

PQRI Survey: Cielo Clinic

The American College of Physicians, a medical association representing over 126,000 doctors of internal medicine and medical students is asking all CMS certified PQRI Registries to complete this survey for our members. The responses to this survey will be made accessible to the College's members in order to assist our members in choosing a registry.

For more information on ACP please visit our website at www.acponline.org

PQRI Reporting:

1. *Official (commercial) name of the registry*

Cielo Clinic

2. *Contact Information*

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3. *Provide an overview of the product (please limit to 150 words or less).*

Cielo Clinic supports clinical quality improvement, patient-centered medical homes, clinical integration and pay-for-performance management. By combining an all-problem, all-patient registry, clinical decision support and population management in one technology solution, Cielo Clinic supports better care delivery while optimizing office efficiency and potentially increasing practice revenues. Cielo Clinic focuses on a practice's entire patient population and all of the conditions that require support. As an active care tool, the software's features manage quality improvement both at the point-of-care and for patients not scheduled for a visit. Its dynamic, on-demand registries and population management reports provide up-to-date, detailed and actionable quality information. The use of clinician-verified data and problem lists delivers more accurate reporting for payor programs and HEDIS™-like measurements. And, the use of a structured, coded problem list and the capture of actions taken on clinical prompts provide unprecedented detail into areas that require focus, and highlights previously undetected issues.

4. *Describe the focus, e.g., patient or disease - e.g. supported diseases, if disease-focused.*

Cielo Clinic is patient-focused and supports virtually any number of prevention, screening and chronic disease management guidelines a practice desires simultaneously (see the AHRQ Innovations Database (<http://innovations.ahrq.gov> keyword "cielo"))

5. *One or more of the following conditions covered by the registry:*

- *Any (customizable)*
- *Asthma*
- *Cancer screening or follow up*
- *Cardiovascular Disease*

- *Depression*
- *Diabetes*
- *Immunizations*
- *Preventative Services*
- *Other*

6. *List the key functionality traits of the product (please limit to the top 10 traits or less).*
1. An all-problem, all-patient registry.
 2. An active care tool with quality improvement features for the entire care team.
 3. Coded and clinician-verified problem lists mapped to ICD-9, ICD-10 and ICPC coding.
 4. A table-driven rules engine capable of supporting both current and future guidelines.
 5. Actionable reporting to not just report on care quality but provide, where quality is below targets, why that is the case to allow the practice to take proactive action.
 6. Extensibility and interfacing to support integration and co-existence with other health information technology solutions.
 7. Secure accessibility through the internet, eliminating the need for additional hardware and software.
 8. Support for both paper-based and electronic office workflows.
 9. Data extractions to third party products for further analysis or for submission to third parties like payors.
 10. A simple, annual subscription fee that provides use of the product, support, interfacing and product updates.
7. *Is your product/registry identified by CMS as “qualified” to submit quality data to CMS on behalf of eligible professionals for 2008 PQRI reporting?*
Yes

Privacy:

8. *Describe the overall security level of the system, e.g., access control strategy, network security measures.*

Security is implemented in Cielo Clinic with a user and role-based security model. Database and password access is encrypted via Data Encryption Standard with Cipher Block Chaining. Session timeouts and user logouts provide additional security features. All Protected Health Information access is automatically logged by user ID and date. Internet communications security uses Secure Sockets Layer (SSL), High-grade encryption – AES -256 and Entrust 256 bit SSL certificates. The data center hosting Cielo Clinic is a secure cage within US Signal carrier facility with climate control, redundant HVAC, conditioned power and backup power via diesel generation as well as UPS and battery backup and multi-level security including smart card entry with visual surveillance. Backup protocol is provided with storage in a climate controlled, secure storage facility Internet connectivity is highly redundant and secure via dual perimeter firewalls, switches and routers, which include an Intrusion Prevention System (IPS). Cielo Clinic servers Apache web server SSL communications with high-grade encryption – AES -256 and entrust 256 bit SSL certificates and database and password access is encrypted via Data Encryption Standard with Cipher Block Chaining.

