

## Case Study

# Increasing Collaboration and Reducing Readmissions with PAC Network Management

### The Customer

A university-based regional healthcare system with 25,000 employees and 4,000 affiliated physicians providing care across more than 150 locations and 13 hospitals



Staff readily embraced the PAC Network Management solution. Now, they don't have to spend time chasing paper and contacting hospitals. They have real-time access to the information they need to care for and manage patients.

Clinical Operations Leader

### The Challenge

To meet the evolving needs of its providers and patients, the health system needed to:





- Shift away from a discharge focus to a holistic approach to care with an increased priority on post-acute collaboration.
- Create a team responsible for managing relationships and quality data exchange between hospitals and post-acute care providers.
- Improve and streamline the ability to monitor patients and coordinate post-acute transitions in a thoughtful, intelligent, and scalable way.

“ Teams now have easy access to data about each patient right into the clinical workflow including medications, immunizations, lab and treatment orders, and they know who is at high-risk during transitions of care.

Care Management Leader

## The Solution

The team turned to PointClickCare and its PAC Network Management solution which empowers clinicians to:

-  Provide better care for patients by streamlining patient transitions and creating more efficient processes.
-  Work with transitional nurse navigators to manage and shortlist patients who are at the highest risk and intervene when necessary.
-  More efficiently manage higher patient volumes.
-  Monitor risk trends and proactively influence care to operate one step ahead.

## Clinical Outcomes

- 32% reduction in rehospitalization rate from skilled nursing facilities



We can get facilities the info they need, when they need it, leading to better outcomes for our patients.

Care Management Leader

## About PointClickCare

PointClickCare is a leading healthcare technology platform enabling meaningful collaboration and access to real-time insights at every stage of the patient healthcare journey. More than 27,000 long-term and post-acute care providers, over 3,100 hospitals and health systems, over 3,600 ambulatory clinics, every major U.S. health plan and over 70 state and government agencies use PointClickCare, enabling care collaboration and value-based care delivery for millions across North America.

North America's Most Comprehensive Care Collaboration Network

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**PointClickCare**<sup>®</sup>

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