



# **Bridging the EHR Divide:** Helping ACOs and CINs Overcome Communication Challenges



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With ever changing regulations, goals, payment models and incentive plans, today's ACOs and CINs have to be agile. They must have a strategy and tools in place to drive performance under variety of circumstances.

For ACOs and CINs, every patient that receives care outside the network is a lost opportunity to improve quality, patient outcomes and ultimately costs. If a hospital network's specialists are the easiest to reach and communicate with, it quickly becomes unnecessary to use non-network resources.

Optimizing communication amongst and between providers throughout the network, and even the community, provides a platform to create continuous improvement. However, with so many different EHRs in play, it is challenging to consistently share information and track performance across the network.

Proficient Health offers an integrated suite of solutions designed to support your referral management and communication needs.

PH Exchange, PH Connect & PH Capture can work together seamlessly for organizations seeking a fully integrated approach, or as standalone solutions for those seeking to solve specific challenges now and grow from there.

We are setting new standards by delivering the only referral management solution on the market that can link your entire care community from hospitals and health systems to individual providers on the go. Regardless of your EHR, we're providing easy and secure communication and a seamless transition of care.

Here are just a few ways leading ACOs and CINs have optimized performance with help from Proficient Health...



\*Proficient Health solutions integrate with all EHRs.\*

## Enabling Same Day Appointments

Lurie Children's Orthopedics gained a competitive edge by streamlining same-day appointment requests, making it easy to keep those appointments in-network. Prior to using PH Connect, Lurie Children's would frequently see a high degree of leakage from the network due to wide availability of and easy access to local orthopedic urgent care.



Using PH Connect, pediatricians can now easily schedule same-day appointments for their patients. After opening the mobile application, the pediatrician (or their office support resource) chooses one of three convenient locations and securely sends patient information including DOB, contact number, diagnosis, imaging/testing already done, and whether surgery is potentially needed. Lurie Children's Ortho staff can respond quickly with available appointment times and schedule with the family directly. Similar initiatives are also in place with Lurie Children's ENT and Cardiology divisions.

## Closing the Care Delivery Loop

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For Triad HealthCare Network (THN), fragmented communication due to multiple EHRs and faxing had caused delays in appointments and negatively impacted patient satisfaction. Surveys showed patients rated THN physicians highly as care providers but gave them low marks for timely care and for ease of getting specialty appointments.

To solve these challenges, THN adopted cloud-based PH Exchange to bridge the EHR divide. Now, both clinical and administrative information can be easily shared and imported or exported to a practice's EHR platform.

THN member practices can also easily create, manage and track referrals online. They can upload and share patient information – including images, voice files and entire patient records easily and with full HIPAA compliance. The information needed to support care delivery is always just a click away – not buried in incompatible systems, fax or paper files.

PH Exchange has helped THN reduce scheduling delays and improve patient satisfaction.

“We now have a seamless, ‘closed loop’ workflow to support prompter and better coordinated care delivery. Everyone benefits, including both our member practices and our patients.” Elissa Langely, COO of THN.

## Improving The ED Experience



For PCPs, referring patients to the ED can be a time-consuming process. Many PCPs leave the communication in the hands of a staff member, or neglect to notify the ED to expect a patient. As a result, key patient information can get lost or omitted.

WakeMed Health & Hospitals recognized that poor communication could easily impact ED care decisions, increase patient wait times, decrease patient satisfaction and drive up costs.

To address this challenge, WakeMed provided every PCP in its care community with the PH Connect mobile app, enabling easy and secure transmission of PHI directly to any of the system's EDs or urgent care locations. With an average response time of less than three minutes, PCPs feel confident that their patient's situation is understood, that the ED experience will be as seamless as possible and that clinical insight will be incorporated into the care plan. Patients wait less move through the ED faster and avoid unnecessary tests. A win for patients and providers.



“PH Connect is an easy way for me to communicate with the ED about patients in my office that need further evaluation there. I like that I get confirmation that my message has been read by a staff member of the ED. I am a big fan of PH Connect.”

Brad Wasserman, MD, Oberlin Road Pediatrics



## Managing Network Leakage

Triad HealthCare Network (THN) realized they were sending 25 to 30 percent of all specialty referrals to out-of-network providers – a move that had wide-ranging repercussions including:

- Working with out-of-network providers was more expensive
- Downstream diagnostics, procedures and admissions directed to more costly facilities
- Harder to coordinate patient care
- THN providers were losing an estimated \$200 million in specialty revenues annually

THN providers were using almost 60 different types of EHRs. Faxing had become the default for issuing referrals and sharing patient information. That made it hard to gather data, analyze patterns, and provide real-time guidance to reduce out-of-network leakage.



