



Muskegon Community Health Project

The i-Net solution

case managing indigent health care

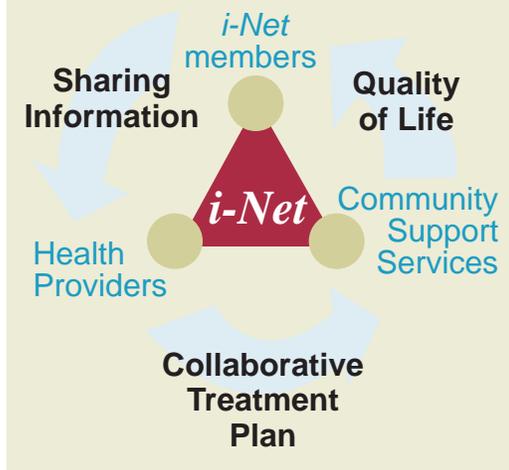
What if ... A community could collectively case manage its indigent population and maintain HIPAA compliance? What if a community could create a *virtual network* for health service providers to collaboratively share patient information across technology and health systems barriers. That was the goal of the Muskegon Community Health Project when it set out to create software to link medical and health service providers in the task of improving the quality of health services for Muskegon County's indigent population. That vision led to the Internet-based software combining case management and claims payment databases to strengthen the safety net through the virtual network of *i-Net*.



Today, Muskegon Care, the community's indigent health plan, uses *i-Net* to case manage its members in ways never before possible. Medical and health service providers have access to consistent and accurate information for patients with a history of no health infrastructure in their lives. Treatment plans can be monitored collaboratively across institutional and technological barriers. Quality of life improvements for indigent patients can be measured. Claims payment data can augment the design of treatment plans for a patient. The community's limited safety net resources can be more efficiently managed through the partnership basis of *I-Net*.

The i-Net solution

i-Net provides a communication resource to connect a community to the at-risk indigent patients.



Measuring quality of life...

The *i-Net* software enables patients and providers to measure health improvements in the *Quality of Life* section, such as, attaining patient goals, weight loss, and tobacco cessation. The *Quality of Life* measurements help to enhance the wellness philosophy of *i-Net*.

Sharing information ...

The *i-Net* software serves to close the information gap and provide a community health structure for indigent patients. Each patient is case-managed through the web-based medical notebook that tracks personal information, medical history, drug use, and treatment activity. It also provides a patient calendar to monitor health service collaboration by the *i-Net* team of health and human service providers. The software facilitates interactive collaboration through secure discussion forums across agency boundaries.

Treatment Planning...

The *i-Net* software displays an array of critical information for the development of treatment plans. Personal and medical histories are captured in advance of each patient visit to a provider. A medication record is maintained through the integration of the claims payment database. Urgent care and Emergency Room visits are similarly tracked. The medical and personal data are reviewed by a Muskegon Care case manager, who offers a treatment protocol in assisting the physicians with the development of the final treatment plan.



Reporting Features

The integration of case management and claims payment data allows users to track health and cost outcomes in a unique way in the delivery of care to an indigent population.

tracking the data...

- pharmaceutical cost
- clinical care cost
- ancillary service cost
- ambulance cost
- ER utilization
- clinic utilization
- case managers usage
- agency collaboration
- primary disease diagnosis
- chronic disease tracking
- i-Net* Security reports