

## RiskWatch®

RiskWatch® from e-Health Data Solutions provides an internet-based repository for Skilled Nursing Facilities (SNF) and Assisted Living units to log problematic events as they occur. Capturing occurrences this way allows the organization to remedy problems, detect trends, systematically improve their care processes, conform to state reporting guide lines and reduce the risk of future occurrences.

When used in conjunction with CareWatch® the occurrence data is integrated with the MDS assessment information. This provides a rich source of insight into the cause and effect relationship between events, remediation and residents' quality of life.



RiskWatch® is based on the theory that those who do not know history are doomed to repeat it. By keeping a repository of information about occurrences your facility can improve its care processes in three ways

- Focus the proper level of attention on each single occurrence to ensure that the proper response is made to the situation.
- Enable staff systematically to make recommendations that address not only a particular occurrence but can prevent future ones or at least reduce their severity.
- Provide management with quality metrics that indicate where their care processes are improving and highlight areas for improvement.

## RiskWatch® Features

### Internet based repository

Since RiskWatch® runs as an internet-based application your organization does not have to install and maintain any software in order to use it. It uses a standard browser familiar to anyone who has ever used the internet before. This reduces training time and user anxiety.

### Supports resident and non-resident occurrences

While most occurrences involve residents in your facility, many do not. RiskWatch® allows you to track occurrences that involve visitors, family and other non-residents. It also allows you to track events that do not involve a particular person, such as a flood or drug inventory miscount.

### Quality improvement techniques

RiskWatch® is based on established quality improvement practices. It provides statistical process control charts to help you stabilize and continuously improve your care processes. Each occurrence can be tagged with recommendations that will enhance future conditions.

These recommendations are assigned to specific personnel and tracked until they are flagged as complete.

### **Automatic notifications**

When an occurrence is entered into the system key personnel (Administrators, DONs, Risk Managers) are automatically notified with an email message indicating the nature of the event and its severity. As the occurrences go through the investigation and review processes these individuals are kept abreast of the developments. They always know what events have transpired and can quickly drill into the repository to learn the specific details.

### **Integration with MDS assessment history**

The RiskWatch<sup>®</sup> repository integrates seamlessly with your MDS repository in CareWatch<sup>®</sup>. This means that risk assessments can use factors based both on what events a resident has been involved in and their state of health as recorded in assessments done both before and after events. As you accumulate data over time this becomes a rich source of information to use to systematically improve your facility care processes.

### **Ease of Use**

Like its sister product CareWatch<sup>®</sup>, the RiskWatch<sup>®</sup> application has been carefully designed to make it easy and efficient to use. The pages have been designed to avoid redundant data entry so you can enter a report in 3 minutes or less. Help is available on every page. You are never more than 3 clicks away from any task you need to complete.

### **Security**

Access to RiskWatch<sup>®</sup> is protected by user passwords. It uses SSL encryption to protect all data transmitted between the user's PC and the repository. The organization's application administrator controls which roles are assigned to each user, thereby restricting the information to those with the proper authority.

### **State filing requirements**

An increasing number of states require SNFs to file incident reports with their regulating agency. RiskWatch<sup>®</sup> guides the DON through the completion of these reports so they can be created with a minimum amount of effort. It will also track any citations levied in response to an incident so that the impact of specific incidents is clearly visible.



## Web-based Occurrence Reporting and Analysis

**RiskWatch® is a web-based program for long term care providers which drives evidence based management and continuous improvement.**

**The RiskWatch® process focuses attention on each occurrence to ensure thorough investigation, proper response, and review for every event.**



Providers can use the comprehensive information from each occurrence to reduce risk, decrease liability, and improve resident care throughout the facility and the organization as a whole.

### **RiskWatch® can help your facility:**

- Reduce Liability and Identify Potential Risk
- Lower Insurance Premiums
- Track Patterns and Trends
- Prepare for Survey
  - Designed for F-323
- Improve Resident Quality of Life

Utilized in conjunction with eHealth Data Solutions' trio, CareWatch®, RiskWatch®, and UB Watch™ provide a rich source of insight into root cause between clinical conditions, adverse events, remediation, reimbursement, and resident quality of life.

