

Improved Response Times for Patients Needing LTC Beds



Background: Located in Canada's most populous urban region, one Ontario LHIN serves a population of 1.2M. Prior to intelligent E-Referral implementation, long term care (LTC) program stakeholders reported widespread and recurring referral challenges.

Patient hospital discharge to LTC called for discharge planners to forward paper-based fax referrals to a LTC coordination team. However, being unable to capture admission criteria, bed availability, wait times, waitlist length or referral status - this process required time consuming and repeated telephone

follow up between the ward and the care coordination team. Lost or delayed referrals within this manual process delayed hospital discharges, contributing to increased Alternate Level of Care (ALC) rates; negatively impacting hospital spending and performance. The LTC coordination team also reported

challenges assessing program availability, estimated wait times, tracking waitlists or referral status' requiring repeated time consuming telephone follow up with many service providers. At the same time, LTC providers reported challenges around consistently receiving inappropriate or incomplete referrals driving inefficient calls to track outstanding inquiries. Finally, LHIN Administrators reported a lack of quality data impacting their ability to assess waitlists, program utilization, capacity and initiate effective forward planning.

The Need:

Improved Access to LTC Programs

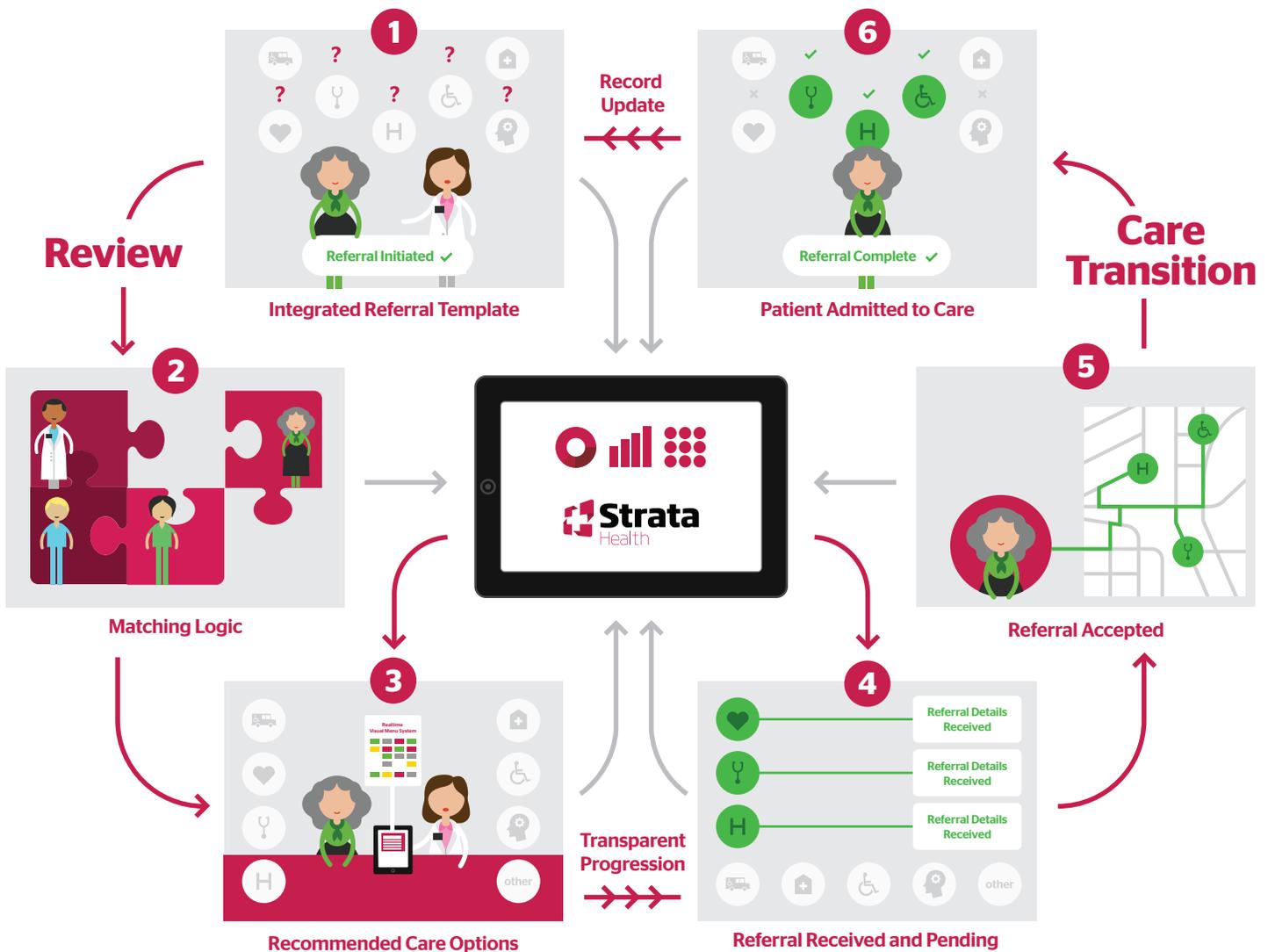
Referring clinicians and the care coordination teams needed visibility into the eligibility criteria and availability of appropriate programs that matched the patients' needs; while requiring a better work flow than the inefficient and risky paper/fax referrals. Referral receivers needed a solution to drive real time dialogue, and improve on referral completeness and appropriateness.

Administrators needed visibility on the entire process to assess and improve system level performance gaps.

The Solution:

Strata PathWays™

The LHIN implemented Strata PathWays™ to improve LTC 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: Compelling Access Improvement

70% Reduction (35 days) on average referral completion time for LTC placements

Average Referral Completion Time

Before Strata Pathways™

50 Days
Average Referral
Completion Time

With Strata Pathways™

15 Days
Average Referral
Completion Time

- 35 Days
Reduction of Average
Referral Completion Time

Improved satisfaction, safety, and quality of life

Improved access for patients

Savings and System Cost Avoidance

Increased clinician effectiveness and job satisfaction

Conclusion: Strata PathWays™ has streamlined the referral process to LTC beds.

Over 75% of LTC referrals are now completed correctly the first time without requiring requests for additional information. When asked if Strata PathWays™ is an effective application for managing referrals, 72% of clinician respondents agreed.

75% of LTC referrals are now completed correctly the first time

Although not calculated in this study, similar initiatives have consistently documented a related significant and long term decrease in Acute ALC/DTOC rates as residential admissions accelerate. **Explore the potential to your system with Strata's health economics tool: stratahealth.com/he-tool.**

The Reason: Intelligent Resource Matching & E-Referral

Strata PathWays™ Referrals Solution assists clinicians in optimizing the journey of patients leaving Acute Care and moving into Long Term Care homes.

Strata PathWays™ offers clear visibility for each patient around LTC admission criteria and recommends appropriate options suited to the patient's needs, as well as active wait time information on a desktop or smart device.

Mandatory data elements in the referral forms ensure that LTC programs instantly 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 LTC coordination teams, and service providers - minimizing the back and forth communications, and ending fads delays and risks.

Electronic wait and transfer 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 considered as your partner in positive change.

For further information, contact: dialogue@stratahealth.com stratahealth.com