PointClickCare®

Real-time collaboration for your most complex patients

PointClickCare empowers physicians, nurses, and other care providers to improve the quality and efficiency of patient care through actionable real-time patient notifications. PointClickCare's nationwide network of engaged care team members offers transparency for providers through patient histories and collaborative care plans—identifying vulnerable patients in real-time and helping care teams address their needs at the point-of-care.

The Emergency Department (ED) Optimization Program surfaces real-time information to surface risk for mothers and babies using real-time notifications, enhancing the ability for care teams to influence positive outcomes.

Collaboratively Supporting Maternal Health

Thousands of providers across the nation use PointClickCare to identify and coordinate care to support women with high-risk pregnancies.

As an example, in Washington state care teams using PointClickCare to collaborate on maternal care perform a broad range of coordination work such as:

- Ensure pre-natal care is delivered
- Identify patients with high-risk pregnancies
- Identify and support maternity patients experiencing housing insecurity
- Coordinate care for maternity patients with a history of substance use or opioid disorder with a nearby pain clinic or SUD/MAT clinic
- Identify and support pregnant patients at-risk of experiencing domestic violence.

Supporting maternal health from pre-to-post natal

PointClickCare delivers care insights at the point-of-care to ED physicians, OBGYNs, and other providers to identify at-risk patients, ensure proper pre-natal care, and address potential substance use or social determinants of health.

Washington State's efforts with PointClickCare have been met with significant success—reducing avoidable ED utilization by 54% for pregnant patients.

54%

Reduced ED utilization

With PointClickCare, disparate providers, while not all unified by a single goal of improving maternal health outcomes, can collaborate effectively on these patients' needs. As evidence of this, there are over 1,000 active care insights recorded for pregnant patients identified for various reasons as high-risk. These critical, patient specific insights include things such as:

Patient 1

- Patient has had 18 ED visits in the past 12 months and 11 hospitalizations

- Patient doesn't have custody of her children

- Patient has severe lupus that increases with stress

- Recommends restricting opioid due to potential medication seeking behaviors

- PCP contact number is (XXX) XXX-XXXX

Patient 2

- Reported as homeless last year and sometimes stays with her sister Tara (XXX) XXX-XXXX or her friend Sarah (XXX) XXX-XXXX

- Miscarried two years ago

- Has schizophrenia which causes auditory and visual hallucinations along with depression and anxiety

- Suspected to have been a victim of domestic violence

Patient 3

- Medicaid beneficiary pregnant with twins that delivered twins three years ago

- Previously experienced false labor in the third trimester and is a high-risk pregnancy

- Diagnosed with pre-eclampsia at 20 weeks last pregnancy

- Currently underweight and her OB/GYN recommends the patient gain 25 lbs. during pregnancy

- Planning home birth with midwife Mary Smith (XXX) XXX-XXXX, who partners with PT's OB/GYN

PointClickCare delivers these types of care insights at the point-of-care, wherever the patient goes. The content of these insights significantly alters how any provider, ED, OBGYN, or otherwise, will treat at-risk patients. Collectively, these distributed statewide efforts have seen significant success as avoidable ED utilization by pregnant patients has dropped by over 54 percent.

Increasing payer involvement

Dozens of health plans, including national plans, similarly use PointClickCare to identify and coordinate care on high- risk pregnancies, pre-and-post-delivery. Via PointClickCare, health plans identify over 70 percent of pregnancies before delivery, empowering health plan case management teams to enroll patients in their maternity care management programs.

Just over the past year, PointClickCare sent more than 13,500 notifications to health plan care managers on pregnant women, giving them real-time information on their diagnosis, accurate contact information and relevant clinical history. Once these patients are identified by PointClickCare and enrolled in care management programs, PointClickCare is able to push any relevant care insights from these health plan care team members to the point of care.

One strength of PointClickCare's network is that it helps unify and orchestrate efforts throughout the entire patient journey across both providers and health plans, further amplifying individual efforts of each stakeholder. One recent specific anecdotal story highlights this well:

After implementing PointClickCare's platform, including functionality to alert on recent deliveries, a Blue Cross plan had a recent experience wherein a case manager received a notification that one of its members had delivered twins out of state.

The mom was discharged before the twins because they were admitted to the NICU. Refusing to leave her twins, she did not receive her own necessary follow- up care. The case management team at the plan received the notification of the delivery in real-time and reached out to work with the mom. Despite the mom initially refusing to leave her twin babies in the hospital, the case manager continued to have conversations with her and could tell the new mother was having health issues.

The case manager was able coordinate a follow- up visit for the mom and convince her to go to the appointment—at which time the physician identified a pulmonary embolism and other issues that would have taken this mom's life. Without PointClickCare's real-time notification of this delivery, which was out of state, and the case manager's outreach and persistence, the mother's condition may not have been identified and treated in time to save her life.

Thankfully, she and her twins are now healthy. The health plan's care management team has credited PointClickCare's platform to saving this patient's life due to the notification sent at the right time.
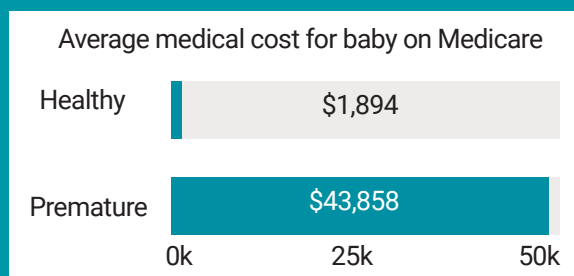
The Impact of Early-Identification Programs on Maternal Outcomes

Early identification and enrollment in maternal care management programs can have a profound impact on future costs and saving lives as women without prenatal care are seven times more likely give birth to premature babies[1], three to four times more likely to have a pregnancy-related death[2], and five times more likely to have infants who die. And the average medical cost for a baby born premature on Medicaid is $43,858, compared to $1,894 for a healthy baby.

Thankfully, health plan maternal case management programs can be an effective way to reduce these impacts as a relevant published Medicaid study[3] showed. The study's maternity care management programs achieved a 22% reduction in pre-term births and an average decrease in pregnancy weight gain of seven pounds, outcomes which can reduce claims costs, improve infant cognitive and behavioral health, and save lives.

22%
reduction in pre-term births

7LB
average
decrease in pregnancy weight gain

Average medical cost for baby on Medicare

Healthy	$1,894
Premature	$43,858

0k   25k   50k

1. https://www.ncbi.nlm.nih.gov/books/NBK235274/ 2. https://www.commonwealthfund.org/blog/2019/rural-maternity-care-crisis 3. https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4459720/

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