9. *Describe the controls available to secure protected health information (PHI).*

Database and password access is encrypted via Data Encryption Standard with Cipher Block Chaining - User and role based security model - Automatic logging of all Protected Health Information access by user ID and date - Session timeout and user lockout - Secure Sockets Layer (SSL) - High-grade encryption – AES -256 - Entrust 256 bit SSL certificates

10. *Identify any affiliated or owned entities who might have access to patient data (identifiable or de-identified)*

Only those entities that a licensee grants access to the data through a Business Associate Agreement will have access to their data.

11. *Describe your business model for operating the registry and any current or intended plans for sharing or selling any registry data (identifiable, aggregated, or de-identified)*

The registry is operated as a software-as-a-service, hosted by Cielo MedSolutions and offered to practices on an annual subscription fee. We currently do not share or sell our registry data to any third party. Our end-user license agreement explicitly states that a licensee is the sole owner of their data.

Data and Reporting

12. *Please check off which of the following hosting models is supported by your product.*

- Web-Based

13. *Please check off which of the following is supported by your product.*

- Local Network or PC
- Remote Network

14. *Data Export/Import: List the standards used in data exchange, e.g., HL7 interfaces.*

Cielo Clinic currently supports a variety of standards, including HL7 and delimited file.

15. *List the software programs from which you can import data into your product and/or export data from your product, e.g., MS Excel, MS Access, other.*

Cielo Clinic can import data from a structured or delimited file and HL7. Virtually any desktop tool like MS Excel and MS Access can provide these file formats. We have experience importing data from numerous practice management, electronic medical record and registry systems.

16. *List the Point-of-Care tools implemented by your system, e.g., clinical alerts, documentation templates.*

At the point-of-care, Cielo Clinic utilizes an up-to-date, patient-specific encounter form to document clinical data, provide alerts (reminders) for due services, document status of services not fully delivered. A separate patient-specific document graphs patient data over time and documents services needed in the future. Patient history is also made available for reference. Specific questionnaires and other documents can also be generated at the point-of-care alongside an encounter form.

17. *List the patient outreach capabilities implemented by your system, e.g. generated letters, surveys, patient education materials, messaging capabilities.*

Cielo Clinic can generate call lists, letters and interface with secure messaging solutions to reach patients due for services but not scheduled for a visit. Other documents and links to educational and survey materials can be included in this outreach.

18. *List the reporting capabilities of the system, including support for any standards.*

Cielo Clinic provides numerous reports that document care delivery and provide actionable information to help practices improve care when it is not meeting desired goals. All reports are customizable through a simple interface to allow a user to report on the data as they require. Graphs accompany many reports for illustration and trending. All reports can be saved to files for use in other tools such as 3rd party report writers, spreadsheets and statistical analysis tools. In addition, a data warehouse extraction can be scheduled to support bulk data transfers to data marts and warehouses.

PQRI Overview

19. *Describe the relative strengths of the product (please limit to 150 words or less).*

- Based on technology developed at the University of Michigan Department of Family Medicine and proven to manage quality improvement. See the AHRQ Innovations Database (<http://innovations.ahrq.gov> keyword "cielo") for one example.
- Operates as an active care tool that fits into a practice workflow and provides functionality to all care team members.
- Solves the issues of ICD-9 coding for quality improvement through clinician-verified diagnoses and the use of additional, behind-the-scenes classifications (ICD-10, ICPC) for the specificity truly required.
- Documents patient actions regarding compliance with guidelines to provide unprecedented insight into care status.
- Provides easy accessibility to registry data and multi-dimensional population management reports.
- Built to support care reminders on virtually any care guideline without the use of a computer programmer.
- Developed with an open architecture to allow it to be embedded into other health information technology solutions or interface with complementary, 3rd party products.

20. *Describe the relative weaknesses of the product (please limit to 150 words or less).*

21. *Cost*
Priced

22. *Provide a detailed description of the costing model, including any special pricing for PQRI data submission.*

Cielo Clinic is priced on an annual license fee per clinician. A clinician is defined as the person that serves as the primary medical care interface with a patient in a clinical setting. Those using

the product for administration and reporting do not need a paid license, but have use of the features of the system. Our all-inclusive providing includes support (both technical and user), product upgrades, Cielo Clinic-side interface development to other health information technology systems and customer-requested new features and reports, if they are included in a future general release. Modest implementation and training costs are charged one-time. Tiered discounts on licenses are available for practice groups.