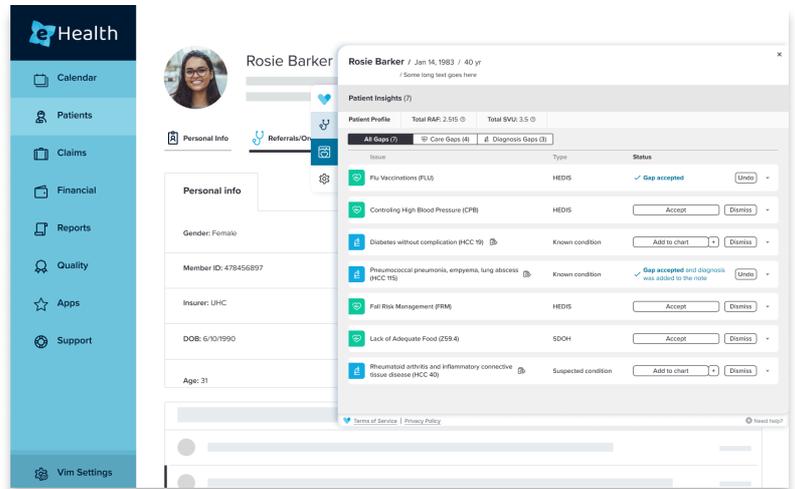




Vim Care Insights User Guide and Technical Walkthrough

Vim's All-In-One Gaps Experience

Vim Care Insights streamlines gaps workflows into one unified and easy-to-use interface right in the EHR. **Vim's new Care Insights application replaces Vim's former Diagnosis and Care Gaps applications. The new intuitive workflow has all the capabilities and supported workflow from these popular apps but in a bundled view for simpler navigation and an expedited workflow.**



Care Insights Overview

Which Applications:

Vim Care Insights brings together two patient insights applications into one unified experience (fewer clicks and more features):

- [Vim Care Gaps](#)
- [Vim Diagnosis Gaps](#)

Care Insights Offers:

- A single interface to present diagnosis and quality/HEDIS gaps so users can address and take action across these critical measures all in one place and ensure nothing is missed
- **An option for care teams to dismiss irrelevant diagnosis gaps outside of patient encounters**
- Ability to filter and customize the view to avoid unnecessary distractions
- Auto-resolve, write back, and all our users' favorite functionality just as before but with fewer clicks and visual distractions including just one icon and notification symbol