**THN realized an immediate boost in in-network referrals as soon as PH Exchange went live. In the first six months, over 180 practices and 1,000 users have been on-boarded and over 51,000 referrals have gone through PH Exchange.**

**As a result, THN has significantly decreased its out-of-network referrals and improved professional fees captured.**

“We expect PH Exchange to pay for itself many times over. It has helped us address an immediate need and realize a significant financial benefit, all while delivering better coordinated patient care.” Elissa Langley, COO of THN.

## Avoiding Unnecessary Wait Times, Ed Visits & Tests

It makes sense that pediatricians wanted to be able to ask specialist colleagues at Lurie Children's Hospital questions about a patient's care while the patient was still in the office. Traditional methods of reaching a clinical resource at Lurie Children's could take several phone calls and extended wait times. Offering PH Connect to LCPP community-based pediatricians made it easy for providers to contact a specialist right from their cell phone and get a response within four minutes. These quick responses helped make critical decisions about patient care and helped ensure the patient stayed within the LPCC network.

In addition, the simplicity of PH Connect and the response times from Lurie Children's specialists can help avoid unnecessary ED visits, duplicative testing and other costly procedures.



“In particular, I love PH Connect for sending confidential questions to Lurie Children's specialists about specific patients. My practice is not on Epic so I cannot do this through the electronic health record.”

Karen Kreiling, MD,  
Pediatrician, Children's  
Health Partners





# Creating Efficiencies, Improving Care

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With 1,000 physicians and more than 210,000 lives under contract, Wake Key Community Care (WKCC) looked for opportunities to improve how they coordinated patient care across their entire system. They realized they needed to move beyond their own walls and outside their silos. That meant enabling better communication and coordination of care across the entire health system, including primary care providers to specialists, primary care providers to the ED, primary care to inpatient care and more.

To achieve a more seamless line of communication, WKCC turned to PH Connect to improve physician-to-physician communication, and streamline access to its on-call specialists and services.

“I had a patient in my exam room experiencing chest pain. I was able to PH Connect a cardiologist with the patient in the room and review his case and EKG with him and develop a plan. The patient was extremely grateful he did not have to go to the emergency room – it saves him the cost, inconvenience and possible risks of an unnecessary ED visit. PH Connect allows providers to create a much more patient-centered and cost-effective experience, while delivering more efficient and expedited care.” Brian Klausner, MD and WKCC Chief Medical Officer.

## Collaborating with Community Providers

Lurie Children's Hospital launched its MAACC program (Mood, Anxiety, ADHD Collaborative Care) in the summer of 2018 with the goal to train and assist the primary care community to provide specifically defined mental health services locally while simultaneously providing better access to Lurie Children's specialists when required.

After completing a Lurie Children's developed training program, pediatricians can use PH Connect to quickly and easily access an array of Lurie Children's psychiatric specialists about one of the following: assessments, medications and referrals.

Messages are directed to a clinical coordinator, psychologist or psychiatrist who responds to each message and provides the appropriate guidance, often before the patient has left the primary care office.



"PH Connect works very well for the MAACC program and the process we follow. I promptly hear back when I send a message, and get another message when the child's family has been reached and an evaluation has been scheduled." explained Lisa Gadek, MD.



To date, 20 pediatric practices are using the program, averaging 250 messages per month, with nearly 80 physicians participating and collaborating on mental health care for over 340 children.

## Making Care Management Easier

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Case managers and care advisors at WakeMed Key Community Care (WKCC) are a critical resource as they, like many ACOs, seek to improve the health of managed populations while controlling costs. The delivery of timely and accurate communication is often complicated by disparate EHRs, layers of security required to access systems from mobile devices, ever-changing call schedules, answering services and antiquated modes of communication.

PH Connect's Queued Messaging helps WKCC case managers better leverage access to the hundreds of PCPs throughout the WakeMed network, without interrupting days off and/or hours away from work. The sender of a queued message retains complete visibility into the status of a message and has the opportunity to engage other resources, if time is of the essence.

