VERGE HEALTH

Converge Platform

The transition to value-based care is breaking down the barriers between the CNO, CMO, and Chief Legal Counsel in managing enterprise risk. It's time to take a proactive systems approach to integrating safety, risk, and quality–providing leadership with an enterprise view across all areas of risk in real-time. The Converge Platform is healthcare's leading fully integrated solution.

The power of the Converge platform lies in the ability to share data across all aspects of risk management over a secure workspace.

THREE CRITICAL HIGH-VALUE APPLICATIONS

PRACTITIONER MANAGEMENT

Enhanced Credentialing with Practitioner Performance.

Offers hospitals an adaptable, integrated turnkey credentialing and privileging solution.

* **Credentialing**
* **Peer Review**

PATIENT AND EMPLOYEE SAFETY

Delivering a Future-Proof Event Strategy.

Provides health systems with a proven enterprise safety solution including end-to-end lifecycle and compliance performance.

* **Event Management**
* **Patient Relations**
* **Liability Claims**
* **Workers Compensation**
* **Peer Review**

ORGANIZATIONAL COMPLIANCE

Transforms Compliance from Administrative to Actionable.

Supports all accreditation, regulatory and certification requirements, including processes and remediation.

* **Accreditation and Regulatory**
* **Contract Management**

CONVERGE PLATFORM

Technology specifications:

Cloud-based

SaaS infrastructure

HIPAA compliant

Robust security and permissions

Proprietary rules engine

CORE FEATURES

Compliance
Relevant standard body per module included with access to more than 160 standards in the complete Organizational Compliance application

Committee Management
The Committee Management feature automates preparation, review, and management of meetings, facilitating more accurate and timely decisions

Automation
The ability to automate workflow creating consistency that connects all relevant parties

Communication
An integrated secure communication system that connects the organization around patient and employee safety, compliance, or practitioner management issues for quick resolution and more effective management

Cross-Platform Reporting
Standardized reporting and analytics, including visualizations and dashboards, improving the ability to trend and investigate issues

ADD ON FEATURES

Surveillance
A rule-based, proactive notification capability that scans multiple data sources to find issues and delivers them to the right owners, incorporating HL7 data and real-time issue scanning and enabling real-time risk mitigation

Rounding
Rounding provides the ability to collect data, manage deficiencies, monitor progress, and make positive changes, automatically. Part of a continuous process, Digital Rounding is a critical supplement to the Converge Platform easily integrating with the Safety and Compliance Applications

Core features and add-on features provide enterprise-wide flexibility and scalability.

One Platform. Multiple Applications.

Converge Organizational Compliance Application

In today's highly-regulated healthcare environment, establishing an effective compliance program is more than a good business practice; it is a necessity. With enforcement on the rise, compliance protects hospitals from unnecessary fines, lost revenue and the opportunity cost of time invested in addressing issues. Successfully managing compliance requires a smart platform that connects the health system, gains intelligence over time, anticipates needs and scales to meet demand.

Compliance management demands smart tools that replace off-the-shelf solutions and custom databases, binders, and spreadsheets; compliance approaches which create information silos and open vulnerabilities.

The Organizational Compliance application supports all accreditation, regulatory and certification requirements, including processes and remediation for hospitals, health systems, long-term care facilities, national surgery centers and other healthcare organizations. The application delivers

- **Value**
  Updates continuously through a sophisticated "Learning System" enhanced by client input and Verge Health expertise

- **Flexibility**
  Supports every aspect of accreditation and regulatory standards, enabling proactive compliance

- **Scalability**
  Scales seamlessly, giving health systems the opportunity to build an enterprise process while meeting facility specific needs

Organizational Compliance Application Value

- **Comprehensive and Integrated**
  Delivers over 200 national, state, and specialty standards

- **Captures and Associates**
  Automatically connect data to multiple standards through a single input including Mobile Rounding (a platform add-on)

- **Collapses and Consolidates**
  Eliminate redundant systems and manual processes to improve efficiency

CONVERGE
PLATFORM

Organizational Compliance Modules

The Converge Organizational Compliance application consists of two modules:

Accreditation and Regulatory

With increasing TJC and CMS scrutiny healthcare organizations must maintain continual readiness and a focus on patient safety. The Accreditation and Regulatory module manages all activities enabling survey readiness.

To address risk, the Accreditation and Regulatory module insures:

- **Continual Survey Readiness**
  Tracks compliance and action plans related to self-assessments, mock surveys, and actual surveys including the aggregation and submission of an organization's Focus Standards Assessment for TJC or any expected or unexpected survey

- **Connection to Patient Safety**
  Ongoing survey activity benefits patient safety efforts by providing a 360-degree view of an event before, during and after minimizing recurrence

- **Maintenance of Institutional Knowledge**
  Knowledge is contained in the system so that new employees get up to speed quickly and experienced employees are able to add to the knowledgebase

The Accreditation and Regulatory module allows for any data point, relevant to multiple surveys or requirements to automatically populate similar requirements and effectively distributes the data. With the Accreditation and Regulatory module, health systems are elevated from reactive to a proactive, reducing human error and expanding learning throughout the compliance process.