Care Insights - Technical Walkthrough

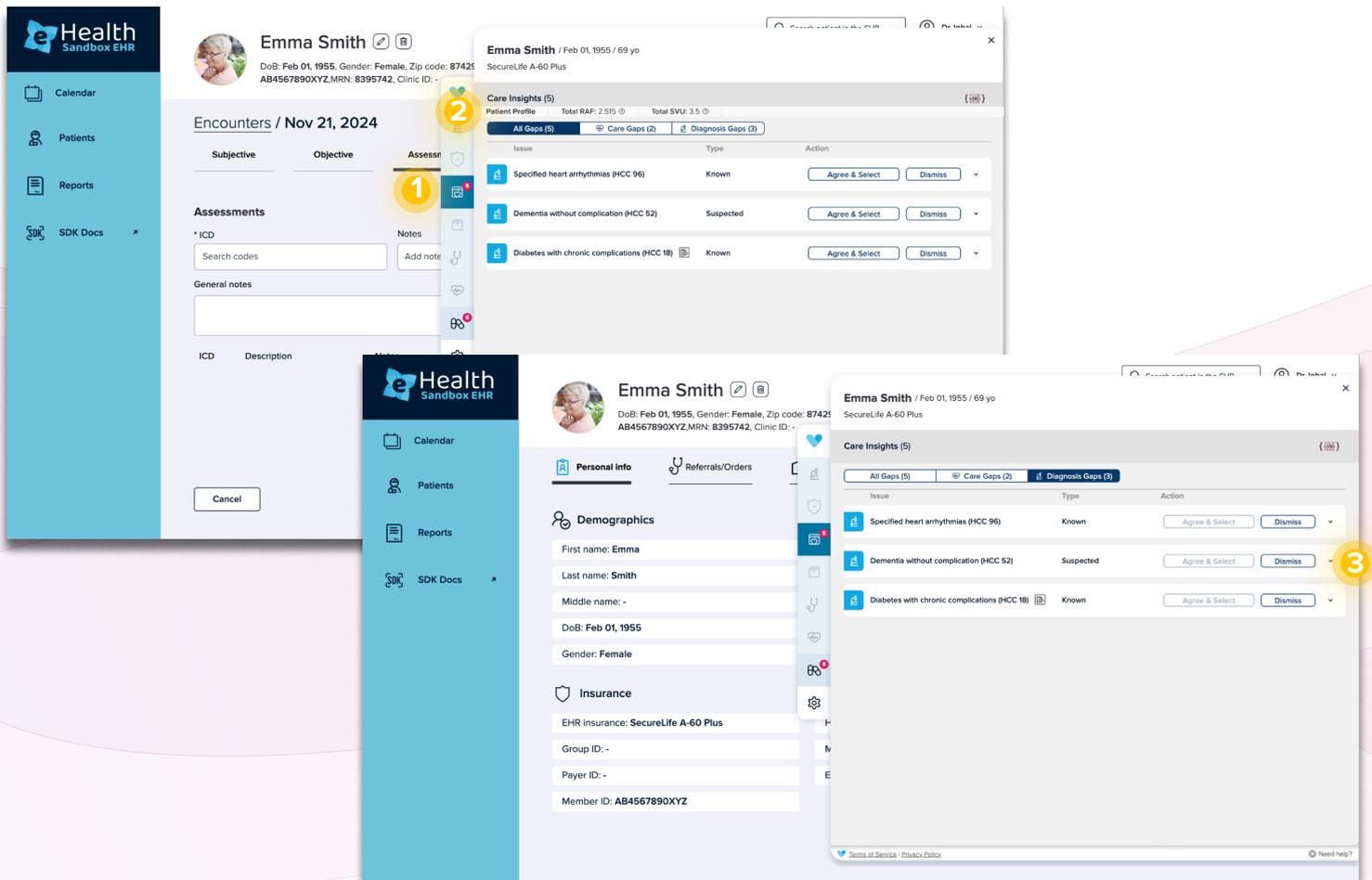
1 Accessing Care Insights

With Vim Connect, navigating to Vim Care Insights is simple and intuitive. When a relevant patient is selected, the Care Insights icon will indicate the number of detected gaps.

2 Reviewing Gaps

Care Insights **pulls suggested diagnosis and care gaps** sourced from insurer data and other sources into expandable tiles available at any time within the EHR when a relevant patient is in view. To review and address gaps, users can take the following actions:

1. Click the “Care Insights” icon.
2. Patient-level data is shown below the header (if available). Please note, this data is informative only and not actionable.
3. The main table displays all detected diagnosis and care gaps. Users can toggle through the filters shown above the main table to customize the view (all gaps or diagnosis or care gaps only).



