

Customer Story

Enhancing Post-Acute Care Collaboration with Real-Time Data

PAC Management empowers health systems, ACOs, and risk-bearing providers to monitor patients throughout post-acute care with real-time clinical insights, helping reduce readmissions and optimize care costs.



PAC Management has enhanced our collaboration with skilled nursing facilities. Our team members work closely with SNFs, engaging with discharge planners, social workers, and other care team members to ensure we are fully informed. This enables us to prepare effectively for any situation —whether it's addressing a patient's low blood pressure first thing in the morning or responding promptly to symptoms like shortness of breath. We have that visibility to be proactive and manage patient care and transitions effectively.

Jenny Gonnerman

Director of Clinical Operations
Physicians of Southwest Washington (PSW)



Network of local doctors, hospitals, and other providers, promoting high quality integrated healthcare



Serving Medicare, Medicare Advantage, and commercial health plan populations



Located in Olympia, Washington

The Challenge

PSW, a population health company, supports a network of payers, physicians, accountable care organizations (ACOs), and other providers with expertise that foster high-quality and cost-effective healthcare that improves patient outcomes.

As part of that mission, PSW helps their partners deliver value-based care across post-acute care transitions. To effectively collaborate with post-acute facilities and proactively address patient care, they needed to be able to access real-time clinical insights. They also sought to ensure smooth transitions of care for patients moving between care settings, especially from hospitals to skilled nursing facilities (SNFs) from admission through discharge. Delays in visibility into crucial medical records and a lack of timely updates from the SNFs posed barriers to these goals.

Without access to this information and critical insights, it was difficult to know when to address changes in patient status, increasing hospital readmission rates and lengths of stay. PSW realized there was an opportunity to leverage a technology solution to remove these barriers and improve outcomes.

The Solution

PointClickCare's PAC Management enables providers and care teams to track patients throughout their post-acute care journey and know when to intervene to prevent unnecessary readmissions. The solution is designed to reduce readmissions by identifying patients at high risk for rehospitalization and supporting timely intervention through a Patient Monitoring tool.

Jenny Gonnerman, Director of Clinical Operations for PSW, shared, "PAC Management allows us to see into patient records. We have a SNF team that does outreach with the facility while the patient is admitted, and this helps guide our conversations. If there are red flags or if we see someone's readmission risk change, we can prioritize or do an extra outreach. We also do our own utilization management for our Medicare Advantage lines, and PAC Management helps supplement the clinical information that the facility is supposed to provide."

Organizations like PSW can also utilize PAC Management to monitor SNF length of stay to plan for discharges and aftercare with deep, up-to-date clinical information. This increased visibility and enhanced collaboration with post-acute care providers improves clinical and financial outcomes.

The Outcome

PAC Management helped PSW gain the visibility into post-acute patient status and transitions that they urgently needed. This supported better collaboration with SNFs in their network and allowed them to do more proactive outreach when patients were at higher risk for readmission.

As a result, PSW experienced several improved outcomes. This included using PAC Management's real-time notifications to successfully outreach to 62.5% of patients qualifying for transitional outreach, helping to improve care. "PAC Management supported our quality outreach in the SNFs and helped reduce our length of stay, allowing us to achieve our length of stay goals for SNFs for our ACO this past year," shared Gonnerman. Additionally, "We saw a reduction in both our post-acute as well as hospital readmissions," she noted. This equaled a nearly 40% reduction in hospital readmissions and an 8.4% reduction in length of stay.

Finally, Gonnerman shared, "We also had instances where we saved time or found a patient because of PAC Management that we wouldn't have otherwise known about. This means that we were able to follow 4% more patients because we were connected to PAC Management."

Learn

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



Scan or click QR code to discover more

How PointClickCare Helped



39.6% reduction in 30-day hospital readmissions from SNFs due to improved visibility and proactive care team management



8.4% reduction in length of stay through improved workflows and communication with SNFs



Improved visibility into an additional 4% of post-acute patient population

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.

PointClickCare®

PointClickCare® is a registered trademark. Copyright 2024.