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THOMSON REUTERS ACTION SUITE



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UNCOVER OPPORTUNITIES TO IMPROVE QUALITY AND COST

Access to clean, timely data is essential for an organization to effectively manage to its strategy. In order to meet the information needs of multiple audiences, you need data that is packaged in a user-friendly way. Whether your focus is on identifying trends, measuring quality, or peer-to-peer physician profiling, *Thomson Reuters Action Suite* will support your needs and grow with you.

Action Suite delivers the economy and simplicity of an off-the-shelf solution, with ready-to-use standard reports and dashboards, over 700 evidence-based quality measures, and additional drill-down capabilities. It also offers the ability to customize reports, quality measures, and dashboards to meet the unique needs of a myriad of audiences, including providers, internal stakeholders, management, and executives.

When claims-based data is aggregated and run through an analytic process, meaningful information can be delivered to partners and stakeholders with a common goal of improving outcomes while reducing costs. As a market leader in analytic methodologies, Thomson Reuters is uniquely positioned to apply these methods through *Action Suite*. The result is a comprehensive, cost-effective solution.

IDENTIFYING COST DRIVERS

Trend Reporting

The purpose of health data analysis and reporting is to identify trends and opportunities in order to make informed business decisions and keep rising costs at bay.

The financial reporting in *Action Suite* conforms to your business rules, enabling you to produce standard monthly and quarterly reports in seconds. You can create reports on per member per month trends by business line, provider group, or other metrics that are relevant to your organization.

Shifting Cost Models

Due to changes in the regulatory landscape, consumer and employer expectations, provider networks, and reimbursement models, health plans are shifting to models that ensure appropriate services are accessed at the right time. *Action Suite* allows you to measure the appropriateness and timing of treatment from various angles: compliance with evidence-based guidelines, true peer comparisons, and care rates that include professional, facility, pre-admit, and post-discharge costs.

As a result, you can quickly understand if the appropriate preventive measures are being taken; review corresponding emergency room (ER) admits when measures are not taken; compare how often hospitals admit ER patients; find primary care physicians (PCPs) with high ER visit rates; examine inpatient costs as a part of a broader episode of care; and identify hospitals with high post-discharge readmittance rates.

Overutilization

Hospitals remain the biggest cost center for health plans. With *Action Suite* you can understand the cost drivers and drill into the details such as DME, place of service, or type of service categories. By putting utilization data into a clinical context, showing medical conditions that drive utilization, and accounting for a changing disease burden within your population and subgroups, you have a richer picture of your financial situation and risk.

True drill downs allows you to gather more information about each scenario within seconds.

FIGURE 1: Generic and Brand Name Precriptions with Cost and PMPM Values for Each Flag

Drill Down	TimePeriod	GenericScript_Indic	paid	paidPMPM	paidPEPM	paidPerScript	scripts	scripts1000	year
	2005	N	\$29,994,840	\$29	\$65	\$67	446,524	5,251	2005
	2005	Y	\$5,902,236	\$6	\$13	\$13	448,268	5,271	2005

This report is showing brand name drug cost by employer. Again, you can drill down on one employer to find out more information about how the cost is being split up.

FIGURE 2: Drilled Down to the Non-Generic Flag and Viewed by Employer

Drill Down	TimePeriod	employer_ps	employer_ps	paid	paidPMPM	paidPEPM	paidPerScript	scripts	scripts1000	year
	2005	1	Acme Products	\$16,005,849.00	\$37.13	\$107.14	\$78.91	202,838	5,646	2005
	2005	2	Down and Out Airlines	\$3,448,584.25	\$19.03	\$45.25	\$56.66	60,861	4,030	2005
	2005	3	Wind River Wall Coverings	\$2,187,602.25	\$45.28	\$99.09	\$60.75	36,010	8,945	2005
	2005	4	Comp USB	\$481,891.78	\$34.37	\$71.35	\$78.43	6,144	5,258	2005
	2005	5	Booming Bargains Department Stores	\$675,471.06	\$36.22	\$91.06	\$61.64	10,958	7,051	2005
	2005	6	Franks Fireworks	\$2,206,709.00	\$23.14	\$44.09	\$57.56	38,340	4,825	2005
	2005	8	Plenty-O-Paper, Inc	\$74,156.91	\$27.38	\$49.37	\$59.52	1,246	5,521	2005
	2005	9	Buckeye Building	\$1,881,301.13	\$26.84	\$41.37	\$67.34	27,937	4,783	2005
	2005	10	Rent-O-Jons, Inc	\$1,941,337.13	\$14.49	\$21.10	\$36.62	53,013	4,747	2005
	2005	15	Wiser Auto Garage	\$1,091,938.25	\$43.63	\$85.40	\$118.99	9,177	4,400	2005