Learn more about [RiskWatch®](#)



## Manage Revenue with Confidence

Designed specifically to enhance billing processes and increase cash flow for long term care providers.

### UBWatch™ can help your facility:

- Ensure Correct Reimbursement
- Evaluate and Improve UB-04 Claims
- Coordinate Clinical MDS & Financial UB Records
- Detect Unintended Billing Patterns
- Minimize Audit Risk



**UB Watch™** detects and reveals unintended billing patterns which can lead to suspended claims, CMS audits, government demand for repayments, False Claim Act issues, under/over billing, and other missed opportunities which may result in lower revenue.

Using a system of logic flags designed specifically for Universal Bills claims, the program methodically reviews each UB prior to submission to the fiscal intermediary and alerts providers to any inconsistencies or potential compliance issues which may delay payment or decrease revenue.

With UB Watch™ and CareWatch®, companies can coordinate clinical MDS and financial UB records, track patterns and trends, and meet both customer and government expectations that services and reimbursement are in balance.

ICD9/UB	Description	# Claims	Claims With Errors	Average Errors
1. 708.7	Difficulty in walking. Excludes: abnormality of gait (783.2)	32	108	3.32
2. V57.89	Care involving use of other. Multiple training or therapy	27		
3. V57.1	Care involving use of other physical therapy, therapeutic and remedial exercises, except breathing	23		
4. 486	Pneumonia, organism unspecified. Excludes: hepatitic or passive pneumonia (574), influenza with pneumonia, any form (587.0), inhalation or aspiration pneumonia due to foreign materials (587.0-587.8), pneumonitis due to fumes and vapors (589.6)	3		
5. 533.8	Hernia of other specified sites. Hernia: scrotal, ischioanal, femoral, obturator, pubofemoral, retroperitoneal, scrotal, other abdominal hernia of specified site. Excludes: vaginal herniotomy (533.6)	2		
6. 793.2	Abnormality of gait. Gait: ataxic, paralytic, spastic, staggering. Excludes: ataxic gait (783.2), locomotor (compressive) (284.2)	2		

Claims Submission Summary		
WIC	# Patients	# Days
1. RUB	7	119
2. PUA	6	66
3. RUC	7	51
4. RUC	5	43
5. RUB	5	33
6. PUA	3	30
7. RUC	2	23
8. RUC	3	19
9. RUC	3	16
10. RUC	1	11

Alerts	
Alert	
Alert	01/01/2007 to 04/01/2007
Alert	UB 04s 3028 processed
Alert	UB 04s 3028 processed



## Evidence-based Quality Assurance and Compliance

CareWatch<sup>®</sup> is an internet-based resource that helps improve resident assessment data accuracy and enhance care plans.

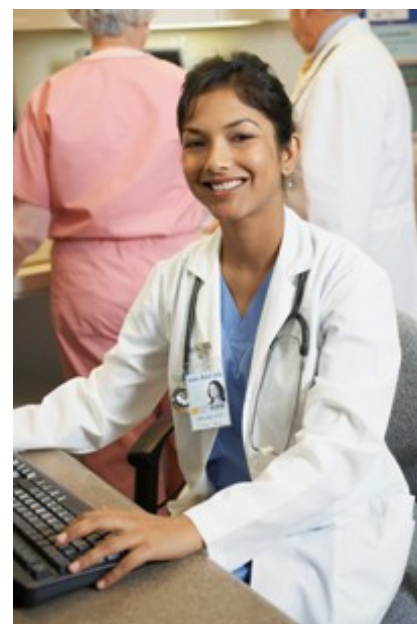
Using the MDS, it highlights trends within the facility and for each individual resident.



CareWatch<sup>®</sup> features a unique series of clinical watch pages that assists nursing staff with every aspect of the RAI process to: improve MDS data consistency, conduct more thorough assessments, monitor quality, and support continuous improvement plans. This dynamic process prepares facilities for survey, helps obtain correct reimbursement, lowers cost, and enhances resident quality of life.

