



CUSTOMER SUCCESS

Reducing 30-day readmission rates at scale

The patient-centered healthcare approach powered by advanced analytics enables providers to move beyond treating illness to facilitating proactive care. However, research shows that many patients discharged from a hospital return within 30 days due to inadequate care or therapy.

A leading healthcare system in the U.S. struggled to streamline its outreach efforts and educate patients on post-discharge care to reduce 30-day readmissions. The health system operates in 19 states and has 105 hospitals, including four academic medical centers and teaching hospitals, 30 critical-access facilities, home health agencies, and other services. To avoid manual outreach, track broad campaigns, and educate patients remotely, the system deployed the Patient Engagement solution on the Innovaccer Health Cloud. The solution closed care gaps and reduced readmission rates by 10% at the health system with successful transitional care management protocols.

10%

reduction in 30-day
readmission rate

2x

increase in annual
wellness visits

At a glance

- 19 States
- 105 hospitals
- 30 critical access facilities

Challenges

- A dependence on redundant technology and manual interventions
- Time-intensive outreach
- Poor communication
- A lack of robust patient profiles
- An inability to offer patient education

Solutions

- Automated workflows
- Unified patient records
- Smart transitional care management
- Automated outreach and follow-ups

Hurdles in fashioning a seamless care transition experience

The Affordable Care Act requires caregivers to give patients control in their disease management and treatment. Therefore, the health system aimed to improve patient-centered discharge processes, focusing on medication reconciliation and evidence-based interventions to increase health literacy and promote self-management. The organization also faced the following challenges:

Care teams spent hours compiling reminders and confirmation texts, finding patient information, and sending messages manually.

Care teams depended heavily on spreadsheets and manual interventions for bulk outreach campaigns, which became time-consuming

Care teams struggled to handle patient data and ensure compliance with treatments.

Care teams struggled to eliminate communication barriers for patients. This resulted in lower adherence to clinical appointments, annual wellness visits, and medication cycles.

Care teams were unable to review discharge instructions, FAQs, and educate patients, which kept patients from managing their care with the support of providers..

How can we reduce readmissions and bridge the care transition gap?

To reduce 30-day readmissions, the health system deployed Innovaccer's comprehensive suite of solutions on the Innovaccer Health Cloud to ensure that patients received appropriate post-discharge care.

The Innovaccer Health Cloud enabled care teams to send and schedule thousands of automated outreach campaigns through email, text, and letters, empowering patients with personalized health insights. Care teams were also able to reduce the time they spent on patient outreach from hours to minutes, gauge the effectiveness of outreach strategies, and optimize the campaign based on the response and open rates.

With Innovaccer's advanced omnichannel communication support, care teams improved communication with their patients through secure two-way texting and curated video messages, increasing patient engagement, and satisfaction. The health network also improved its telehealth initiatives on the Innovaccer Health Cloud with prerecorded voice messages and real-time interaction support.

Innovaccer's Patient Engagement solution allowed providers and patients to view to-do lists, medical histories, lab reports, upcoming appointments, past messages, and other relevant details to reduce care gaps. Care managers quickly and securely sent and received health surveys from patients.

Outcomes

With Innovaccer, the health system highlighted care gaps across its network and tracked health outcomes to monitor gap closure:

Reduced the readmission
rate for patients from
15% to 5.6%
with transitional care
management protocols.

Innovaccer by the numbers

\$600M

total medical
expense reduction

12M

Value-based care
lives managed

37,000

providers

7M

commercial

3M

Medicare

2M

Medicaid

Innovaccer Inc., the Health Cloud company, is dedicated to accelerating innovation in healthcare. The Innovaccer® Health Cloud unifies patient data across systems and care settings, and empowers healthcare organizations to develop scalable, modern applications that improve clinical, financial, and operational outcomes.

Innovaccer's solutions have been deployed across more than 1,600 care settings in the U.S., enabling more than 96,000 providers to transform care delivery and work collaboratively with payers and life sciences companies. Innovaccer has helped its customers unify health records for more than 39 million people and generate over \$1B in cumulative cost savings.

Innovaccer is the #1 rated Data and Analytics Platform by KLAS, and the #1 rated population health technology platform by Black Book.

For more information, please visit innovaccer.com

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