

# PointClickCare®

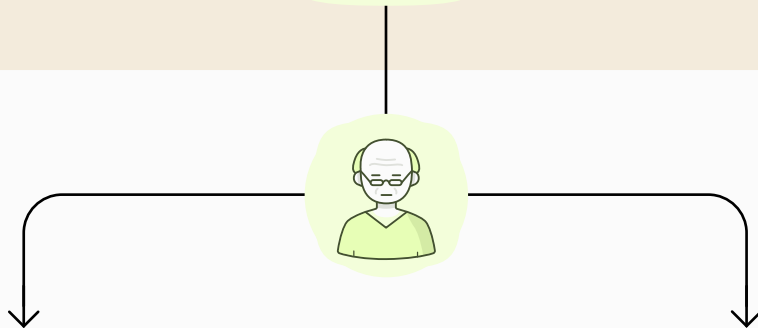
---

## Don't Let a Black Hole Swallow Your Stars

Turn post-acute visibility into measurable quality performance—before transitions fail—with PAC Management IQ

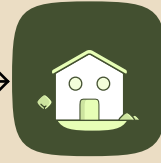
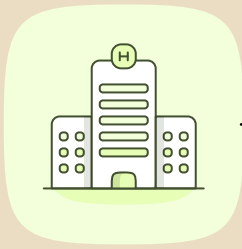
### The Member's Journey

Post-acute care plays a critical role in your Stars performance. But you can't manage what you can't see.



The Post-Acute Data  
Black Hole: Where Quality  
Measures Disappear

PAC Management IQ:  
Your Post-Acute  
Spotlight



## Hospital > SNF Admission

### The Black Hole

### PAC Management IQ

#### Member disappears from view after discharge:

- Claims-driven awareness** — You find out after the readmission
- Chart chasing** — Your team hunts for information that should be at their fingertips
- Missed TRC windows** — TRC performance suffers while your team waits for incomplete data
- Reactive interventions** — You're always one step behind the member's needs

#### The result?

Avoidable readmissions.  
Failed transitions. Falling Stars.

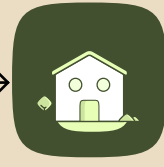
#### Your team sees: Member arrives in post-acute care

- Real-time admission alerts
- Baseline risk factors and clinical snapshot

#### Quality impact:

**Plan All-Cause Readmissions (PCR), now triple-weighted:** Early identification positions your team to identify rising readmission risk early and intervene before avoidable hospital returns occur.

**Transitions of Care (TRC):** Real-time admission alerts ensure your team meets notification-of-admission requirements on time — setting the foundation for every downstream TRC component.



## During the SNF Stay

### The Black Hole

### PAC Management IQ



**No visibility into clinical changes, rising risk, or progress.**

No early warning before a readmission occurs and no insight into whether the member is progressing toward discharge

#### Your team sees:

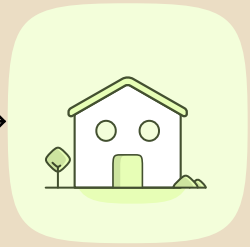
Rising risk and clinical changes as they happen

- AI-driven Predictive Return to Hospital (pRTH) scores, trending in real time
- Contributing clinical factors: vitals, progress notes, therapy notes, diagnoses
- Functional status and discharge readiness signals

#### Quality impact:

**PCR:** Intervene proactively with clinically-informed outreach during the stay—not after the hospital return

**TRC:** Prep for timely transitions by seeing discharge needs before the member leaves the facility



## Pre-Discharge > Transition Home/Next Setting

### The Black Hole



Incomplete discharge info;  
missed 72-hour windows;  
medication reconciliation gaps.

### PAC Management IQ

#### Your team sees:

Everything they needed  
for a safe, timely transition

- Complete discharge planning intelligence (assessments + AI-curated discharge details)
- Active medication lists for accurate reconciliation
- DME, home health, and follow-up care requirements
- Barriers to discharge flagged early

#### Quality impact:

**PCR:** Move members to lower-cost settings sooner and safer—without bounce-backs.

**TRC:** Execute 72-hour outreach on time, with full clinical context. Support accurate medication reconciliation and timely activation of home health, DME, and community supports.

**CAHPS:** Reduce member friction with smoother, more predictable handoffs.

When post-acute care is visible,  
quality becomes controllable.

No more black holes. No more guessing.  
No more chasing charts after the damage is done.

### Your team gets:

- ✓ **Fewer avoidable readmissions** — Protect your triple-weighted PCR score
- ✓ **Stronger TRC performance** — Complete timely outreach with the clinical information you need
- ✓ **Better CAHPS scores** — Deliver seamless transitions that members feel
- ✓ **Scalable efficiency** — Same team. More impact. Less rework.

### PAC Management IQ:

**Finally, health plans can do real post-acute care management.**

Powered by the leading post-acute system of record.

PAC Management IQ gives Medicare Advantage plans real-time visibility into post-acute care—so quality teams can intervene earlier, manage transitions confidently, and protect Stars performance.

PointClickCare is a leading health tech company with one simple mission:  
to help every provider deliver exceptional care.

[Learn more >](#)

**PointClickCare**

Scan to  
discover more

