TopCare

Primary Care

Jointly developed by Massachusetts General Hospital's Laboratory of Computer Science and SRG Technology

How it works

Define Your Goal

SELECT YOUR OUTCOMES

A growing list of process and outcome metrics for cancer screening (lung, cervical, breast and colorectal), diabetes (LDL,BP, A1C, urine micoalbumin, eye exam), CVE (LDL), hypertension (BP) and show-up rates to outpatient appointments
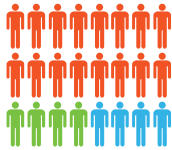
SELECT YOUR TARGET MEASURES

Goals you want to achieve

The Process

IDENTIFY YOUR AT-RISK POPULATION:

We identify primary care patients with gaps in care then stratify them by risk using data analytics including predictive modeling

COORDINATE YOUR CARE TEAM:

We enable for multidisciplinary care teams — centrally located or distributed across multiple practices — to simultaneously manage patient population rosters

ENGAGE YOUR POPULATION:

Patient outreach campaigns consistent of a combination of automated letters, text messages, emails, robocalls, mobile app-based reminders, in-person calls and other patient engagement tools.

DRIVE YOUR OUTCOMES:

Continuously optimizing outreach campaigns via prescriptive analytics to yield optimal outcomes for your patients and you

SRG TECHNOLOGY

How it works

TopCare™ | Primary Care

Purpose: Improve a client-selected quality outcome

Targets: All process and outcome metrics for cancer screening (lung, cervical, breast and colorectal), diabetes (LDL, BP, A1c, urine microalbumin, eye exam), CVE (LDL), hypertension (BP) out-patient volume and show-up rates

Supports a central or distributed model for care management. Allows for multidisciplinary care teams to simultaneously manage patient population rosters

Identifies patients in the following categories:
- Gaps in care based on metrics listed above
- Scheduled appointments at high-risk for no-shows
- Unscheduled, due appointments
- Patients unseen by physicians in the past year

Integration: Requires EHR data, claims data, scheduling data, provider and clinic census

Outreach: Automated, basic outreach (e.g. letters, texting, emails) and work list for in-person calls

TopCare™ | Targeted Outcomes

Purpose: Improve client-selected quality outcomes

Targets: Client-selected outcomes improvement for expedited ROI

Integration: Requires limited, relevant data

Outreach: Automated, basic outreach (e.g. letters, texting, emails) and work list for in-person calls

Proven Use Case: Decreased no-show rate to outpatient appointments resulting in a 7% revenue increase* 3 months into implementation

*Estimate based on ROI during a Primary Care pilot study at the Massachusetts General Hospital: High risk of No-Show 15%, Calls to 20% of appointments

TopCare™ | Research

Purpose: Support healthcare researchers operationalize population-based interventions and track their impact

TopCare Research:
- Automates the identification of eligible populations
- Facilitates recruitment of patients to clinical study into appropriate group (i.e., can assist with populations randomization process for clinical trials)
- Enables tracking of specific targeted outcomes
- Helps drive unique intervention to improve outcomes

SRG TECHNOLOGY