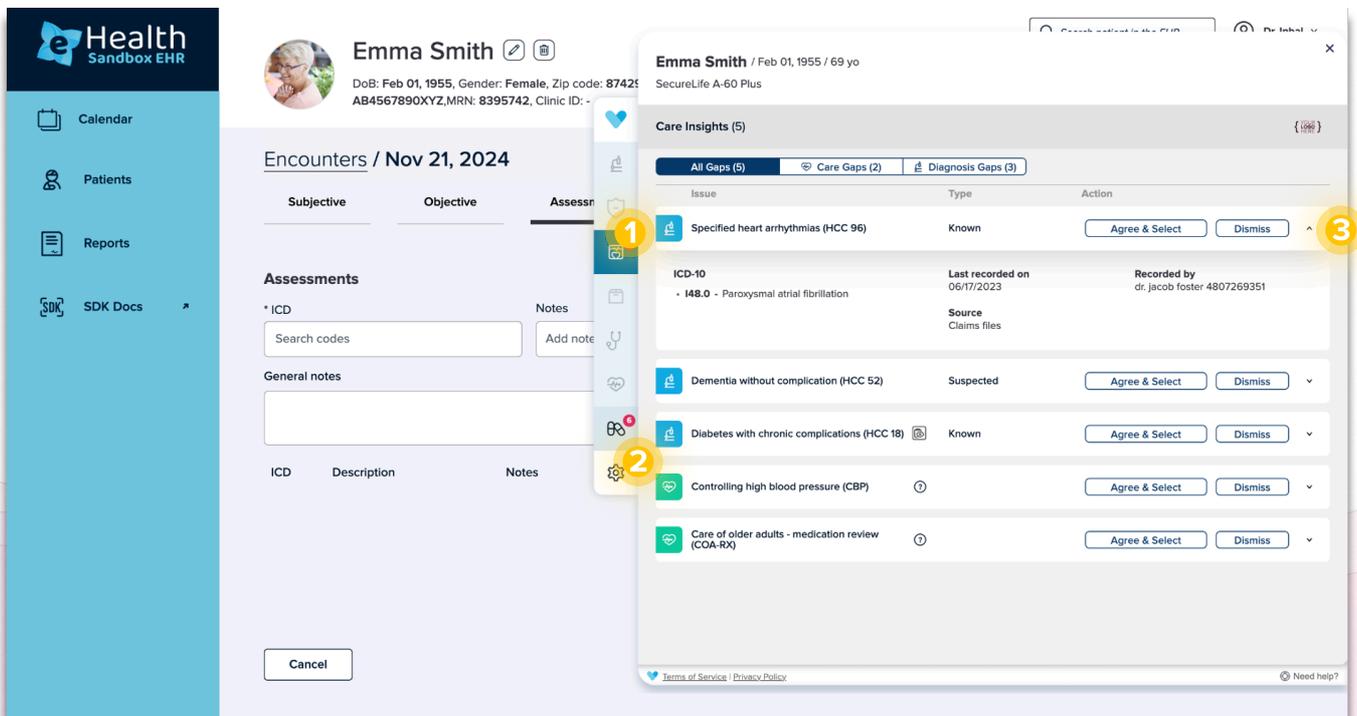


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3 Navigating the Main Table

When **there is a patient in context for which Vim has data available for**, users can interact with the gaps as detailed below:

1. Each table row represents a diagnosis or care gap.
2. Diagnosis gaps appear first, followed by care gaps.
3. Rows and the corresponding gaps can be expanded to reveal additional details and collapsed using the same arrow icon.
 - a. By default, the first unresolved gap is expanded (if applicable) to streamline the user workflow. When resolved, the next gap expands automatically.



Each gap includes:

- Gap descriptions and codes (e.g., ICD-10, HCC, HEDIS), which impart the information and topic of the clinical gap to be addressed.
 - Diagnosis gaps display potential conditions and care gaps represent potential quality-related gaps or other gaps in care.
- The type of gap, including “Known” and “Suspected”, if available. Currently, these labels are only presented for diagnosis gaps. The labels offer additional clarifying detail about the gap by identifying if the gap is based on a previously coded condition or if it is only a suspected condition.