"PH Connect Queued Messaging has been so helpful for me as a care advisor. Many times, I would go into PH Connect after hours to send notes to providers to find them unavailable. I would then have to create a reminder to go back into PH Connect the next day, to send the message during the providers' available time. With Queued Messaging, I save so much time. I love it!" Emily Temple, Care Advisor, WKCC.



## Learn More About the Featured ACOs and CINs

### **Ann & Robert H. Lurie Children's Hospital**

Ann & Robert H. Lurie Children's Hospital of Chicago serves more than 220,000 children each year. In 2019, Lurie served children from 48 states and 49 countries. They are the largest pediatric provider in their region, with 1665 physicians and allied health professionals in 70 pediatric specialties.

### **Lurie Children's Health Partners Clinically Integrated Network**

Lurie Children's Health Partners Clinically Integrated Network, LLC (LCHPCIN), is Chicago's first health care network exclusively focused on improving the health and well-being of children and teens. The clinically integrated network is governed by pediatric practitioners committed to improving health outcomes, coordinating across the continuum of care, and encouraging appropriate utilization of resources.

The corporate owners of LCHPCIN are the Children's Community Physicians Association (CCPA); Children's Faculty Practice Plan (FPP); and Lurie Children's.

### **Triad HealthCare Network (THN)**

Triad HealthCare Network is a physician-led accountable care organization located in the Piedmont Triad of North Carolina. THN provides value-added services to its physician practice members to enable their practices to demonstrate value and link reimbursement for better performance. Our network encompasses Cone Health's employed physicians as well as the broader independent provider community. Currently more than half of affiliated physicians in THN are in private practice. All physicians agree to set aside the specific interests of their own organizations and specialties and to work together to provide coordinated, patient-centered, exceptional care across the continuum.

Out of the 44 NGACOs, THN was 4th overall for Quality with a score of 96.95%. THN was 5th in the country for Total Shared Savings with a savings amount of \$13.2 Million..

### **WakeMed Health & Hospitals**

WakeMed Health & Hospitals is a nationally recognized, private, not-for-profit health care organization founded and based in Raleigh, N.C. The 941-bed system comprises a network of facilities throughout the Triangle area, including three full-service hospitals.

The medical staff includes 1,100 highly skilled, highly respected physicians across a number of specialties including Heart and Vascular, Women's Care, Children's Care, Trauma Care and more.

### **WakeMed Key Community Care (WKCC)**

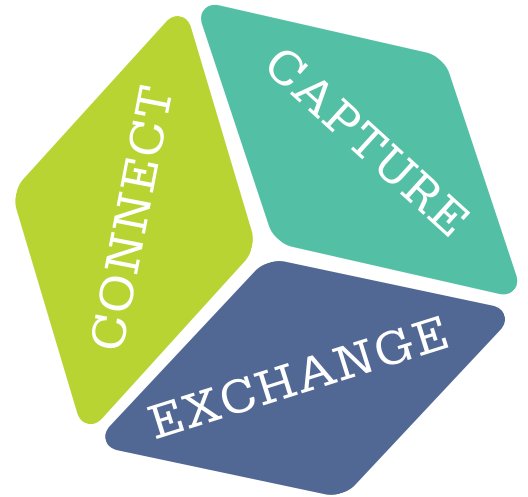
A collaboration between WakeMed Health & Hospitals and Key Physicians, WakeMed Key Community Care brings together more than 430 primary care providers with a leading health system and an additional 750 specialty care providers. The partnership is designed to ensure that patients, especially the chronically ill, get the right care at the right time at the right level, while avoiding unnecessary duplication of services and preventing medical errors. It is a limited liability company in which WakeMed Health & Hospitals and Key Physicians are members.

## More About Proficient Health

Proficient Health offers an integrated suite of software solutions designed to improve communication for healthcare organizations.

When combined or standalone, our solutions, PH Connect, PH Exchange & PH Capture create a robust clinical information exchange and work hand-in-hand with your existing EHR.

Proficient Health supports better patient care, easier consults, improved operational efficiencies, enhanced in-network optimization and reduced costs for both healthcare providers and patients.



### PH CAPTURE

HIPAA-compliant solution that captures all incoming communication and faxes securely, providing a streamlined, paperless workflow.



### PH EXCHANGE

Secure information exchange that allows organizations to send and receive patient referrals including patient health information.



### PH CONNECT

Provider-centric, mobile messaging solution that allows you to send and receive urgent communication and referrals.



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