

CASE STUDY

Reducing avoidable emergency department visits with data-driven insights using Innovaccer's FHIR Data Platform



Overview

An independent physician association that represents a network of over 500 physicians and healthcare providers and manages data from more than 23 different EHRs for over 21,700 beneficiaries. Driven by its goal of delivering quality care with seamless patient experiences, the physician association moved to reduce avoidable emergency department utilization by initiating an outreach strategy to every discharged ED patient. This strategy focused on transitions of care for those patients who had an unavoidable ED visit, and it transformed avoidable visits into educational opportunities. This, in turn, assisted the physician association in optimizing the quality of care while lowering the cost and serving their patients better.

Initially, the physician association was using a care management system that did not allow for the integration of ADT data. They had to analyze each ED record and determine how to reach out to the patients post-discharge.

Due to a large number of patient discharge records, the organization had to research each patient individually and generate referrals to the care management team, creating worklists for them to utilize for patient outreach. This laborious process resulted in frequently missing the opportunity to reach out to patients and provide them with information on how to leverage alternative care facilities such as urgent care or walk-in clinics for their needs. The physician association devoted a considerable amount of time and resources into managing these processes because they were conducting the research manually, creating the individual care management referrals, and monitoring their progress.

Challenges faced by the organization

One of the biggest challenges was that the care management system the physician association was using initially required the manual leveraging of ADT data to create care plan referrals. The entire process utilized one FTE in the organization.



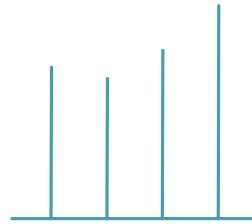
Additionally, the physician association needed to devise strategies to identify where 'access to care issues' were present within the network and work with the particular clinics and providers to address these issues. As a part of value-based contracts, identifying and resolving factors that hinder patient access is instrumental, but leadership wanted the ability to generate data-driven information that provided clear detail on where the issues were occurring.



Leveraging Innovaccer's FHIR Data Platform to optimize ED utilization

Physicians of Southwest Washington decided to employ a solution that would bring efficiency into their system for managing emergency department utilization. They wanted the process to be integrated with their care management systems and provide real-time automated feeds to the care managers' worklists. Additionally, the organization needed a way to monitor the access issues to resolution and generate a method for reporting their progress.

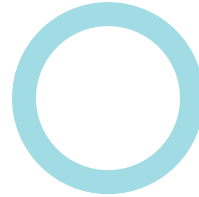
The IPA took a stepwise approach to optimize their ED utilization:



Data aggregation and analysis The physician association began by integrating the ADT aggregated feed with Innovaccer's FHIR Data Platform and eliminated the need to use multiple platforms at one time to generate care management referrals. Based on the insights garnered from the data, the organization was able to track the number of times patients were accessing the ED. The analytics were then matched to attribution in order to identify access issues that either were present or just perceived to exist with any particular clinic or provider. With this analysis and its resultant insights, the organization was able to plan interventions for educating and engaging particular providers on their role in the reduction of potential access issues going forward.



Leveraging Innovaccer's FHIR Data Platform to optimize ED utilization cont'd



Care management and patient engagement With the real-time integration of ADT data enabled by the FHIR Data Platform, the physician association was able to simplify care protocols. The organization benefited from the ability to automate care management referral workflows and simplify tasks such as patient outreach and communication.

Using Innovaccer's solution suite, the organization was able to reduce a significant amount of resource time. Patients who were discharged from the ED were reached within 48 business hours, received assistance in transitions of care, and were provided with details on alternate facilities such as urgent care or walk-in clinics. This practice resulted in a noticeable reduction in avoidable ED utilization initially that was maintained over time.



Outcomes achieved

With data-driven care management in place as well as prompt patient outreach, the physician association was able to register a decrease of approximately

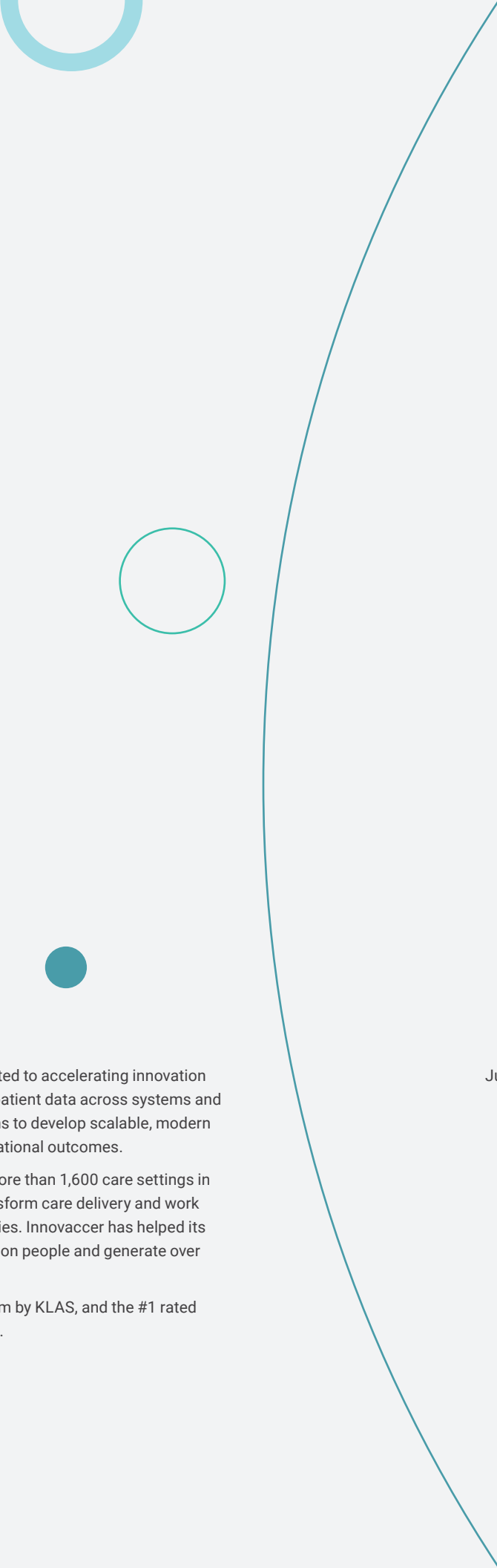
8%

in their ED utilization from 2017 to 2018.

Having a prompt, efficient process in place that opened up the avenues of communication for patients within

48 hours

of being discharged from the ED was clearly significant in achieving this cost-saving reduction.



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

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