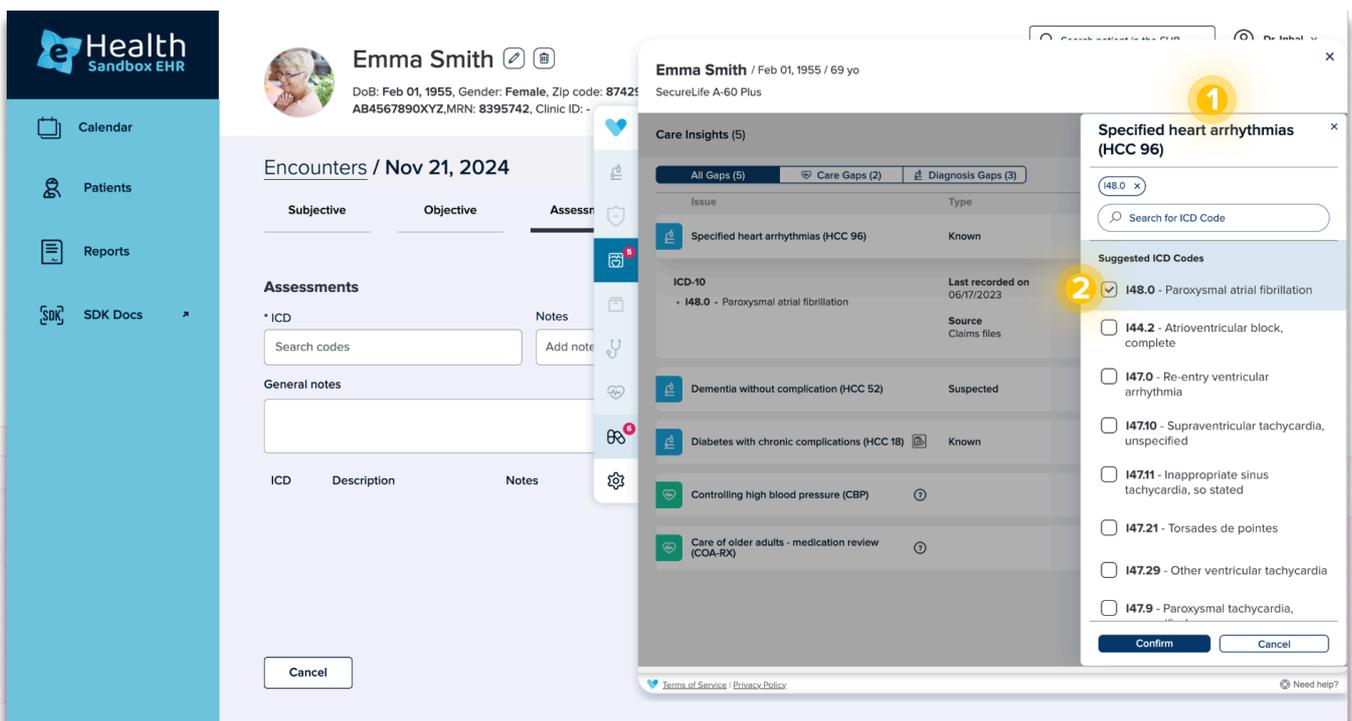
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4 Addressing Gaps

Once ready to address gaps, the user can take several actions based on the information available.

In this first example, the user can select, “Agree & Select.”

1. Upon doing so, the intuitive and interactive interface will open an additional small module in which users can fine-tune their selection.
2. This module contains all ICD-10 codes under the relevant HCC. The original suggested ICD-10 code(s) will be highlighted and auto-selected. The user can adjust this as needed by checking and unchecking boxes.



Please note that if interacting with a **Care gap (green icon)**, the above actions are the same with two main differences:

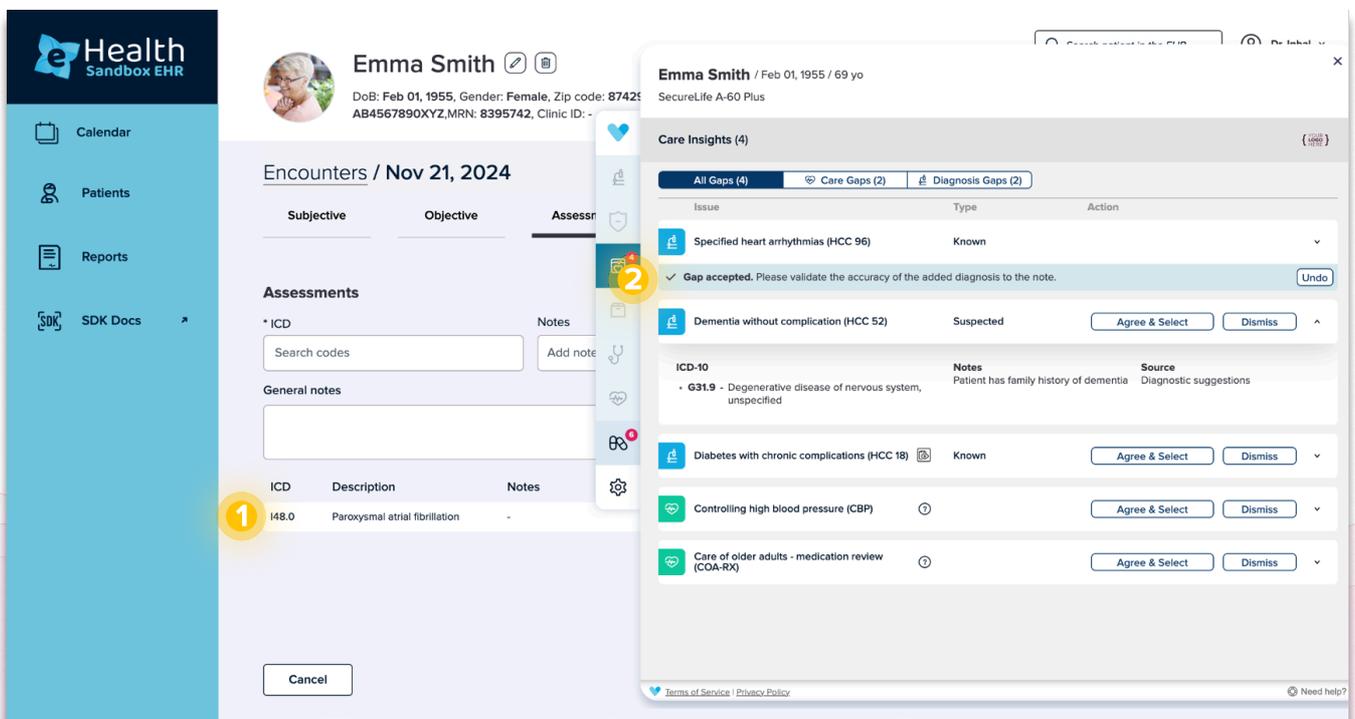
1. The modal will display a choice of optional CPT II codes to interact with.
2. After selection, the CPT II codes are written back to the billing section of the EHR.

Care Insights - Technical Walkthrough

5 Taking Next Steps/Automation

1. Once the correct ICD-10 code(s) is selected, the user will select “Confirm” and the code will be written into the chart in the assessment and problems list within the EHR automatically (where available).
2. The user will be provided with a notification that this has been completed.

Additionally, the response engagement data will be recorded and sent back to the original data source, i.e., the payer, ACO or other data source. This helps reduce additional administrative work in the future related to the gaps that have been addressed.



Please note: In some cases, no HCC code is available and the user can select, “Agree” In this scenario, the suggested ICD-10 code will automatically write back to the EHR without the code selection modal appearing. This happens in gaps where an HCC is not available. As in the above example, upon accepting the gap, the response engagement data will be recorded and sent back to the original data source.

Similarly, with Care Gaps, not all gaps have CPT II codes to suggest for write back. In this scenario, the button will simply say "Agree", and clicking on it will accept the gap, but write back won't be preformed.