FEATURES INCLUDE:

- **Complete Standards, Regulations and Self-Assessment Criteria**
  Continuous expansion of new standards to existing library to incorporate evolving national, state, and specialty regulations

- **Cross-Walks**
  Maintains relationships between standards to minimize duplicate entry and drive collaboration and efficiency throughout the organization

- **Flexible Data Collection**
  Unlimited ad hoc data collection and aggregation including medical record audits, performance improvement tracking, environmental tours, and more

- **Supportive Evidence**
  Comprehensive view of supporting documentation including policies and procedures, corrective action plans, centralizing and reinforcing work being done throughout the organization to meet and exceed requirements

Contract Management

Industry changes are driving the need to leverage technology to centrally manage contracts including requirements for quality measures. The Contract Management module is designed to help organizations manage contract relationships including the standardization of critical details such as dates, owners, and recurrence. The Contract Management module also delivers automated routing of contracts and streamlines the review, approval and payment processes.

FEATURES INCLUDED:

- Best Practice templates for various contract types

- Workflow to drive approval and review of contracts, quality metrics, and/or payments

- Comprehensive reporting including alerts to address renewals, quality risks, and other metrics

The Converge Organizational Compliance application offers health systems an integrated and proven platform solution. Rooted in industry expertise and client experience based on actual practice at more than 850 facilities nationwide, the Converge Platform delivers robust analytics, providing a comprehensive operational solution and support for proactive risk management.

Comprehensive Compliance is Good Medicine.

VERGE HEALTH

CONVERGE PLATFORM
Enterprise-Level

Digital Rounding
Enterprise Rounding for an Enterprise Platform

Enterprise Digital Rounding Defined:
Mobile data solutions that allow healthcare organizations to schedule and spontaneously assess compliance and manage deficiencies.

As a comprehensive solution, Rounding enables your organization to collect data, manage deficiencies, monitor progress, and make positive changes, automatically. Part of a continuous process, Digital Rounding is a critical supplement to the Converge Platform easily integrating with the Safety and Compliance Applications.

Verge Digital Rounding is a fully optimized tablet or mobile phone application

CONNECTING INFORMATION. CONNECTING PEOPLE.

Digital Rounding offers a previously untapped information resource within an individual hospital facility or extensive hospital system. Effective rounding converts active data into actionable data, anticipating compliance requirements as well as identifying and addressing issues in real-time.

With streamlined and comprehensive design, Digital Rounding allows for intentional data collection enabled by frontline staff and connected to ongoing processes like compliance and patient safety.

DIGITAL ROUNDING IS:

FLEXIBLE
- Flexes to support all compliance requirements, and customized processes per location
- Connects to a centralized repository, real-time information routes through a proprietary rules engine to appropriate team members, soliciting immediate action and seamlessly linking each step

INTEGRAL
- Eases personnel transitions, providing real-time critical details and connecting processes to a network of endpoints including underlying elements and standards to drive continual compliance

VALUABLE
- Completes the deficiency analysis, through a comprehensive and investigative process, providing leadership with a complete picture to effectively manage any situation
- *Saves Time!* Consolidates disparate processes and technologies with one enterprise tool to collect and integrate all rounds

Collecting Data Is Easy!

The challenge is effectively identifying an issue, taking action, and capturing all of the missing details.

The Converge Platform with Digital Rounding proactively supports:

Environment of Care

Tracers

Infection Control

Safety Rounds

Protect Patients. Protect Margins.