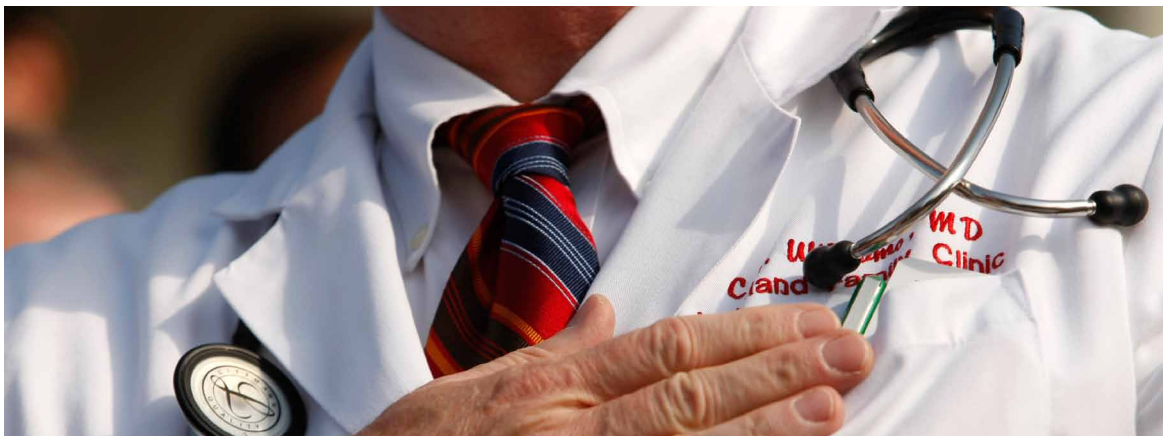
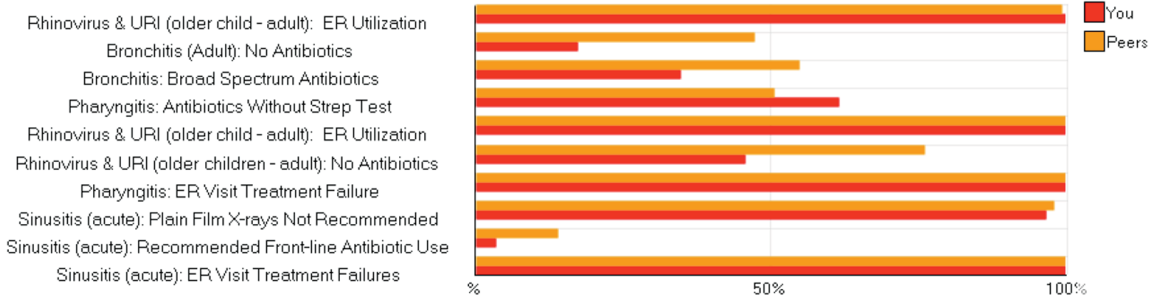


FIGURE 3: The Most Common Measures Report



The Most Common Measures report graphs both actual and expected (peer) compliance rates for the 10 most common measures by episode count in the provider's data.

PROVIDER PROFILING

Shifting to Quality-Driven Outcomes

Gaps in care and noncompliance compromise the health of your members while driving up the cost of their care. By incorporating evidence-based guidelines into analytic reporting and management processes, you can provide a consistent methodology for identifying care gaps and estimating the resulting financial impact. This makes it easier to get buy-in for program changes and provide physicians with actionable information to improve their practice patterns.

Action Suite maintains a flexible Rules Engine with quality measures that can be easily customized to fit the standards of your provider network. The measures compare actual care with national guidelines for the treatment of specific diseases, and look at the timing and sequence of events to see if guidelines are being followed. You can use any of the existing 700 evidence-based measures, modify them, or create new measures. These can be integrated into your provider profiling analytics. In doing so, this shows efficiency and quality in one report.

Supporting Provider Success

Provider systems exist in a competitive environment, and healthy competition directly relates to higher quality and lower costs for your members. A growing number of health plans are looking for ways to support their provider networks with an understanding that their efficiency in delivering care and achieving outcomes will strengthen the partnership.

Action Suite offers provider efficiency reporting through the evaluation of cost, outcomes, and measures. When using episodes of care on a case-mix adjusted basis to compare physicians by peer, you can identify sources of inefficiency and opportunities for improvement. For example, evaluating cost and utilization of specific drug classes is a common way to show how costs could be lowered through better outcomes.