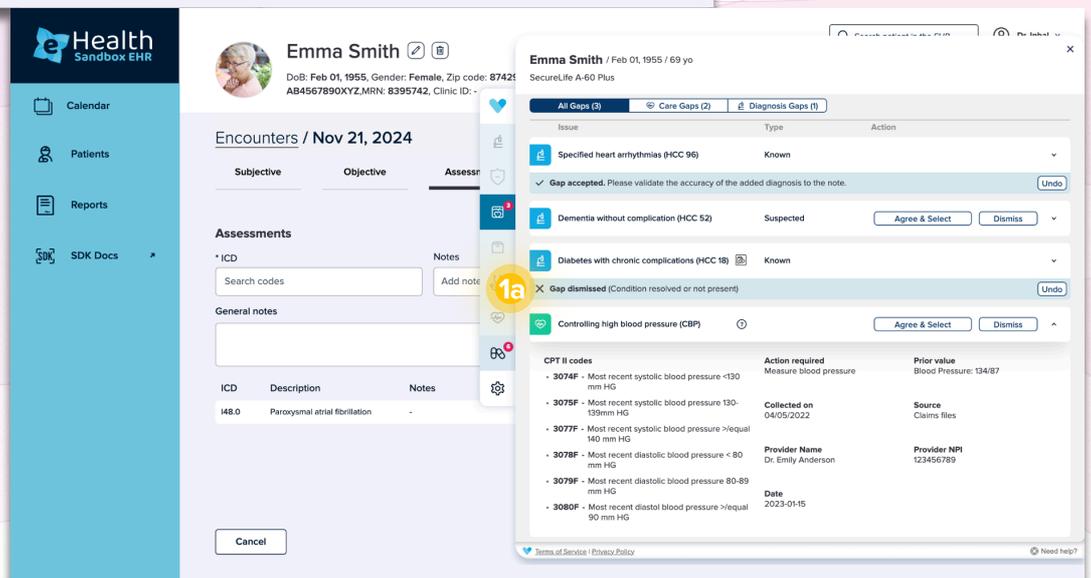
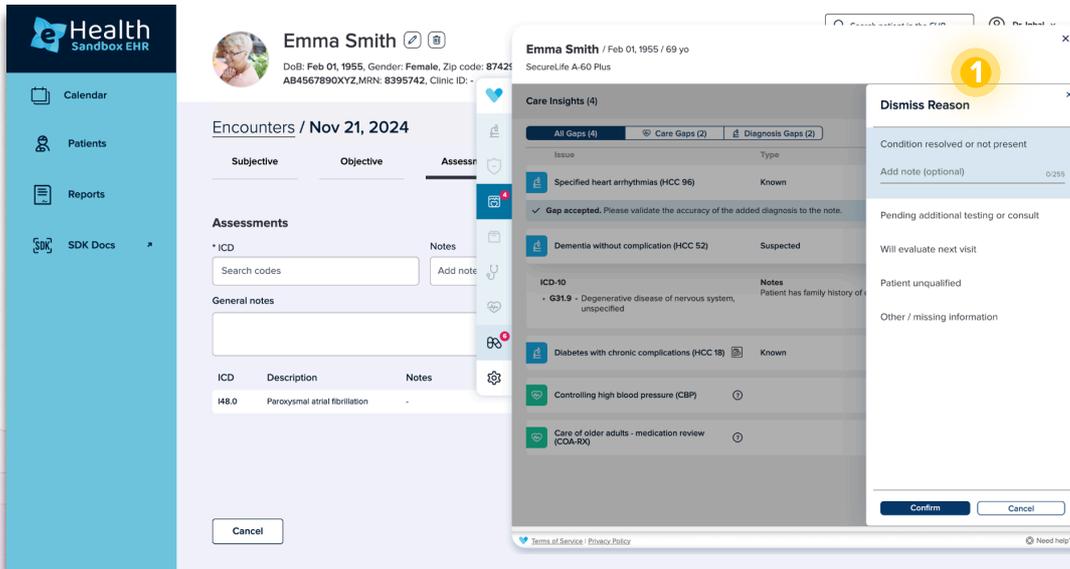


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6 Dismissing Gaps

As previously shown, the user has several options to address gaps. In this example, a dismiss workflow is shown. The user will select, “Dismiss” and then two workflows are possible:

1. An additional interactive modal will open where a user can choose a dismiss reason from a list of pre-programmed options. Most dismissal reasons will also include a freeform text field where the user can add additional notes and details.
 - a. After a selection is made, feedback is sent to the data source and the user receives a notification that the gap has been dismissed.
2. In some cases, the data source will not require a dismissal reason and the action and workflow will be completed upon clicking “Dismiss.”





Care Insights - Technical Walkthrough

7 Leveraging Additional Functionality

Vim has created additional functionality related to gap workflows. Read on to discover all the tools available to users.

Undo Actions

Actions can be undone within a specific window specified by the data source. Anywhere from 1 hour to 72 hours.

1. During this window, the “Undo” button will be enabled after an action was performed.
2. To proceed with undoing an action, the user will click on the “Undo” button.
 - a. The action will be reverted, and the data source will be updated accordingly.
3. The user receives a notification that the action has been reversed.

Important Note: Vim does not remove the medical codes from the EHR, so the user must ensure that they manually update the EHR as needed.

