

# InRule® for Chronic Disease Management

*Improving Health Outcomes and Lowering Costs for Chronic Disease Populations*

## REDUCING HOSPITAL ADMISSIONS AND OUTPATIENT AMBULATORY SERVICES

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**“We have had success with chronic cardiac disease and diabetes and we will be deploying InRule to manage the rules for our asthma decision support system, as well.”**

*CJ Wang, IT Manager of the Office of Ambulatory Research and Research and Innovation*  
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According to the Center for Disease Control and Prevention, chronic diseases —such as heart disease, stroke, cancer, diabetes, and arthritis—are among the most common, costly, and preventable of all health problems in the U.S. Healthcare insurers in the public and private sector are seeking to improve health outcomes and lower costs by better managing chronic disease populations.

InRule powers Chronic Disease Population Management Systems for public and private sector organizations, helping them lower costs and improve health. Selected by Xerox Midas+ Solutions for Population Management, InRule’s intuitive Authoring interface allows healthcare professionals to author and update the rules they understand best. And because rules are presented in Business Language, physicians and other subject matter experts (SME) can easily review and approve the rules to ensure they capture the intent of the of SME.

### COUNTY OF LOS ANGELES

The Los Angeles County Department of Health Services (DHS) has seen a 75% decrease in ambulatory services to outpatients through its Chronic Disease Decision Support Solution, powered by InRule. InRule provides business rule management capabilities for the system.

The Chronic Disease Decision Support Solution, implemented in 2008, enables healthcare providers to offer more comprehensive support to their patients. The system defines best practices as business rules and executes them against patient data such as demographics, lab results, vital signs, and other information to make suggestions to healthcare providers and patients. InRule enables healthcare providers to author and manage business rules without programmer effort, enabling LA DHS to respond quickly to changes in regulations, treatment protocols, and patient needs.

Already, the solution has contributed to a 75% decrease in ambulatory services to outpatients with chronic cardiac disease.

## PRIVATE HEALTH PLAN AND PROVIDER

A private healthcare insurer and a healthcare delivery system in the Northwest United States with more than 500,000 members also saves money and improves health outcomes with an InRule-powered Chronic Disease Population Management System.

This client uses an innovative approach, where real time lab results and diagnostics can indicate possible population assignment or trigger real time events. The system may process up to 2.5 million events per day

More complex rules consider additional factors for more accurate population definition and management. All rules are easily updated as more effective protocols are defined.

InRule's intuitive Business Language enables Physicians to review and approve the rules before they are deployed into production.

Name	Women_Over_65_w_fracture
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If
Event is "Fracture Diagnosis" and ConsumerSexCode is equal to "F" »
and ConsumerAge is greater or equal to 65 »
and ConsumerAge is less than 85 »
and there is no "DEXA Screening Test" in the last 5 years »
and there is no "Osteoporosis Exclusion" in the last 1 years »
and Current population status in "Osteoporosis Management" is "Not In Population" »

Then
set Target Population to "Osteoporosis Screening"
set TargetStatus to "Active"
Evaluate population membership reassessing candidates declined more than one year ago
[add action]

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Name	Men_75_to_85_w_Fracture
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If
Event is "Fracture Diagnosis" and ConsumerSexCode is equal to "M" »
and ConsumerAge is greater or equal to 75 »
and ConsumerAge is less than 85 »
and there is no "DEXA Screening Test" in the last 5 years »
and there is no "Osteoporosis Exclusion" in the last 1 years »
and Current population status in "Osteoporosis Management" is "Not In Population" »

Then
set Target Population to "Osteoporosis Screening"
set TargetStatus to "Active"
Evaluate population membership reassessing candidates declined more than five years ago
[add action]

```

## SUBJECT MATTER EXPERTS MANAGE BUSINESS RULES AND LOGIC

"Microsoft Dynamics® CRM provides strong customer service capabilities delivered via a robust, scalable platform and architecture suitable for global deployments..." (The Forrester Wave™: CRM Suite Customer Service Solutions, Q3 2012.) However, decision logic in Microsoft Dynamics CRM such as complex routing, pricing, and form validation had to be written in C# code or JavaScript, making changes expensive and time consuming.

With InRule for Microsoft Dynamics CRM, decision logic is managed by the business people who best understand it, without programmer intervention. This means changes can be made to systems more quickly and with greater accuracy, improving time to market and often reducing costs. Rule authoring and management is tightly integrated with Microsoft Dynamics CRM, making the user experience familiar and easy to learn.

To learn more about InRule solutions for healthcare, please visit [www.inrule.com](http://www.inrule.com).