The Jiva Care Quality (CQ) Navigator

ZeOmega's HEDIS® & Stars Management Solution

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The Jiva Care Quality (CQ) Navigator is a performance monitoring and analytical solution with an embedded omnichannel workflow that centralizes HEDIS and CMS Stars quality program data, improves care gap closure rates, and empowers value-based care reporting.

Rather than being a narrowly-focused point solution, the CQ Navigator is an integrated component of the Jiva data ecosystem that centralizes third-party member-level data, creates care team synergies, improves population outcomes, and realizes the quadruple aim. The CQ Navigator will improve care quality, decrease cost of care, and increase revenue.

Engage → Plan → Act → Measure → Analyze → (Jiva CQ Navigator)

Features

What does the CQ Navigator do?

Centralization of Data

- Ingests third-party files
- Manages multiple measure sets
- Configures performance benchmarks
- Tracks outreach attempts

Power BI Analytics

- Reports population to member level
- Tracks group and provider VBC performance
- Provides program insights and KPIs
- Delivers real-time outreach analytics

Automated Outreach Workflow

- Offers rule-driven member/patient assignment
- Launches outreach activities: call, text, letter
- Manages campaigns
- Allows Provider Portal rosters

Benefits

How do we support your business?

- Orchestrate data analysis by metrics aimed at the member/group/provider and your overall organization

- Understand resource deployment to make strategic decisions regarding quality improvement

- Track, trend, and analyze VBC performance

- Incorporate quality metrics agnostic of source

Users

Who does this help?

- Executives and quality leaders

- Quality coordinators

- VBC program managers

- Providers and clinical staff

- Care managers

To learn more, contact us at sales@zeomega.com or 214.618.9880.

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Population Health Management Solutions