Effectively Communicating with Providers

Communicating with physicians about their performance can be difficult. Capturing their attention and gaining buy-in are both critical components for success. Because too much data can be overwhelming, performance reports should be short, simple, and direct. With more than 30 commonly used dashboards and other customizable options, *Action Suite* allows you to capture the main points and communicate them at a glance with colorful charts or graphs.

However, a clear, concise message is wasted without provider buy-in for your methodology. *Action Suite* uses the Medical Episode Grouper to build episodes on a case-mix-adjusted basis for primary care physicians and specialists and compare them with their peers. The methodology is transparent and fully documented. The solution is also flexible so that you define the scope of responsibility for each provider, rather than holding providers accountable for costs over which they have no control.

Evaluating Performance

Accountability is shifting back to primary care physicians, and health plans are looking for tools to measure and evaluate PCP performance based on a number of variables. How well are your members being treated for certain conditions? Are they receiving the recommended preventative care? Are your PCPs coding practices that are out of line with their peers? What is the financial impact of the procedures or pharmaceuticals they choose?

MEMBER HEALTH MANAGEMENT

Evaluate Return on Investment

In order to determine the best strategy for managing member health, you first need to understand the effectiveness of internal programs such as care management. Our proprietary measures and metrics allow you to quantify a given program's performance and share that information with internal and external constituents. Once you have implemented a new program, our solutions help you monitor the impact on a continual basis so you can adjust your approach as needed.

Maximize Member Benefits

In today's competitive environment, it's more important than ever to educate members and employers on the opportunities you provide to help them improve their health and care. Thomson Reuters can help you understand the opportunities within your population related to gaps in care, preventive care, and compliance. Armed with this information, you can target your member outreach programs and more efficiently use your internal resources.

Identify Preventable Care Opportunities

Due to the impact of healthcare reform, comprehensive preventative care benefits are essential. We can help you understand whether your membership is in compliance and effectively

target those members who are not. As a result, you can identify individuals that need special attention in order to manage costs and improve health outcomes.

EMPLOYER REPORTING

Demonstrating Value

As healthcare costs continue to rise, employers want to know exactly where their money is going, how much they are paying for certain conditions, and whether they are doing enough to lower the risks in their employee population. As their information needs grow, employers expect health plans to deliver sophisticated reports showing their current reality, areas where programs and interventions are needed, and how benefit plan changes would drive utilization that will ultimately change behavior and lower costs.

Using *Action Suite*, you can create dashboard-style reports that provide your employers with a snapshot of what is driving their costs and work with them to build effective programs to drive utilization and change behavior where necessary. By measuring changes over time, *Action Suite* helps you demonstrate ROI through lower healthcare costs, effective intervention programs, and benefit changes.

For example, evaluating specific drugs' cost and utilization will position you to help the employer make better drug benefit choices that drive utilization toward lower cost options. Another option is to review the core cost and utilization statistics by location. Perhaps a specific geography's costs are significantly higher than other locations. You can drill down into the detail to understand the reasons.

This is a measure of diabetic patients between the ages of 50-75, who received a retinal eye exam within a two-year time frame. It's just one example of more than 700 measures available in the library.

FIGURE 4: Measure of Diabetic Patients Who Received Retinal Exams

Measure #12006001: Diabetes: Retinal Exam Every 2 Years (Pop) test 50-75

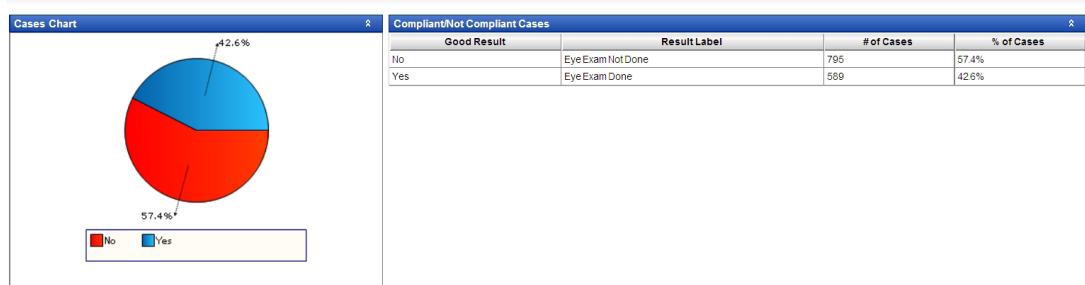
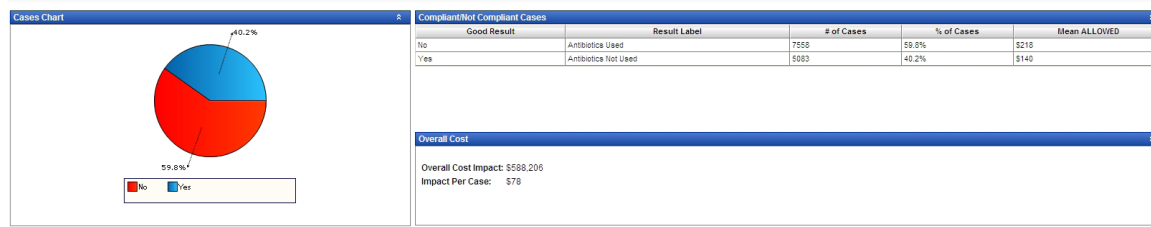


