

Customer Story

Enhancing Value-Based Care Collaboration with Real-Time Data

PointClickCare's Value Based Care for ACOs provides visibility and insights to help monitor and coordinate care for patients across settings.



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Jenny Gonnerman

Director of Clinical Operations
Physicians of Southwest Washington (PSW)



PSW 
a population health company



More than 400,000
beneficiaries served



Serving Medicare,
Medicare Advantage,
and commercial health
plan populations



Located in Olympia,
Washington

The Challenge

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

Jenny Gonnerman, Director of Clinical Operations for PSW, shared: "We all really have a common goal when it comes to clinical outcomes. We want to reduce cost of care and improve quality for our beneficiaries. We really try to be collaborative – that's part of our mission, vision and values at PSW."

To achieve high-quality clinical outcomes and successfully collaborate, PSW needed visibility into data across healthcare providers, including those on other EHR systems. Without real-time data, it was difficult to monitor patient encounters, especially for those who received care outside of their organization. This created a barrier to providing timely patient updates to their network, increased avoidable emergency department (ED) visits for their patient population, and caused difficulty in completing successful post-ED outreach.

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 moving across care settings. With real-time patient activity alerts for managed populations, organizations like PSW can proactively prioritize, collaborate, and intervene to address changing patient needs.

"Our nursing team or care navigators reach out to patients within 24 to 48 hours after they visit the emergency room or return home from the hospital or a skilled nursing facility (SNF). Having real-time notifications is really important to this process," explained Gonnerman.

Real-time insights enable PSW to collaborate more effectively within their network, improving transitions of care. Gonnerman added, "A key part of this is implementing our ACO direct three-day admit waivers, which help providers identify Medicare beneficiaries who can transition to a skilled nursing facility (SNF) without the usual three-day hospital stay requirement. Without this information, case managers would struggle to determine which patients are eligible for these additional benefits."

The Outcome

Improved insights and collaboration across the care continuum allowed PSW to quantifiably improve their engagement efforts and patient outcomes. For example, Value Based Care for ACOs allowed PSW to realize a year-over-year decrease in avoidable ED visits. "Overall, we saw about an 11% change from 2019 to 2023 for avoidable ED percentages," Gonnerman noted.

Additionally, "We use PointClickCare data to feed into our population health tool," said Gonnerman. "From 2020 to today, we've generated 180,000 protocols and almost 60,000 successful outreaches." Each successful outreach supports a patient in getting the right follow-up care, contributing to improved outcomes. For post-ED outreach alone, this equates to a 62.5% successful engagement rate

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Learn More

If you're interested in implementing Value Based Care for ACOs solution 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



11% reduction in avoidable ED visits



62.5% successful engagement rate for post-ED outreach

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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