PointClickCare®

Emergency Department Optimization

By addressing utilization rates and optimizing workflows, emergency departments can increase throughput, improve efficiency, and avoid preventable encounters and admissions—ultimately saving on care costs and increasing revenue—while providing higher quality care.

How Does Emergency Department Optimization Help?

Direct EHR Integration for Immediate Insight

PointClickCare's bi-directional EHR integration receives real-time admit, discharge, and transfer (ADT) and continuity of care (CCD) information from thousands of care entities across the nation, offering unique insight into where millions of patients are daily and which of them require help. Additionally, PointClickCare automatically pushes alerts and curated care information directly into existing workflows, offering care team members immediate insight into the patient right in front of them.

Improve ED Financial Performance

Increasing ED utilization hampers hospital efficiency while inflating costs. By accelerating informed clinical decision-making and increasing patient throughput, PointClickCare's Emergency Department Optimization shortens stays and enhances a hospital's performance in both Fee-for-Service and Value Based Care models. PointClickCare helps care teams identify and manage ED super users to ensure resource availability for commercial and Medicaid patients and maximize revenue.

Automatic Identification and Notification of Vulnerable Individuals

Upon registration in the emergency department, PointClickCare's intelligent analytics automatically identify patients in need of special care, then delivers in-EHR notifications to front-line providers: high or rising patterns of ED utilization, collaborative care plans or curated histories of care, a history of sepsis, historical violence or safety concerns, and significant prescription histories*.

Real-Time Care Collaboration Between Care Team Members

The PointClickCare platform lists each member of the patient's care team, regardless of geography, with contact information for each. More importantly, each of these users are empowered to add historical care details and collaborative plans for future care to the information automatically gathered from the EHR. All this information and more is automatically delivered back to the EHR when a patient in need of attention is identified by PointClickCare's analytics and is made available on demand in the PointClickCare portal.

Patient Segmentation and Reporting

PointClickCare's users are enabled to group individual patients for monitoring or future follow-up—and the platform offers live reporting of those patients' activities across the network to help case managers and social workers care for those individuals. In addition, a regular emergency department census report is delivered, showing demographics, encounter information, and utilization metrics for all patients who have recently visited the hospital's emergency department.

Hospitals using PointClickCare to identify patients and collaborate on care show unrivaled results

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STURDY MEMORIAL HOSPITAL

Sturdy Memorial Hospital used PointClickCare to gain insight on behavioral health patients utilizing the ED. By involving case managers in the care of their behavioral health patients, Sturdy Memorial saw a 78 percent decrease in ED utilization by enrolled behavioral health patients during an initial pilot.

LEGACY HEALTH

Legacy Salmon Creek designed an emergency department readmissions algorithm around the PointClickCare platform, focused on assessing patient needs and considering alternatives to readmission. Legacy Salmon Creek successfully reduced the overall ED encounter rate by 81 percent, leading to a 25 percent reduction in all-cause 30-day readmissions and earning the hospital an Award of Excellence in Healthcare Quality by Qualis Health in 2018.

TORRANCE MEMORIAL

Torrance Memorial Medical Center created unified care plans in the PointClickCare platform utilizing an interdisciplinary team consisting of care managers, social workers, nurses and physicians. Focusing on these collaborative care plans led to preliminary results showing a 57 percent decrease in ED utilization and helping Torrance Memorial address workplace violence concerns.

*In regions where a connection to the state prescription monitoring program is available to PointClickCare

North America's Most Comprehensive Care Collaboration Network

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