FIGURE 5: Episode-Based Compliance Measure

Measure #382004: Bronchitis: No Broad Spectrum Antibiotics



This particular measure is showing the overall cost impact of non-compliance for use of antibiotics on bronchitis.

FIGURE 6: Sample Per Employee Per Month Report

Period=2005m01 - 2005m12 (Incurred Date)

Drill Down	TimePeriod	employer_ps	employer_ps	paid	paidPMPM	paidPEPM	units	units1000	services	services1000	memmonth	empmonth	ye
2005q1	1	Acme Products		\$22,123,202.00	\$205.77	\$590.38	504,697	56,330.93	343,968	38,391	107,514	37,473	20
2005q2	1	Acme Products		\$21,497,392.00	\$200.67	\$577.11	486,037	54,443.70	314,441	35,222	107,128	37,250	20
2005q3	1	Acme Products		\$20,787,310.00	\$192.74	\$557.73	443,023	49,292.79	293,666	32,675	107,851	37,271	20
2005q4	1	Acme Products		\$16,179,376.00	\$148.99	\$432.56	350,382	38,717.31	250,292	27,657	108,597	37,404	20
2005q1	5	Booming Bargains Department Stores		\$883,893.13	\$190.37	\$475.98	12,216	31,572.69	16,034	41,440	4,643	1,857	20
2005q2	5	Booming Bargains Department Stores		\$1,014,885.25	\$218.30	\$547.99	12,621	32,577.33	16,445	42,448	4,649	1,852	20
2005q3	5	Booming Bargains Department Stores		\$1,016,626.94	\$217.14	\$547.75	11,741	30,092.27	14,668	37,594	4,682	1,856	20
2005q4	5	Booming Bargains Department Stores		\$829,086.38	\$177.34	\$447.43	10,493	26,933.90	13,581	34,860	4,675	1,853	20
2005q1	9	Buckeye Building		\$3,558,560.50	\$219.69	\$335.18	68,812	50,978.14	45,020	33,352	16,198	10,617	20
2005q2	9	Buckeye Building		\$2,943,283.50	\$178.08	\$273.67	63,888	39,124.88	35,573	25,827	16,528	10,755	20
2005q3	9	Buckeye Building		\$3,619,873.50	\$203.90	\$315.21	72,870	49,255.90	42,172	28,506	17,753	11,484	20
2005q4	9	Buckeye Building		\$3,124,566.25	\$159.36	\$247.55	67,606	41,376.65	38,155	23,352	19,607	12,622	20
2005q1	4	Comp USB		\$577,713.75	\$168.72	\$348.23	20,326	71,235.98	12,071	42,305	3,424	1,659	20
2005q2	4	Comp USB		\$631,341.75	\$182.21	\$376.70	17,653	61,135.93	11,759	40,724	3,465	1,676	20
2005q3	4	Comp USB		\$658,609.88	\$187.53	\$391.10	16,515	56,429.39	11,366	38,836	3,512	1,684	20
2005q4	4	Comp USB		\$545,959.63	\$150.82	\$314.67	13,951	46,246.41	10,940	36,265	3,620	1,735	20
2005q1	2	Down and Out Airlines		\$6,303,621.50	\$142.84	\$341.57	197,706	53,759.76	125,417	34,103	44,131	18,455	20
2005q2	2	Down and Out Airlines		\$7,700,973.00	\$172.37	\$410.32	210,795	56,617.13	123,116	33,068	44,678	18,768	20
2005q3	2	Down and Out Airlines		\$7,178,176.50	\$156.93	\$372.93	191,157	50,148.31	109,988	28,854	45,742	19,248	20
2005q4	2	Down and Out Airlines		\$4,119,689.25	\$88.23	\$208.73	111,230	28,584.64	67,450	17,334	46,695	19,737	20
2005q1	6	Franks Fireworks		\$4,912,759.00	\$198.64	\$374.51	57,971	28,127.61	76,592	37,163	24,732	13,118	20
2005q2	6	Franks Fireworks		\$4,940,491.50	\$207.14	\$393.35	54,821	27,581.74	71,134	35,789	23,851	12,560	20
2005q3	6	Franks Fireworks		\$5,250,615.00	\$227.09	\$436.57	55,078	28,585.96	67,226	34,891	23,121	12,027	20
2005q4	6	Franks Fireworks		\$3,916,322.25	\$165.55	\$317.29	43,286	21,956.80	54,502	27,646	23,657	12,343	20