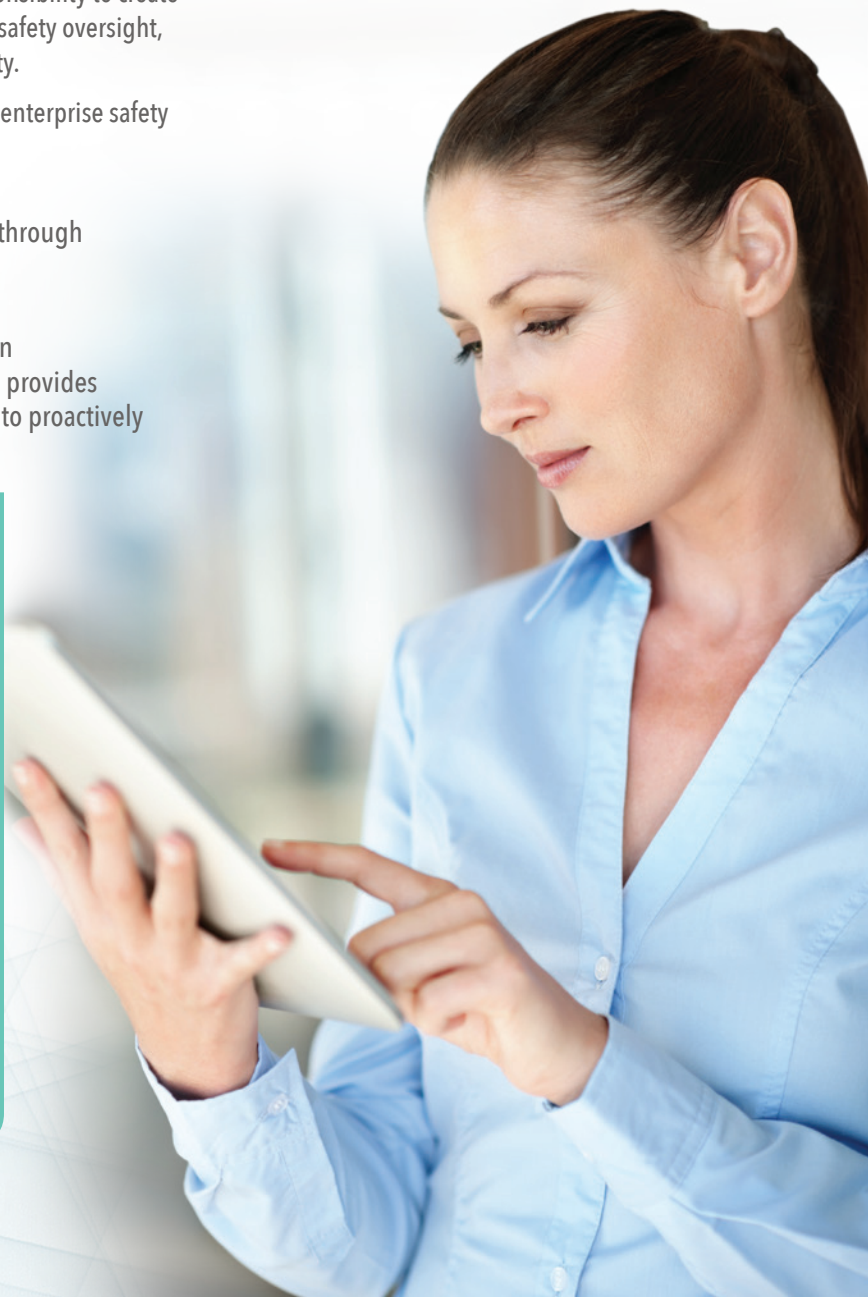## Converge Patient and Employee Safety Application

Healthcare organizations acknowledge the shift towards value, patient-centered care, and the link between patient safety and employee well-being. In addition to meeting regulatory requirements, organizations have a responsibility to create a culture of safety, providing centralized patient and employee safety oversight, establishing efficient event workflow, and managing profitability.

The Patient and Employee Safety application provides a proven enterprise safety solution including:

- **End-to-End Lifecycle**
  Manages adverse events and near misses from discovery through resolution, including performance improvement

- **Proactive Quality Improvement**
  Collects all documentation, investigation, and remediation recommendations; aggregates data and identifies trends, provides organizational leadership with the information necessary to proactively launch quality improvements

Patient and Employee Safety Application Value

- Proactive surveillance to identify potential safety and satisfaction issues

- Guided process for comprehensive event management including notification and workflow integration to patient relations, risk management, peer review, finance, and liability functions

- Tracks and trends performance improvement initiatives to minimize recurrence

- Submits data to Patient Safety Organizations (PSO)

- Easy implementation and ease of use that drives engagement

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Patient and Employee Safety Modules

Event Management

As health systems embark on creating a culture of safety, capturing near misses and minimizing serious safety events, organizations begin to pivot from reactive to proactive. The Event Management module enables front line staff to easily record adverse events or near misses, ensures appropriate follow-up, and empowers patient safety and risk mitigation initiatives. Automated workflow allows data to route securely to multiple individuals, include supporting documentation, and integrate seamlessly with other Converge Platform applications for comprehensive management.

Patient Relations

The Patient Relations module empowers healthcare organizations to expand beyond treating patient grievances as adverse events by ensuring the inclusion of complaints, compliments, and staff engagement. The Patient Relations module also provides accurate aggregation and broad analysis of multiple interactions to identify trends. By integrating with other Converge Platform applications, the Patient Relations module positively impacts HCHAPS scores, protects revenue and enhances the patient experience.

Liability Claims

The Liability Claims module bundles all information associated with a claim or potential compensatory event including financials and prepares the claim for legal action. In addition to information bundling, the Liability Claims module tracks claims related expenses and delivers

detailed financial reporting, offering a transparent view of costs related to a particular claim and across all claims. The comprehensive approach to claims management and integration with event management and patient relations minimizes the impact of unexpected claims and protects margins. Liability Claims easily integrates with Third Party Administrators and the other Converge Platform applications for comprehensive management.

