

Focus360° Frequently Asked Questions

Need help?

You can open a helpdesk ticket with our Customer Support team by visiting <https://cx.healthix.org/contact>.

Please make sure you specify if the issue is application related or data related and include as much detail about the issue as possible.

What is Focus360°?

The Focus360° product is a web-based population health management tool that provides reports and analyses. The reports are designed to enhance the ability of health care and community-based organizations to care for the patients and populations they serve.

Who can use Focus360°?

Focus360° is designed for all population health staff, from care managers to CEOs, managing quality, value-based performance contracting, etc. Some modules are encounter-based patient lists, while others incorporate predictive analytics with graphical representations of current and long-term patient statistics and risk scores.

What are the main features?

360 View: Lists the encounters that have occurred outside of the user's facility with filter options to define parameters. Gives a sense of the care your patients are receiving outside of your organization.

Unplanned Readmissions and Early Returns: Lists all patients that have had an unplanned readmission or early return for a related cause within 30 days of discharge. Helps to identify patients who may have received substandard discharge planning, or patients who are facing clinical, behavioral, or socioeconomic challenges that complicate their recovery.

HbA1c Results: Assists healthcare providers in monitoring and regulating diabetes patients' health through tracking HbA1c levels. Provides crucial information for diabetes management or prevention as well as contextual information regarding a patients' overall health.

PCP Attribution: Aids healthcare providers in recognizing and handling patient navigation throughout the healthcare system. Note: This module requires Focus360° customers to submit an additional file indicating attribution by health plan.

Population Risk Management: Segments patient population to using utilization and disease condition data and predictive analytics to identify risk for an adverse event and/or disease. Can help organizations identify which patients to allocate more resources towards to avoid adverse events.

Transitional Risk Management: Uses predictive analytics, focuses on analyzing individuals in the crucial 30-day period following a hospital discharge or an emergency department visit. Can help organizations identify which patients to proactively allocate resources towards to avoid readmissions.

Closing Care Gaps Patient View: This module shows whether a patient is complaint, non compliant, and the encounter helps you identify closed measures based on latest data in order to prevent chart chasing/patient outreach unless necessary.

Closing Care Gaps Measure View: Provides access to similar data as the "Person View" module, but the data is presented to highlight organizational performance by measure rather than individual patient compliance. Used to understand current compliance rate by measure, comparative performance of sub-units within their organization, and which patients meet the eligibility criteria for a given measure.

Set Up & Access

Focus360° is browser based and does not require for you to install any software or access a virtual environment. You will get your username and password from your Healthix customer support team member.

For best performance, the recommended browsers for Focus360° are Windows Edge, Chrome and Firefox with the most recent versions.

FAQs

How do I customize the report filters? Filters vary by report, but most reports include a Date Range and Demographics Filter. Note: You must click APPLY after selecting filter options to regenerate the patient list below.

How do I search for patients? The patient search feature can be found in the top right hand corner of your home landing page or any further navigation. Search parameters include search by patient ID or patient information (name, date of birth, etc.). The patient Search functionality will bring you to the Patient Profile Page.

Note: Only patients who have a consent status GRANT will have a patient profile.

What do the bolded patient names indicate? Patient lists include bold-text names and non-bolded names. The bolded information is selectable, as this indicates that the patient has granted consent. If selected, it will navigate to the Patient Profile page. If the text is non-bolded, this designates that there is no consent on file for the patient and is not selectable.

How often does the data in Focus360° Refresh? Focus360° data source is the Healthix data warehouse, which generally updates according to clinical activity and is more real-time than other sources, such as claims.

How often should I use Focus360°? The recommended cadence of Focus360° depends on your workflows and use cases. For example, if you are handling transitions of care, readmissions, or pertinent utilization data, you may chose to use Focus360° daily. If you are tackling quality and care gap workflows, you may chose to use Focus360° monthly, quarterly, or seasonally (i.e. in Q4) based on your organizations initiatives and priorities. You can work with a Healthix Engagement Specialist to figure out the best workflow for you.

Is Healthix NCQA certified? Yes, 80% of Healthix data is NCQA certified with Primary Source Verification! You can find our certification here.

Usage & Troubleshooting

What do I do if I forget, or need to reset, my password? If you need assistance with your Focus360° login credentials, you can reach out to customer support directly. Healthix customer support will send your existing login credentials or can help reset your password and provide instructions to log in. You can open a helpdesk ticket with our Customer Support team by visiting <https://cx.healthix.org/contact>.

What do I do if there is an issue? How do I report a bug? If you encounter any issue with Focus360°, please contact your Relationship Manager or Customer Support. You can open a helpdesk ticket with our Customer Support team by visiting <https://cx.healthix.org/contact>. Please make sure you specify if the issue is application related or data related and include as much detail about the issue as possible.

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