

Improved Throughput and Reduced Average Response Times for Patients Needing Homecare



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Located in Canada's most populous urban region, one Ontario LHIN serves a population of 1.2M. Prior to eReferral implementation, homecare programs reported referral challenges. Homecare discharge planners would send paper-based fax referrals to a homecare care coordination team. However being unable to

appreciate admission criteria, program availability, estimated wait times, waitlist length or referral status this process required time consuming telephone follow up to the care coordination team. Lost or delayed referrals decreased Hospital outflow capacity, contributing to Alternate Level of Care (ALC) rates, negatively impacting budgets and

performance. The Homecare care coordinators also reported challenges assessing program availability, estimated wait times, tracking waitlists or referral status' requiring time consuming telephone follow up with many service providers. Homecare providers reported challenges in receiving inappropriate or incomplete referrals resulting in unnecessary calls to track outstanding inquiries. Administrators reported a lack of quality data on Homecare referrals impacting their ability to assess waitlists, program utilization, capacity and planning.

The Need:

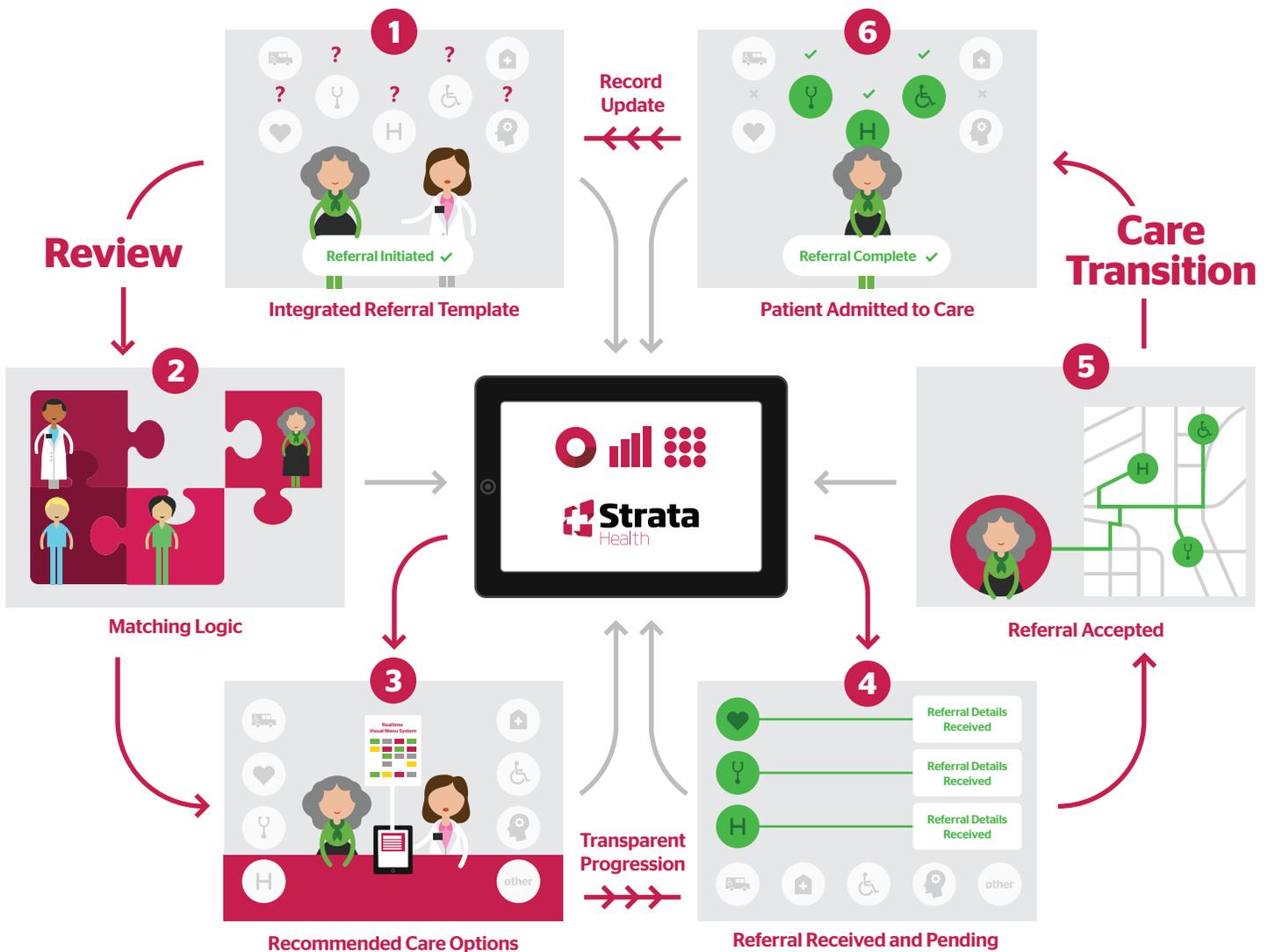
Improved Access Homecare Programs

Referring clinicians and the care coordination team needed visibility into the eligibility criteria and availability of appropriate programs that matched the patients' needs and required a better process than the inefficient and risky paper/fax referrals. Referral receivers needed a solution to improve appropriateness and communications. Administrators needed visibility on the entire process to assess and improve system level gaps.

The Solution:

Strata PathWays™

The LHIN implemented Strata PathWays™ to improve homecare services, reduce wait times, and ensure that the right patient was transitioned to the right services at the right time.

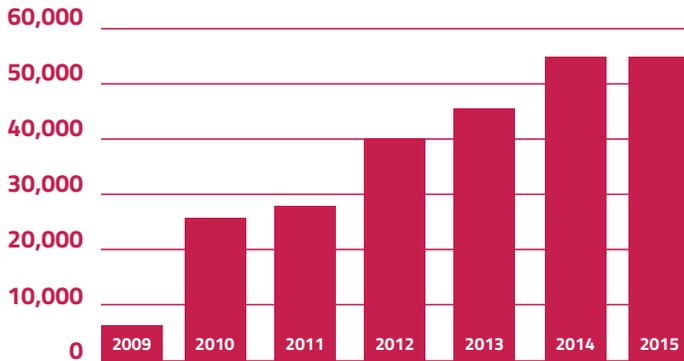


Real Time Matching