### CareWatch<sup>®</sup> can help your facility:

- Ensure MDS Integrity and Accuracy
- Advance Excellence
  - FOCUS-PDCA Resident QI/QMs
- Actively Manage Reimbursement
- Strengthen Care Planning
- Reduce Survey Citations
- Enhance Resident Care
  - Clinical Watch Pages
  - Resident Alerts
  - Benchmark Reports



- Process Control Charts

## State Watch Pages

eHealth Data Solutions works with various state alliances, individual facilities, and other organizations to customize state specific watch pages that track reimbursement factors and rates for an individual state. Also available are state-specific Medicaid Watch Pages.

[Learn More about CareWatch®](#)



## eHealth Data Solutions

- Reduce Audit Risk
- Evidence-based Quality Improvement
- Robust Risk Management
- Reinforce Financial Integrity

- Learn about CareWatch- (3 min. video)
- Company Profile
- Products & Services
- What's New
- Contact Us
- Positions

Nursing homes face constant pressure to enhance quality, reduce cost, mitigate risk and utilize staff based on resident acuity.

## Our Contribution

We serve the long-term care industry with quality improvement systems to reinforce evidence-based care, reduce risk and enhance organizational performance.

e-Health Data Solutions gives you an information lifeline that will lead you to continual improvements. Our tools will help you deliver the most appropriate, specific and efficient care to your residents.



e-Health Data Solutions (eHDS)



[Home](#) | 
 [Company Profile](#) | 
 [Products & Services](#) | 
 [What's New](#) | 
 [Contact Us](#)

## Company Profile

E-Health Data Solutions started in 1997 as a project to use MDS data to increase quality of resident care and secure appropriate payment for that care. As the project matured, the team confirmed that nurses could improve resident care if their information system would put critical resident information within 3 clicks of a mouse.

## Milestones

1999	CareWatch <sup>®</sup> beta program in two Ohio Nursing homes began after two years of research, prototyping and field testing.
May 2002	CareWatch <sup>®</sup> is released and our first customer (8 nursing care facilities) signs a contract.
December 2002	36 nursing homes use CareWatch <sup>®</sup> <ul style="list-style-type: none"> <li>• CareWatch<sup>®</sup> proves its benefit in support of Informal Dispute Resolution (IDR)</li> <li>• CareWatch<sup>®</sup> allows the Corporate Quality Improvement Team to find residents who deteriorate and to review that all care given is appropriate</li> <li>• Logic Flags in CareWatch<sup>®</sup> prove that consistent and more logical assessments improve Quality Indicators and move the Case Mix to an appropriate level</li> </ul>
2003	69 CareWatch <sup>®</sup> subscribers <ul style="list-style-type: none"> <li>• eHDS introduces the Illinois Watch Page to gauge payments under the state's new Medicaid reimbursement formula.</li> <li>• Subscribers use CareWatch<sup>®</sup> to eliminate and reduce Annual Survey Citations – one facility has a level H citation reduced to a level D before end of survey based on accumulated resident care and assessment data found by using CareWatch<sup>®</sup></li> <li>• The CareWatch<sup>®</sup> repository is instrumental in reducing insurance premiums</li> </ul>
2004	147 CareWatch <sup>®</sup> / RiskWatch <sup>®</sup> subscribers <ul style="list-style-type: none"> <li>• RiskWatch<sup>®</sup> is released for first customer availability</li> <li>• Illinois Health Care Association signs an agreement with e-Health Data Solutions and 75 IHCA members subscribe</li> <li>• Medicare and Non-Medicare RUG Watch introduced</li> <li>• Customers achieve record profits</li> </ul>