Workers Compensation

The Workers Compensation module tracks all employee events and facilitates appropriate documentation, investigation, follow-up and financial tracking. The Workers Compensation module also ensures accurate OSHA reporting and offers integration to Third Party Administrators or state reporting agencies.

Peer Review

The Peer Review module delivers a comprehensive process beginning with inputs from event data, patient relations, or various screening processes. Peer Review drives engagement by routing the case to the appropriate stakeholders for screening, review, and approval. The Peer Review module dramatically decreases the time invested by practitioners and respective committees to ensure an accurate and complete peer review process, quantifies data for aggregate trends, tracks follow-up activities, and integrates with the practitioner's credentialing profile.

The Converge Patient and Employee Safety application offers hospitals and health systems an integrated and proven platform solution. Rooted in industry expertise and client experience based on actual practice at more than 850 facilities nationwide, the Converge Platform delivers robust analytics, providing a comprehensive operational solution and support for proactive risk management.

Create a Future-proof Event Strategy.

Converge Practitioner Management Application

Advanced credentialing practices with integrated peer review provides assurance to healthcare organizations, patients, and family members that practitioners and other clinicians have the qualifications and quality levels necessary to deliver safe, effective care. Over time, the credentialing process has become more complicated due to the expansion of providers' roles, third-party payer requirements and organizational standards. Along with a defined credentialing process, organizations need performance monitoring and privilege approval policies. Establishing procedures to evaluate competency aligned with organizational needs is a pivotal component of managing risk.

> In order to expand credentialing to a broader range of care givers, provide a positive experience to providers and ensure the safety of patients, healthcare organizations need a robust credentialing application that supports peer review activities and is designed to manage the growing administrative burden.

The Practitioner Management application pairs service and software to offer adaptable, integrated, turnkey credentialing and privileging which enables healthcare organizations to:

- Manage and maintain comprehensive profiles for practitioners and all other clinicians enabling a broad view of credentials and performance

- Deliver a time-saving credentialing workflow, routing profiles through review and optimizing medical staff leadership and Credential Committee effectiveness

- Drive practitioner engagement, providing tools for self-maintenance to update information and manage records

- Remove the administrative burden of managing credentialing and privileging, freeing up the Medical Staff Office and leadership to focus on strategic initiatives and policy development

- Provide the toolset to author privilege criteria and design organizational guidelines

CONVERGE PLATFORM

Converge Practitioner Management Modules

The Converge Practitioner Management application consists of two modules:

Credentialing

The Credentialing module centrally manages practitioner/clinician data and primary source verifications for efficient evaluation and privileging. Once a digital practitioner profile is created, organizational policies are applied to render a comprehensive application report for review. In addition, integrated platform tools enable a broader view of practitioner performance to support an appointment decision. Platform integration and other data include:

- Peer Review
- Patient Relations
- Attribution of Adverse Events
- HCHAPS
- Quality Measures and Benchmarking
- OPPE

The Converge Practitioner Management application was designed based on a community practitioner model, allowing credentialing and privileging to be viewed across a system or group of facilities with shared data management and an improved experience for your professional staff.

- **Supports Alignment with Health System Policies**
  Tailors information to support organizational MEC specifications for individual practitioner types and roles, including the integration of privilege specific competency requirements

- **Centralized Data Repository**
  Supports the full spectrum of providers, capturing and managing data in one location and reducing the amount of administrative time and effort spent locating information including seamless integration and cross-referencing of verification resources and sanction monitoring indices such as the NPDB, AMA, OIG and others

- **Privilege Search**
  Provides the ability to search credentials via privilege type and automates external queries

- **Data Validation, Availability, and Portability**
  Validates data and makes it available to users 24/7, providing easy access and transparency for frontline staff and leadership, and offering a portable record for providers working at multiple locations

- **Premium Consulting Services**
  Offers best practices, accreditation requirements, and trends consulting

Peer Review

The Peer Review module delivers a comprehensive process beginning with inputs from event data, patient relations, or various screening processes. Peer Review drives engagement by routing the case to the appropriate stakeholders for screening, review, and approval. The Peer Review module dramatically decreases the time invested by practitioners and respective committees to ensure an accurate and complete peer review process, quantifies data for aggregate trends, tracks follow-up activities, and integrates with the practitioner's credentialing profile.

The Converge Practitioner Management application offers hospitals and health systems an integrated and proven platform solution. Rooted in industry expertise and client experience based on actual practice at more than 850 facilities nationwide, the Converge Platform delivers robust analytics, providing a comprehensive operational solution and support for proactive risk management.

Enhanced Credentialing with Practitioner Performance.