PointClickCare®

Case Study

Improving Post-Acute Transitions with Better Data

Integrated health system in Cincinnati

Two hospitals and more than 130 sites of care

Over 11,000 team members

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> It is critical that skilled nursing providers taking care of post-acute patients have access to real-time information. And this was not available until PAC Network Management.

Donna Peters
Director, TriHealth

TriHealth

Like most health systems, TriHealth wants to maintain an exceptional level of care for their patients. An area that needed critical attention involved care management of patients transitioning from inpatient to post-acute stays. When a patient was discharged to a skilled nursing facility, their data didn't flow with them causing gaps in care or miscommunication between the care teams.

TriHealth wanted to find a better way to share patient data between points of care within and outside their facilities. They needed continuity-of-care forms, automated data entry in the EHR, as well as search capabilities, and they hoped to find it all in one seamless, automatic, and secure solution.

Better Records for Better Collaboration

The PAC Network Management solution provided TriHealth with a simple and automated approach to ensure clinical insights are shared between their care management teams and the skilled nursing care teams. "PAC Network Management facilitates the seamless, automatic flow of patient data between our acute and post-acute care institutions," said Lori Baker, Director, TriHealth.

"This means that when a patient is transferred from the hospital to a skilled nursing facility, their data is sent with them. This continuity helps to make processes more efficient for our staff and provides families with accurate information to make the best transition decisions for their loved ones, through a single, secure platform."

Improved Visibility, Better Outcomes

TriHealth deployed the PAC Network Management initially as a pilot project within five of their facilities during the pandemic. The health system started to see benefits right away in the form of a reduced readmission rate of 6.7% in participating facilities. The solution unlocked new levels of staff efficiency, giving clinicians time back to focus on patient care. Case managers also found they now had information they needed to make the best transition decisions for patients.

These early successes provided TriHealth with the conviction to expand the program. Today, PAC Network Management is used in 45 facilities with futher deployment already in progress.

> Improving outcomes for all stakeholders involved in the care journey has always been our goal, and especially while navigating the uncertainties of COVID-19 pandemic. PointClickCare has helped us to realize that goal.

Donna Peters
Director, TriHealth

Outcomes

Enhanced Visibility and Collaboration

6.7% Lower Re-admissions During Initial Trial

Full PAC Network Management Deployment in 45+ Facilities

About PointClickCare

PointClickCare is a leading healthcare technology platform enabling meaningful collaboration and access to real-time insights at any stage of a patient's healthcare journey. PointClickCare's single platform spans the care continuum, fostering proactive, holistic decision-making and improved outcomes for all. Over 27,000 long-term post-acute care providers, and 2,700 hospitals use PointClickCare today, enabling care collaboration and value-based care delivery for millions of lives across North America.

North America's Most Comprehensive Care Collaboration Network

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