk associated with post-hoc documentation



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