The screenshot shows the Health Sandbox EHR interface for a patient named Emma Smith. The main window displays the 'Care Insights' section, which lists various care gaps. A yellow circle with the number '1' highlights the 'Undo' button for the 'Gap accepted' message. A second screenshot below shows the 'Undo' button highlighted with a yellow circle and the number '2', with a corresponding message: 'Action undone. Please make sure to remove or update the relevant information in the EHR.'

Issue	Type	Action
Specified heart arrhythmias (HCC 96)	Known	Agree & Select Dismiss
Dementia without complication (HCC 52)	Suspected	Agree & Select Dismiss
Diabetes with chronic complications (HCC 18)	Known	Agree & Select Dismiss
Controlling high blood pressure (CBP)		Agree & Select Dismiss
Gap accepted. Please validate the accuracy of the added procedures to the note.		Undo
Care of older adults - medication review (COA-RX)		Agree & Select Dismiss

CPT II codes	Action required	Prior value
3074F - Most recent systolic blood pressure <130 mm HG	Measure blood pressure	Blood Pressure: 134/87
3075F - Most recent systolic blood pressure 130-139mm HG	Collected on 04/05/2022	Source Claims files
3077F - Most recent systolic blood pressure >equal 140 mm HG		
3078F - Most recent diastolic blood pressure < 80 mm HG	Provider Name Dr. Emily Anderson	Provider NPI 123456789
3079F - Most recent diastolic blood pressure 80-89 mm HG	Date 2023-01-15	
3080F - Most recent diastol blood pressure >equal 90 mm HG		



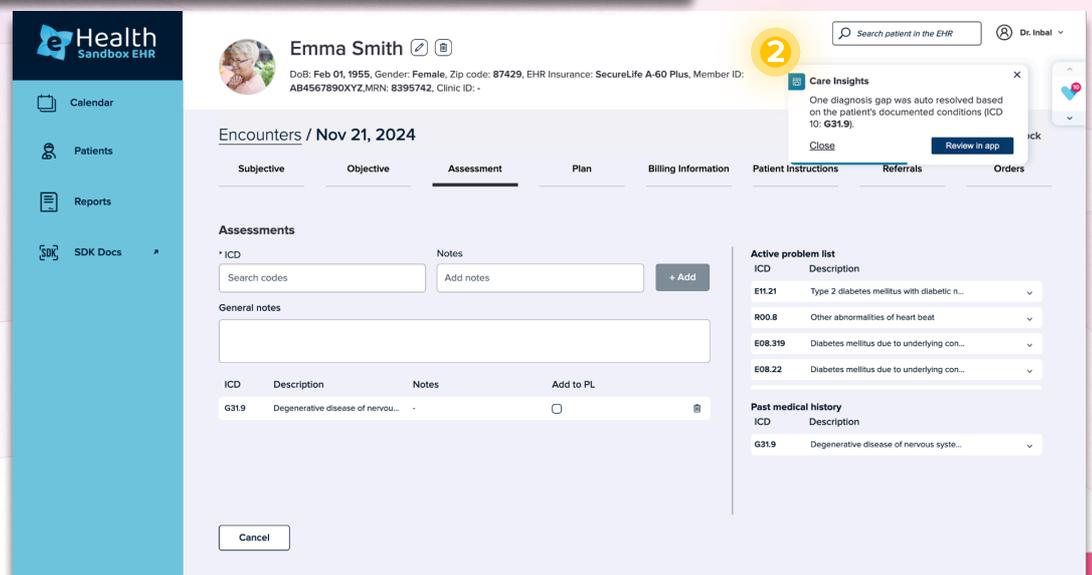
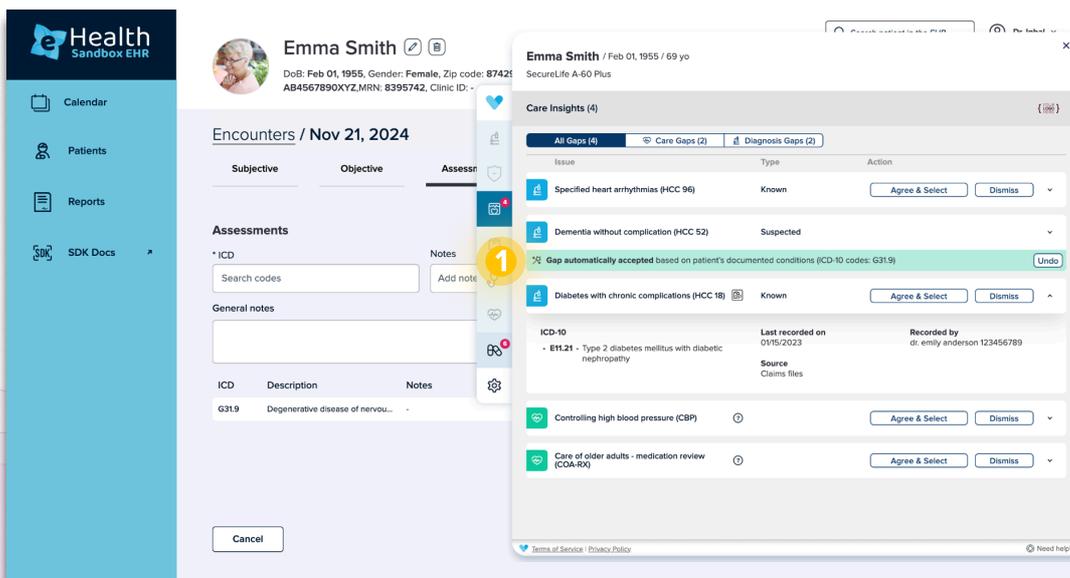
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7 Leveraging Additional Functionality Continued