<b>2005</b>	<p>474 CareWatch<sup>®</sup> / RiskWatch<sup>®</sup> subscribers</p> <ul style="list-style-type: none"> <li>• 4 Leading healthcare associations sign agreements with e-Health Data Solutions <ul style="list-style-type: none"> <li>◦ Iowa Healthcare Association</li> <li>◦ Life Services Network (Illinois)</li> <li>◦ Nebraska Healthcare Association</li> <li>◦ AOPHA (Ohio)</li> </ul> </li> <li>• RUG 53 analysis and tracking introduced</li> <li>• Customers receive QIO recognition as most improved for Pressure Ulcers</li> </ul>
<b>2006</b>	<p>625 CareWatch<sup>®</sup> / RiskWatch<sup>®</sup> subscribers</p> <ul style="list-style-type: none"> <li>• RiskWatch<sup>®</sup> introduces the Virtual Campus to manage risk across the entire long-term care continuum encompassing skilled nursing, assisted living, adult day care, home health visits and independent living units.</li> <li>• Percentile Benchmarking for QI/QM, Case Mix and Assessment integrity introduced</li> <li>• Specialized modules introduced for 11 states</li> <li>• CareWatch<sup>®</sup> and RiskWatch<sup>®</sup> subscriber receives unqualified recommendation for insurance</li> </ul>

## Vision

e-Health Data Solutions delivers quality improvement systems that have practical application for nurses, doctors, and administrators. The goal is to place care providers within 3-clicks of the information they need to improve resident care and organizational performance.

## Founders

### John Sheridan – President

John Sheridan, MHSA, - John has more than 30 years of experience in the health care industry as a strategic advisor, consultant, and entrepreneur serving the pharmaceutical, hospital, physician and nursing home industry across the US as well as internationally including Norway, Canada, Mexico and elsewhere. Working with a clinical and information sciences team he supervised the development eHDS products, CareWatch<sup>®</sup> and RiskWatch<sup>®</sup>, to serve the long-term care industry with easily accessible and useful information. John was raised and educated in upstate New York and has a Masters Degree from the George Washington University. John, along with his wife, Marianne currently lives in Cleveland Ohio.

### Jeannette Petten – Clinical Coordinator

Jeannette Petten, RN, MS earned her BSN and MS in Nursing at the Ohio State College of Nursing. Jeannette has 20+ years nursing practice including more than a decade overseeing wellness clinics at 24 HUD housing sites for the elderly. In this decade, Jeannette advanced her assessment skills among the elderly and helped find alternate treatments to keep independent living persons living independently. Her other clinical experience includes providing care as an emergency room nurse, management of a surgical unit, recovery room nurse, home health nursing, case management and review of data and development of care plans in the SNF, Home Care and Acute Care environments. Jeannette was appointed by Gov. Voinovich to served on the Ohio Independent Living Council. She also served as a community representative to the Ohio State University Community Advisory Board, the Office of Geriatrics and Gerontology, and was appointed to the Public Policy Community of the United Way for a 1-year term. Jeannette lives outside Columbus Ohio with her husband John.

## Roi Qualls – Chief Technical Officer

Roi studied at Earlham College, (B.A., Philosophy), and then at the University of Dayton (Masters, Computer Science). He is an expert process and data modeler and system architect. Prior to founding eHDS Roi was with Babbage Simmel & Associates where he anchored their Business Intelligence practice. Among his projects was the design and implementation of a pharmaceutical informatics database for build- to-order prescription analysis models drawn from a data bank of 3.5 billion prescription updated every 10 minutes. This includes the design of several patent-pending software modules addressing difficult issues of longitudinal linking of prescriptions in the absence of any personal identifying information, analytical models to detect brand switches and concomitant drug use, and custom organization rollup of prescription sales information. Prior to Babbage Simmel, Roi spent the bulk of his career at Lexis-Nexis working with one of the world's premier databases. His assignments included managing software development teams, strategic planning, prototyping new products and systems, and managing support teams. He worked in the company's online system and document fabrication system in such crucial areas as the U.S. Supreme Court product, the Lexis-Nexis Specialized Libraries and the case law document fabrication system. Roi and his wife Linden live in Yellow Springs, Ohio.

e-Health Data Solutions (eHDS)



Home | [Company Profile](#) | [Products & Solutions](#) | [What's New](#) | [Contact Us](#)

## Products & Solutions

eHDS provides robust risk management and real time quality assurance tools that support evidence-based decisions, improve resident care, and identify potentially inaccurate claims via our secure web based applications: CareWatch<sup>®</sup>, RiskWatch<sup>®</sup>, and UB Watch<sup>™</sup>.