The Results for Homecare: Longterm Efficiencies Despite Massive Increases in Demand

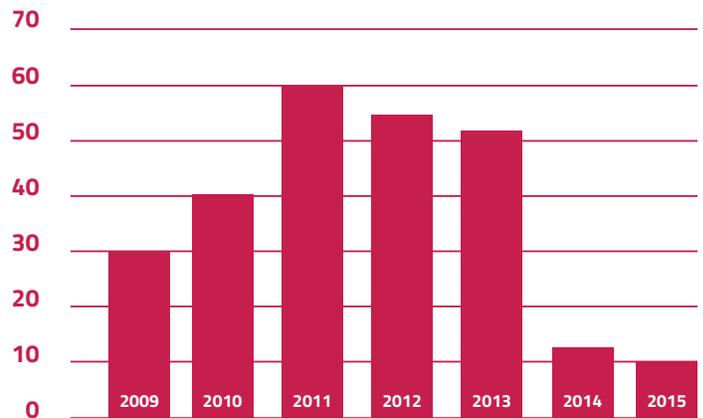
Homecare providers realized an 801% increase in referral volumes over six years.

Number of Referrals



Even when faced with this massive referral volume increase, the average response time for homecare referrals dropped by 72% from 2009 to 2015.

Response Time (days)



Conclusion: Homecare Program Access Improved.

The LHIN results demonstrate that more patients can move through the system with lower referral response times when supported by intelligent patient flow technology.

Although not specifically captured in this case study design, other similar studies have documented another key system efficiency gain: decreased patient transition wait times to community care improved hospital outflow – decreasing Acute ALC rates.

The Reason: Intelligent Resource Matching & E-Referral

Strata PathWays™ offers visibility into the admission criteria for homecare programs, recommending appropriate options via its Visual Menu System (VMS) best suited to the patient's needs, as well as real-time wait time information based upon historical admissions. Mandatory data elements in the

Benefits:

Patients:

Improved access and choice driving independence and safety.

System:

Improved resource utilization and patient records capture.

Clinician:

Improved productivity and decision support.

referral forms ensure that homecare programs receive referrals (requests for assessment) that are complete, legible and accurately reflect the patient's clinical status. A shared source of truth provides real-time status updates to both the discharge clinicians, the homecare coordination team and service providers, minimizing the back and forth paper, fax and phone communications. The electronic wait lists are automatically

kept current with rule-based algorithms.

Every health system is unique. The Strata Health team would like to learn more about your current needs and be a partner in positive change.

For further information, contact:
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