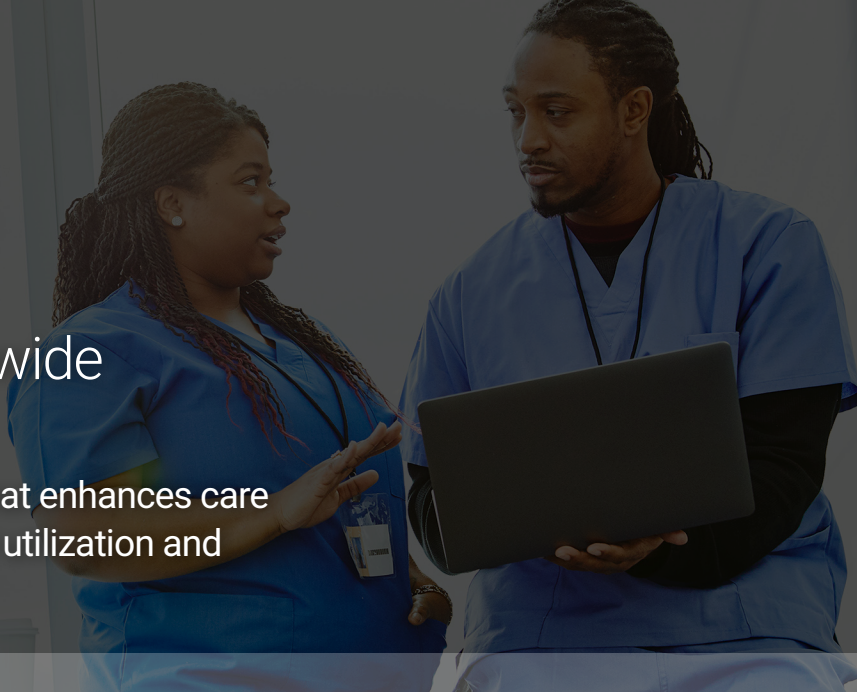


Customer Story

Connecting Providers Statewide for Reduced ED Utilization.

ED Optimization provides HIEs with data that enhances care coordination and efficiency for reduced ED utilization and better outcomes across the state.



Powered by PointClickCare's **ED Optimization** solution and care collaboration platform, providers can now connect statewide, enabling better insights into patient history and ED visit frequency. This additional connectivity and patient information empowers frontline care teams to highlight frequent utilizers to guide them to more appropriate treatment options, increasing throughput and reducing non-emergent ED visits. As a result, the EDCC program has consistently achieved a 10% year-over-year reduction in utilization.

Kyle Russell

CEO, Virginia Health Information (VHI)



FROM NUMBERS TO KNOWLEDGE



Health information exchange (HIE) for the Commonwealth of Virginia



445+ organizations
100k+ notifications monthly
4.3 million lives covered



Non-profit organization administering healthcare data across the state

The Challenge

Virginia Health Information (VHI) is a health information exchange (HIE) for the Commonwealth of Virginia established in 1993. Their mission is to improve Virginia's healthcare by collecting, connecting, and reporting meaningful data. To do so, they are tasked with connecting providers across the state with relevant healthcare data.

As part of this, VHI is responsible for administering data for the Emergency Department Care Coordination (EDCC) Program, which aims to improve the quality of patient care services by connecting participating providers to each other electronically. They observed high utilization at emergency departments (EDs) across the state and realized there was an opportunity to improve gaps in data at the point of care, such as lack of patient history and limited visibility into ED visits at other hospitals.

The Solution

VHI chose PointClickCare's **ED Optimization** solution to provide front-line clinicians with the patient history and information they need to make rapid, informed care decisions, resulting in an ED that is more efficient and effective, with seamless care coordination.

ED Optimization uses detailed insights to provide more complete patient histories at the point of care and generate alerts for patients with high utilization history in their ED or others on the network. With real-time data to enhance workflows and communication, it reduces unnecessary utilization and improves operational efficiency and financial outcomes.

VHI's CEO, Kyle Russell, noted, "We have ACOs and ambulatory providers that want to use that data to work together for patients that they have in common. Knowing the patients you have in common between the populations that you serve and knowing what's going on with their hospitalization history is huge."

The Outcome

VHI implemented **ED Optimization** to achieve their goal within the EDCC Program of enhancing care coordination among providers. With this solution, VHI delivers real-time access to health information, enabling emergency department providers to make timely, informed clinical or care coordination decisions.

"Before this system was in place, emergency departments could only view patient visits in isolation, without access to a patient's full care history, which was confidential and not available for public distribution," Russell explained.

"Now, providers can see if a patient has visited the emergency department multiple times and understand the reasons for those visits. They can review the care the patient has already received, who their care team is, and what their provider recommends. This level of access, particularly for Virginia providers, marks a significant improvement over previous tools and greatly enhances their ability to coordinate care."

As a result, Russell shared, "We've seen a consistent ten percent reduction in utilization for patients that were going to the ED five or more times. We've seen that year over year, in large part due to the program."

How PointClickCare Helped



10% year-over-year reduction
in ED utilization statewide
for patients visiting five
or more times

About PointClickCare

PointClickCare is a leading healthcare technology platform enabling meaningful care collaboration and real-time patient insights. 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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