



Improving Post-Acute Network Performance

How one ACO Reduced Readmissions & Saved \$1.6 M with Post-Acute Data Transparency

Margaret Latrella, APN-C, St. Joseph's Health Partners

Phyllis Wojtusik, RN, Real Time Medical Systems

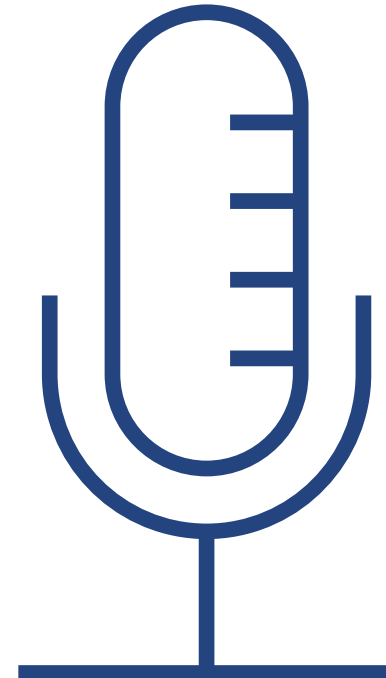
Today's Speakers



Margaret Latrella, APN-C
Director of Quality and Clinical Services
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Phyllis Wojtusik, RN
Executive Vice President, Health Systems
Real Time Medical Systems





About St. Joseph's Health Partners.

St. Joseph Health Patterson and Wayne NJ- An Overview

- Serves NJ and NY metropolitan area
- 3 Hospitals, 1 Owned SNF
 - St. Joseph's University Medical Center
 - St. Joseph's Wayne Medical Center
 - St. Joseph's Children's Hospital
 - St. Joseph's Healthcare and Rehab Center
- Serves 421,000+ patients per year
- Certified dedicated Geriatric Emergency Department
- 5,200+ employees



Value Based Participation

- MSSP ACO with 5,000 covered lives
- 4 BPCI-A Service Lines
 - Cardiology care
 - Gastrointestinal care
 - Neurologic care
 - Medical/critical care
- Care Management & Patient Navigation infrastructure in Acute and Community Care
- Population
 - Urban
 - Multi-ethnic
 - High Diabetes, CHF, Stroke & Pulmonary Case Types



Previous Post Acute Network Landscape

- Network of High Performing of SNFs and Home Health
 - 9 SNFs
 - 3 Home Health providers
- Average Readmit Rate 24% from SNFs
- Had Quarterly Network Meetings with high performing network
- Used a value-based partner to manage bundle patients
- Care Navigation with SNF Patients – weekly UM calls to partner SNFs

Experienced little change in value-based metrics



Previous challenges managing your post-acute network?

Post-Acute Network Challenges

- Little day to day insight as to what was happening with own patients
- Capturing readmissions data on lists and spreadsheets
- Not possible to determine if trends were developing
- Unable to see changing clinical conditions or when patient diagnoses were being made
- Inability to accurately determine which patients were at highest risk
- Not possible to intervene prior to a readmission



Benefits of post-acute data transparency and Interventional Analytics.

Discovering Data Transparency and Interventional Analytics

- Finding and identifying All ACO patients – no matter where they were discharged from
- Viewing SNF patient clinical data as it occurs
- Viewing SNF nursing and progress notes
- Risk stratification of all patients
- Ability to start a clinical conversation with facilities



WHAT IS INTERVENTIONAL ANALYTICS?

[in-ter-ven-shuhn-el] [an-a-lid-iks] | Adjective | Pertaining to the act of intervening using data analytics

Unlike predictive analytics, which uses restricted algorithms and is based on static or historic data, Interventional Analytics mines current data of all types – including nursing and progress notes – from all major post-acute EHRs and analyzes it in real-time. Employing sophisticated, comprehensive algorithms, Interventional Analytics creates a 72-hour baseline for each patient upon arrival, then identifies subtle changes in condition as they occur and prioritizes high-risk patients by clinical need. It pushes live clinical alerts, along with suggested interventions, to the care teams at both the acute and post-acute settings when changes occur.



How did you utilize live post-acute data to improve patient care and outcomes?

Utilizing Data Transparency to Manage Patients

- Identifying High risk patients
 - Clinical alerting
 - Admission recency
 - Readmission history
 - Comorbid diagnosis
- Recognizing changing clinical conditions
- Ability to contact facilities to change course of treatment by monitoring vital signs, diagnosis, and orders
- Utilizing discharge reports to connect with patient in the community and to connect back to PCP



How post-acute data enabled you to improve post-acute network management?

Utilizing Data Transparency to Manage the Network

- Up to the minute network performance
 - Comparison between facilities
 - Readmit rates
 - Length of stay
 - Readmission case types
 - Management of high-risk populations
- Monthly unblinded data reporting in a network meeting
- Identification of best practices and sharing across post acute providers
- Understanding acute care impact on post acute setting
- Open and honest communication forum



**Were there challenges
obtaining SNF buy-in and/or
adoption?**

SNF Partner Adoption

ST. JOSEPH'S + REAL TIME

*St. Joseph's Health takes advantage of the
"all inclusive" Real Time features*

- ✦ PAC Network Management
- ✦ Clinical Outcomes Improvement
- ✦ Care Coordination / Care Transitions
- ✦ Live Readmission Risk Scoring (CARD)
- ✦ Managing Length of Stay by Diagnosis
- ✦ Infection Control Management

"Initially, a few SNFs were hesitant, but when we explained how it would benefit them as well as us, particularly in reducing readmissions, they were completely on board," states Margie Latrella, St. Joseph's Director of Quality and Clinical Services.



What outcomes and care transition successes were you able to achieve?

St. Joseph's Health System First Year Results



ACHIEVED POST-ACUTE COST SAVINGS

Realized a **1.6 million dollar cost savings** in post-acute network



REDUCED READMISSIONS

Readmission rates down from **24% to 17.8%**



INCREASED POST-ACUTE NETWORK REFERRALS

High Performing Network discharges up from **57% to 82%**



IMPROVED CARE TRANSITIONS

Minimizing length of stay to return patients back to the community



STRENGTHENED NETWORK PARTNERSHIPS

Live, shared data has improved communications and care standards with PAC partners



Future growth of care coordination and transitions with high-performing network.

St. Joseph's High Performing Network Going Forward

- Changing network participants based on results
 - Annual metrics evaluations
- All network participants required to share data using Real Time platform
- Focus on Length of Stay
- Setting standardized care pathways and best practices by clinical case-types



Questions? Let's Discuss!



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Real Time Medical Systems is the industry-leading, KLAS Rated Interventional Analytics solution that turns post-acute EHR data into actionable insights.

Serving healthcare organizations nationwide, Real Time improves clinical and financial outcomes by reducing hospital admissions, accurately managing reimbursements, detecting early signs of infectious disease, automating antibiotic surveillance, and advancing care coordination through post-acute data transparency.

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