### Essential Tools When Quality Matters Most.



- > Reduce Audit Risk
- > Evidence-based Quality Improvement
- > Robust Risk Management
- > Reinforce Financial Integrity
- > State Watch Pages

## Unparalleled Support

- Subscription Includes Email and Telephone Support
- Onsite or Web-Based Training is Included in the Implementation Fee
- Updates are Added Automatically
- Monthly Support Bulletin

## eHDS Products are HIPAA Compliant and Provide Disclosure Accounting

eHealth Data Solutions is committed to serving the long term care industry by providing innovative web based tools for information and data management which support evidence-based decision processes that increase productivity, reduce risk, and improve quality through cost effective resident centered care and services.

Contact [sales@ehds.biz](mailto:sales@ehds.biz) for a demo

### Introducing



Manage Revenue with Confidence

[Learn More >](#)



Evidence Based Quality Assurance and Compliance

[Learn More >](#)



Web-based Occurrence Reporting and Analysis

[Learn More >](#)

e-Health Data Solutions (eHDS)

## Support Bulletin March, 2009

### ➔ [Infection Reporting Available--RiskWatch®](#)

As promised in the February Support Bulletin, "Infection" has been added to RiskWatch® as an occurrence and is now available for report entry for those organizations who choose to add it to their occurrence type list. This feature can be accessed by all users who have Reporter permissions. As is the case with all other occurrence reports, entering an infection occurrence can only be done at the facility level.

To add "Infection" to your list of occurrence report options, a user who has Security permissions needs to add it to your organization's list by following the steps shown below.

For the complete article regarding the new infection occurrence, please click the underlined title above.

### Support Bulletins

- [March 2009](#)
  - Infection Reporting Available
  - UB Watch™ Enhancements
  - Note-Worthy
- [February 2009](#)
- [January 2009](#)
- [December 2008](#)
- [November 2008](#)
- [October 2008](#)
- [September 2009](#)

**RiskWatch®** eHDS eHDS

**Admin**

Lookup List Administration

Must have Security permissions and be at the organization level to see this screen.

Occurrence Type

Action  
Shift  
Full Report Customization

**Occurrence Type**

Service Area: Skilled Nursing

Not Used By Org		Used By Org
Theft (10)	-	Call For Help (13)
Infection (10)		Medication Error (8)
Children's Fall (10)	-	Elopement (12)
Children's Behavior Problem (10)	-	Fall (10)
Children's Procedure/Practive V	-	Skin Issue (10)
Children's Wandering/Elopement (10)	-	Equipment Related (5)
Children's Nutrition/Dietary (10)	-	Behavior Problem (5)
Children's Infection/Communicable Disease (10)	-	Other (5)
Children's Other/Miscellaneous (10)	-	Injury of Unknown Origin (12)
	-	Alleged Fall (10)
	-	Choking (10)

1. Click to select.

2. Click to move over.

3. Click to save change.

Add List Item   Edit Severity   Save List   Reset

### ➔ [UB Watch™ Enhancements](#)

We have added a few enhancements to UB Watch<sup>TM</sup>. These can be found on the Welcome Back page and the Claims with Exceptions page which is a drill down page from the Top Exceptions page.

On the Welcome Back page we have added an additional drill down link found on the dashboard under, "Top 10 Admitting Diagnoses." The new link, "more..." allows you to open another Admitting Diagnosis page which displays the full list of admitting diagnoses based on the claims submitted as of the preference date you have selected.

