



POPULATION EXPLORER OVERVIEW

CONNECTICUT'S HEALTH INFORMATION EXCHANGE



WHAT IS POPULATION EXPLORER?

Population Health Explorer, Connie's encounter notification service, provides an easy-to-use interface for clinicians to access a worklist of notifications on patients' health care encounters. Connie matches patient demographic data from the participating organization's patient panel to admit-discharge-transfer (ADT) messages sent from Connie participating organizations that provide outpatient, inpatient, and emergency services. When a patient receives care at a Connie participating facility, the patient's encounter is displayed in our Connie Portal dashboard, with easy access to details about the patient's care during that encounter.

Organizations can customize Explorer to receive vital alerts on critical patient populations. Explorer allows care coordinators to efficiently manage their patient population and provide timely care.

Population Health Explorer is a core Connie Alert service; included when onboarding to the Connie Portal.

FEATURES

- **Access and Review:** Connie Portal Users can view and export their patients' encounters. Encounter status changes roll up into a single encounter alert for streamlined views. Download up to 5,000 rows of encounter data in spreadsheet format.
- **Filtering Capabilities:** Need to see only ED admissions from the past 24 hours? Need to limit your view to encounters related to certain facilities? You can efficiently customize, save, modify, and delete filters based on data available in encounters to meet your specific criteria. Enhanced filtering capabilities, including Global filters and Preventative Service filters, are described in the Enhanced Filtering Overview.
- **Intra-Portal Navigation:** Navigation is streamlined by allowing you to access the Connie portal clinical information directly from Explorer and bypassing the patient search.
- **Care Coordination:** Manage and track patient follow-up status to work collaboratively with care coordinators or providers at your organization.
- **Near Real-Time:** Encounters refresh every 20 to 30 minutes.
- **Preventive Services Alerts** for breast cancer and colorectal cancer screenings
- **Global Filter** for mental health follow-up

FAQs

How do I access Connie Alerts?

Your patients' encounters will display as the Population Explorer widget on the Connie Portal Dashboard upon login to the portal. The application is automatically provisioned during onboarding. If your organization was onboarded to the Connie Portal prior to April 1, 2024, talk to your Connie account manager about upgrading your Connie Alerts application to the newest version. Connie Alerts is not available through the InContext application.

Will I receive alerts on all of my patients?

Yes. Every organization accessing Connie through the Portal has access to Connie Alerts using their full panel of patients as part of their default onboarding process.

FAQs CONTINUED...

What do I do if I don't want to receive alerts on all of my patients?

There are a number of ways to limit which patients you are receiving alerts for. First, the most user friendly and flexible way is to use the built-in filter tool. Filters allow you to limit which patients you are seeing based on a number of different criteria. You can use filters in combination, and you can save your filters to use any time you access the Explorer app. For more information about using filters, see the Population Health Explorer section of the Portal User Guide.

What is a Logic-Based Alert?

A Logic-Based Alert is a special filter that uses logic to find and limit the encounter notification list for a particular purpose. Logic-Based Alerts leverage CPT, ICD10 and LOINC coding standards to identify specific healthcare events and alert the patient's care team for improved care coordination, reduced readmissions, and a better patient experience. For example, Connie can provide real-time alerts that notify a patient's care team when their high-risk patients have hospital encounters for specific conditions (e.g. COVID-19, CHF, asthma), or key lab results (e.g. COVID-19, a1c). Connie Logic-Based Alerts are highly configurable, so users receive actionable data.

USER STORIES



“I am a care coordinator at a health system. Using Population Health Explorer, I have a more comprehensive understanding of our patients’ inpatient and outpatient encounters across the healthcare landscape in Connecticut. With this information, we can provide more immediate follow-up care—preventing readmissions. Using the status setting, I can coordinate with colleagues, so we are not following up on the same patients.”



“I’m a mental health provider. I am often not aware when my client has an emergency room encounter. Having this information can be particularly critical if my client is experiencing a mental health crisis. Through Population Health Explorer, I am notified when they are admitted and can intervene within an ED visit when needed. My patients benefit greatly from having a known and trusted provider aware and involved when they are experiencing a crisis.”



“As a primary care provider at a small practice, I rely on Connie to help me support my patients’ transition of care when they have been discharged from an in-patient stay. I can get patients into the office for a transition of care visit to clear up any confusion over medications and decrease the risk of a therapeutic disruption. I can filter my list to focus on my most vulnerable patients to prioritize my workload.”