



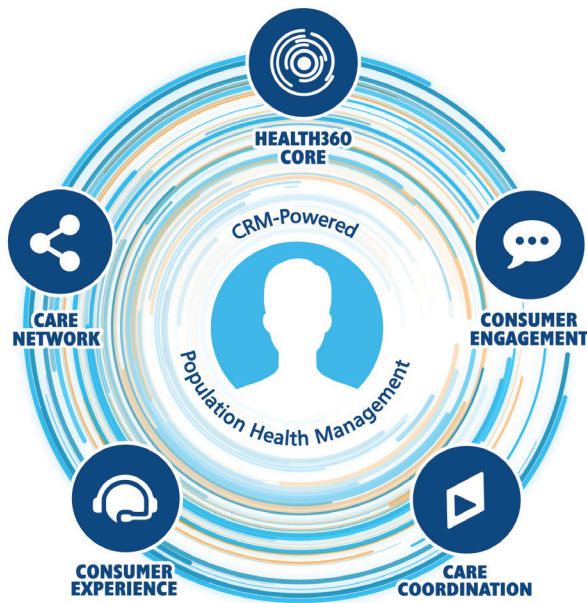
Health360™

CRM-Powered Solution Enables Truly Personal Care Experiences

The transformation to value-based payment and population health is challenging providers and payers to make dramatic changes in the ways they operate.

What do you need to win in a value-based environment? Health360 is the only consumer-centered, CRM-powered Population Health solution built for the Microsoft Cloud, that enables providers and payers to personalize care experiences, ensure quality, lower costs and increase satisfaction and customer loyalty. Health360 is a new way to tackle Population Health - one person at a time.

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HEALTH360 CORE

Person-centered data-model for Microsoft Dynamics CRM Online and Azure, pre-configured for healthcare requirements. Ability to better understand the behaviors, preferences and attributes of patients and their challenges.

CARE COORDINATION

Proactively plan and coordinate care for each person and enable perpetual patient relationships. Improve outcomes and patient satisfaction, while reducing costs. Leverage embedded clinical protocols and best practices from **Dartmouth-Hitchcock**.

CONSUMER ENGAGEMENT

Campaign for attention and engage consumers and patients in their own, personalized care experience. Monitor patient-sponsored and IoT health data in real-time. Give patients easy-to-use mobile apps for enabling ongoing dialog and perpetual feedback.

CONSUMER EXPERIENCE

Personalize every interaction with the health system with powerful Next Best Action guidance from Health360 based on what we know about a consumer (clinical, behavioral, situational and preferential intelligence). Enable marketing and contact center automation and efficiency and consumer intimacy. Leverage embedded Telehealth Guidelines from **Schmitt-Thompson Clinical Content**.

CARE NETWORK

Optimize your Provider network with Physician Relationship Management, M&A pipeline management, onboarding, training and referral management. Leverage embedded Provider and Referral Intelligence from **Evariant**.



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HEALTH360 CORE

Health360 is based on a core, person-centered data model, focused on helping patients be well and stay well. Health360 Core is built on Microsoft Dynamics CRM Online and Azure, pre-configured to meet healthcare requirements. Additional functionality and uniquely valuable content is packaged into four pre-configured modules created by Tribridge to make Health360 a complete population health management (PHM) solution.

- Create “Golden Record” of Consumer Information
- Reduce EMR costs
- Leverage EMR and ADT System Data
- Improve Care Team Coordination and Consumer Satisfaction



CARE COORDINATION

The Care Coordination module enables proactive patient engagement and personalized care inside and outside of care facilities, reducing the number of acute care visits, lowering healthcare costs and improving patient outcomes. The Care Coordination module uses data from existing hospital and clinical systems. Population managers, care coordinators, and other care team members can easily identify care program candidates, and personalize care plans for each individual to improve care and well-being. Embedded chronic disease management and post-discharge clinical guidelines from **Dartmouth-Hitchcock** are available to ensure care teams are armed with the best and most current evidence-based practice guidelines.

- Member/Contract Management
- Care Program Management
- Chronic Disease Management
- Personalized Care Plans
- Community Service Tasking and Coordination
- Care Collaboration
- Care Analytics
- Role-Based Workflow and Next Best Action



CONSUMER EXPERIENCE

The Consumer Experience module enables a world-class, multi-channel customer experience at every touch, creating a more personalized experience, one patient at a time. Role-based Next Best Action functionality informs every customer encounter, in person or remote in the contact center (telehealth). With direct integration to the contact center, every touch point, from a marketing communication to a call inquiry or telehealth session, is personalized and relevant.

Embedded telephone triage guidelines from **Schmitt-Thompson Clinical Content** are available to assist the remote care provider through the data collection, triage, decision-making, disposition selection and advice giving processes.

- Contact/Call Center Automation
- Service Personalization
- Marketing/Campaign Management
- Social Listening and Media
- Patient Portal/Mobile Tools Integration



CONSUMER ENGAGEMENT

Successful healthcare providers have to manage a growing stream of observable patient data from wearable and connected health devices, portals, and mobile apps. The Consumer Engagement module provides an infrastructure to connect, process and act on this data in the context of each patient’s personal care plan.

- Care Collaboration
- Patient and Family Collaboration
- Portal and Mobile Tools
- Service Personalization
- EMR, Cloud and Device Integration



CARE NETWORK

Value-based care models are complex, and managing affiliated and non-affiliated physicians, varied contracts, risk sharing, incentives, payment bundling and other financial and operational variables is a daunting task. The Care Network module helps organizations optimize their provider network with Physician Relationship Management, M&A pipeline management, onboarding, training and referral management. Embedded Provider and Referral Intelligence is available to give your Care Network an informed advantage and claims data from **Evariant** can help organizations visually analyze and segment data to create actionable plans.

- M&A Pipeline/Activity
- Provider Onboarding
- Referral Management
- Physician Education
- Credentialing
- Care Collaboration



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