

## Customer Story

# Facilitate Seamless Post-Acute Care Transitions and Improve Post-Discharge Outcomes

PointClickCare's PAC Management improves post-acute transitions, patient outcomes, and skilled nursing performance through real-time data exchange and proactive collaboration.



Ascension



We are currently in the initial phases of deploying PAC Management across 50-60 skilled nursing facilities. In the locations where it has been implemented, we have observed enhanced collaboration, the establishment of new post-acute care pathways, and have already witnessed a reduction in readmissions. Our focus now is on quantifying the improvements in readmission rates and lengths of stay as we continue to progress.

### Kristine Bartley

AVP of Episodic and Alternative Payment Models at Ascension



Ascension



Non-profit Catholic health system

11 ACOs

Managing Medicare shared savings beneficiaries across 11 ACOs



19 states + DC  
140 hospitals  
35,000 providers  
25,000 beds

## The Challenge

Ascension is a leading non-profit Catholic health system committed to personalized and compassionate care across its locations nationwide, especially for those who are vulnerable or in need.

Like many health systems, they frequently faced challenges in tracking patient status after discharge to post-acute care facilities. Additionally, their reliance on manual processes, such as tracking patients using phone calls and spreadsheets, caused delays in communication during transitions. Furthermore, with claims data lagging by up to nine months, obtaining real-time information on patients was impossible.

Ascension's care managers needed a solution that could provide real-time connectivity and drive efficiency. With limited insights, they experienced obstacles to clearly identifying which patients were at higher risk for readmission and determining whether an intervention was needed. Ascension recognized that better data could improve post-acute care transitions, promote better patient outcomes and help them collaborate more easily with skilled nursing facilities in their network.

## The Solution

PointClickCare's **PAC Management** is a powerful platform that connects hospitals and risk-bearing providers with post-acute partners to facilitate seamless transitions and improved post-discharge outcomes. It achieves this by offering providers and care teams the data they need to proactively monitor and care for patients under post-acute care.

For health systems like Ascension, better visibility and real-time data eliminates manual workflows and enhances collaboration, leading to reductions in avoidable readmissions and lengths of stay. The timely risk insights, powered by a proprietary machine learning model that predicts the risk of readmission in the next seven days, support more informed and responsive care for patients at higher risk of readmission. These improvements in visibility across care networks also supports health systems with a better understanding of post-acute facility and partner performance. PAC Management simplifies and streamlines partner quality performance tracking and enables collaboration with skilled nursing partners so that improvements in quality of care are collaborative and meaningful and develop and maintain high network performance.

## The Outcome

Ascension began implementation of PAC Management across 50-60 partner skilled nursing facilities, and immediately observed enhanced care coordination between the health system and the post-acute facilities. "What we have seen is a more collaborative process across our care teams," states Kristine Bartley, AVP of Episodic and Alternative Payment Models at Ascension. "Where we usually had minimal handoffs and minimal engagement on transitions, now we are really collaborating more and talking through the workflows and the handoffs. We've developed an entire post-acute care management pathway that we did not have before."

Additionally, Ascension found that PAC management offered direct connectivity to their post-acute network and the capability to easily track patients. This led to improved efficiency and opportunities to achieve better outcomes. Before implementing PAC Management, Bartley notes that tracking patients throughout the care continuum was challenging. "Now, we can establish processes to track our patient population upon discharge, monitor their length of stay and vitals, assess rising readmission risks, and manage patients from discharge from the SNF all the way through to their return home and reintegration with their primary care provider."

## Learn More

If you're interested in implementing PAC Management to help your organization achieve results like those experienced by Ascension contact our team for more details.



Scan or click QR code to discover more

## How PAC Management Helped



Enhanced Efficiency With Transitional Care Workflows and Patient Tracking



Enhanced Care Coordination Between Health System and SNFs



Established a New Post-Acute Care Framework

## About PointClickCare

### North America's Most Comprehensive Care Collaboration Network

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, 3,600 ambulatory clinics, 2,800 hospitals, 350 risk-bearing providers, 70 state and government agencies, and every major U.S. health plan use PointClickCare for care collaboration and value-based care delivery for millions across North America.

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