Auto-Resolve

A great time-saving solution, Vim's Auto-Resolve functionality, will automatically resolve patient-specific diagnosis gaps if all suggested ICD-10 codes are already in the patient's EHR assessment.

1. Auto-resolved gaps are highlighted with a green confirmation message so the user is aware of what action was taken and why.
2. If auto-resolve occurs while the Care Insights application is closed, the user will receive a push notification that can be clicked on. Once clicked, the user will be directed to the application for additional details.





Care Insights - Technical Walkthrough

7 Leveraging Additional Functionality Continued

Document Viewer

Many of the data sources connected to Vim's network offer supporting documents that can be viewed by the user from within the Care Insights application.

1. If the data source provides supporting documents, the user can easily access them by clicking the document icon next to the gap title.

The screenshot displays the Health Sandbox EHR interface. On the left is a navigation sidebar with icons for Calendar, Patients, Reports, and SDK Docs. The main content area shows the patient profile for Emma Smith, including her name, photo, and demographic information (DoB: Feb 01, 1955, Gender: Female, Zip code: 87425, AB4567890XYZ, MRN: 8395742, Clinic ID: -). Below this, there are sections for Encounters (Nov 21, 2024) and Assessments. A 'Care Insights' button is visible. A modal window titled 'Emma Smith / Feb 01, 1955 / 69 yo' is open, showing a list of care gaps. The modal has tabs for 'All Gaps (4)', 'Care Gaps (2)', and 'Diagnosis Gaps (2)'. The table below has columns for Issue, Type, and Action. One row is highlighted in green with a yellow callout: 'Gap automatically accepted based on patient's documented conditions (ICD-10 codes: G31.9)'. Below the table, there is a section for ICD-10 codes and a 'View supporting document' button.

Issue	Type	Action
Specified heart arrhythmias (HCC 96)	Known	Agree & Select Dismiss
Dementia without complication (HCC 52)	Suspected	
Gap automatically accepted based on patient's documented conditions (ICD-10 codes: G31.9) Undo		
Diabetes with chronic complications (HCC 18)	Known	Agree & Select Dismiss
ICD-10 - E11.21 - Type 2 diabetes mellitus with diabetic nephropathy Last recorded on: 01/15/2023 Recorded by: dr. emily anderson 123456789 Source: Claims files		
Controlling high blood pressure (CBP)		Agree & Select Dismiss
Care of older adults - medication review (COA-RX)		Agree & Select Dismiss



This user guide ensures you have all the tools to seamlessly navigate Vim Care Insights and address gaps effectively. **For further assistance, reach out to Support on our website or your Vim point of contact.**

[Learn More About Vim](#)