

Customer Story

Castell Enhances Care Coordination and Improves Transitions with Real-Time Visibility

PointClickCare's Value Based Care for ACOs helps improve patient monitoring and care coordination by enhancing visibility across the care continuum.



PointClickCare has drastically improved our ability to manage patient transitions in real-time, ensuring that our patients receive the follow-up care they need. Because of the timely notifications we receive from PointClickCare, our capture rate improved by 150%, jumping from 36% to over 90%. Additionally, we've seen significant time savings for our care team and enhanced care coordination, leading to improved patient outcomes.

Camille Jensen

Post-Acute Care Manager, Castell



CASTELL



System of more than 33 hospitals, 385 clinics, and a medical group



One million lives supported across ACO Reach, Medicare Advantage and Commercial plans



Operates in UT, ID, NV, CO, and MT

The Challenge

Castell, Intermountain Health's population health subsidiary, is a comprehensive health platform for health systems, providers, and health plans that is focused on advancing the transition to value-based care for improved outcomes.

"Our two driving forces are to improve patient outcomes and make care more affordable for all our patients, contributing to a sustainable health system. In the post-acute space, our goal is to expand coverage for the patients we are positively impacting," said Camille Jensen, Post-Acute Care Manager for Castell.

Castell encountered challenges in patient visibility during care transitions due to relying on delayed claims data. Without real-time insights, tracking and identifying patients across post-acute care settings became difficult, causing delays in accessing patient admission and discharge information. Additionally, care coordinators spent significant time searching through multiple databases or making phone calls to obtain the necessary data. These limitations hindered Castell's ability to perform timely interventions and achieve better care outcomes.

The Solution

PointClickCare's Value Based Care for ACOs solution offers accountable care and risk-bearing providers the visibility and insights needed to monitor and coordinate care for patient populations of interest moving across care settings.

Organizations like Castell can leverage this solution to more effectively track and manage high-risk transitioning patients, coordinate care across the continuum, and optimize care, performance, and outcomes. With real-time patient activity and ADT alerts, predictive readmission scores, and smart access to clinical documents, quality of care is improved, excess utilization is reduced, and avoidable readmissions can be prevented.

Additionally, the real-time data provided by Value Based Care for ACOs supports the ability to easily share patient information and care recommendations with other providers. Enhanced care coordination helps to improve efficiency for staff and care delivery for patients by eliminating time-consuming manual workflows.

The Outcome

Castell collaborated closely with PointClickCare to optimize the Value Based Care for ACOs solution, ensuring it aligned with their unique goals. "It has really advanced our ability to touch on our patients in the SNF environment," noted Jensen.

This solution has replaced the data sources Castell used previously to guide transitions of care. "Patients don't get lost in the system and we help them get all the follow-up care that they need. We can ensure that they have appropriate lengths of stay and that they have a great discharge plan — we weren't able to do that before," said Jensen.

Jensen explained, "Because of the timely notifications we receive from PointClickCare, our capture rate improved by 150%, jumping from 36% to over 90%. Additionally, we've seen significant time savings for our care team and enhanced care coordination, leading to improved patient outcomes."

She added, "Now I know within an hour, sometimes less, when a patient admits to the SNF. We put them on our radar, and we track their length of stay right there. I can pull up my PointClickCare value-based care tool and I can see all of my facilities. It's a huge asset to our team, and it has improved our ability to manage the patients that we're responsible for."

Learn More

If you're interested in implementing Value Based Care for ACOs to help your organization achieve results like those experienced by Castell, contact our team for more details.



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How PointClickCare Helped



150% increase
in patient capture rate



Approximately 30 hours
per month saved per
care coordinator

About PointClickCare

North America's Most Comprehensive Care Collaboration Network

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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