This PEPM report is organized by employer and split up by quarter to showcase quarterly changes. You can drill down on any employer to further analyze cost and enrollment trends.

Understand Trends and Expense Drivers

The impact of expenses for employers varies based on population, industry, geography, and other factors. To help you quickly extract the data and analysis needed to identify the specific impact for each employer, *Action Suite* offers a comprehensive set of standard reports with ad hoc flexibility. Because our reports run quickly, timeliness is never an issue and your employers or internal stakeholders will never be left waiting for an answer.

Reports commonly used for employers include:

- Gaps-in-care and routine care analysis
- Financial impact of non-compliance
- Pharmacy analysis and physician profiling
- Per employee per month data by region or other subgroup
- Emergency room, outpatient surgery, and inpatient reporting
- Specific drugs cost and utilization

Impact Plan Design and Program Selection

Employers need answers to questions such as: Why are my emergency room visits so high? Would a campaign help to drive patients to primary care physicians? Would increasing ER copays deter people from overutilizing it? They look to you for guidance about the types of programs that can be implemented to make a difference. But in order to educate employers, you need access to data to help determine how they can change employee behavior.

Action Suite puts utilization data into a clinical context, showing medical conditions that drive utilization and accounting for disease burden in populations and subgroups. The reporting tools help you measure the financial impact of a changing disease burden and provide insights into why costs are increasing. A number of approaches can be used successfully to monitor and drill into costs, including clinical efficiency trends for subpopulations, risk-adjusted trend studies, pharmacy costs and utilization reports, and high-cost patient distributions.

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Flexible Enough for All Stakeholders

Meeting the needs of a myriad of audiences can be a struggle. Each group needs different data, in a different format, on a different timeline. *Action Suite* has robust analytics and flexible reporting that allow you to meet those needs. You can prepare simple, digestible reports for your providers; presentation-ready key performance indicators for your executives; cost, trend, and ROI snapshots for management; and other specific reports with ad hoc reporting.

Easy to Use. Easy to Learn.

Action Suite is an easy-to-use, Web-based solution that is tightly integrated with Microsoft® Excel. The familiar look, feel, and functionality of Excel allows users to navigate and master the interface in a short time. Plus, there is no need to export reports to Excel for statistical functions as your calculations are included.

Action Suite includes presentation-ready dashboard reports with customizable options. Tables and charts can be integrated based on the rich information contained in our analytic applications. The tabbed interface is similar to Internet Explorer in that each tab focuses on a specific area (i.e. medical quality or diabetes) and contains a series of tables and charts that are relevant to the topic. Users can expand any chart or table to see the information more clearly or change the report parameters.

Drill-Down Capability

Action Suite uses a true point-and-click, drill-down technology so you can quickly access the detail of a report to identify the key issue or driver without waiting for a new report to run.

On-Site Training

We offer client-specific on-site training as well as personalized online presentations, personal tutorials, and online seminars. Our support team members have an intimate understanding of the real-world environment in which your solution must operate.

For more information, call +1 734 913 3000, email healthplan@thomsonreuters.com, or visit healthcare.thomsonreuters.com/healthplan.

ABOUT THOMSON REUTERS

Thomson Reuters is the world's leading source of intelligent information for businesses and professionals. We combine industry expertise with innovative technology to deliver critical information to leading decision makers in the financial, legal, tax and accounting, scientific, healthcare and media markets, powered by the world's most trusted news organization. With headquarters in New York and major operations in London and Eagan, Minn., Thomson Reuters employs more than 50,000 people in 100 countries.

thomsonreuters.com

Thomson Reuters
777 E. Eisenhower Parkway
Ann Arbor, MI 48108 USA
Phone +1 734 913 3000

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