**Welcome Back**

Top 10 Admitting Diagnoses			Claim Submission Summary		
ICD9/10	Description	Claims	Claims	With Primary Exceptions	Avg Per Claim
1. V57.89	Care involving use of other	32	43	43	1.79
2. V57.1	Care involving use of other physical the ...	3			
3. 719.7	Difficulty in walking	2			
4. 284.9	Aplastic anemia, unspecified	1			
5. 787.2	Dysphasia				
6. V09.0	Infectio				
7. 787.2	Dysphasia				
8. 787.2	Dysphasia				
9. 787.2	Dysphasia				
10. 787.2	Dysphasia				

**Home > All Admitting Diagnoses**

ICD9/10	Description	Claims
V57.89	Care involving use of other. Multiple training or therapy.	32
V57.1	Care involving use of other physical therapy. Therapeutic and remedial exercises, except breathing.	3
719.7	Difficulty in walking. Excludes: abnormality of gait (781.2).	2
344.00	Quadriplegia, unspecified.	1
787.2	Dysphasia. Difficulty in swallowing.	1
284.9	Aplastic anemia, unspecified. Anemia: aplastic (idiopathic) NOS, aregenerative, hypoplastic NOS, nonregenerative, refractory, Medullary hypoplasia.	1
V09.0	Infection with microorganisms resistant to penicillins.	1
428.0	Congestive heart failure, unspecified. Congestive heart disease. Right heart failure (secondary to left heart failure). Excludes: fluid overload NOS (276.6).	1
781.2	Abnormality of gait. Gait: ataxic, paralytic, spastic, staggering. Excludes: ataxia: NOS (781.3), locomotor (progressive) (094.0), difficulty in walking (719.7).	1

**Click to see full list of admitting diagnoses.**

**more...**

The other new feature is found on the Claims with Exceptions report. For organizations with more than one facility, we have split the current list of claims into separate tables, one for each facility. The breakout of the facilities follows the order of your default organization reporting tree. In addition, a summary table is included at the bottom of the page:

**Home > Top Exceptions > Claims With Exceptions**

**Mt. Gray : Invalid HIPPS code, for claims from 02/10/2008 to 11/04/2008**

Claim ID	Exceptions	Patient Name	Claim Dates	Status
102145	1	HENRY, JOHN	08/15/2008 - 08/31/2008	Original

1 record

**Need to drill through to this page.**

**Each facility is shown along with sub-totals and organization totals on the page.**

**Port Royal: Invalid HIPPS code, for claims from 02/10/2008 to 11/04/2008**

Claim ID	Exceptions	Patient Name	Claim Dates	Status
98701	3	HOFFMAN, ABBY	04/14/2008 - 04/29/2008	Original
98094	3	JOPLIN, JANIS	03/15/2008 - 03/22/2008	Original
98704	1	MORRISON, JIM	04/22/2008 - 04/23/2008	Original
103901	5	PLANT, ROBERT	10/07/2008 - 10/31/2008	Original
102841	2	ROTTEN, JOHN	09/11/2008 - 09/25/2008	Original

**Haight Re: Invalid HIPPS code, for claims from 02/10/2008 to 11/04/2008**

Claim ID	Exceptions	Patient Name	Claim Dates	Status
98701	3	GINSBURG, ALAN	04/14/2008 - 04/29/2008	Original
98094	3	GRAVY, WAVY	03/15/2008 - 03/22/2008	Original
98704	1	KEROUAC, JACK	04/22/2008 - 04/23/2008	Original
103901	5	SLICK, GRACE	10/07/2008 - 10/31/2008	Original
102841	2	THOMPSON, HUNTER	09/11/2008 - 09/25/2008	Original

**Note-Worthy-CareWatch<sup>®</sup>**  
 An update has been made to the Illinois What If report that correctly applies the rule for how a resident who is coded as totally dependent in an ADL function will only be reimbursed for one quarter for the restorative programs of bed mobility, transfer, walking, dressing/grooming, and/or eating/swallowing.



[Top](#) [Back to What's New](#)

e-Health Data Solutions (eHDS)



- Homepage |
- Company Profile |
- Products & Services |
- What's New |
- Contact Us |

## Contact Us

If you would like to be contacted, please fill out the form below. We will respond as quickly as possible.

**Name**

**Facility or Organization**

**Email Address**

**Telephone Number**

**I would prefer to be contacted by**

**The Product I am specifically interested in is**

**Comments or questions**