

Sustained Gains Achieved for Residential Care Placements

Improving Patient Wait Times for the Long Term



Key Takeaway: Smart technology delivers LTC patient flow gains, and holds the improvements long term despite increased demand and fewer community resources.

Background: This Regional Health Authority (RHA) is located in one of Canada's top retirement meccas. It faces one of the highest aging populations driving extraordinary demands on the health care system.

The RHA serves over 765,000 thousand residents. Prior to implementing Strata's eDischarge with intelligent matching, long term residential care (LTC) programs reported significant referral challenges.

LTC discharge planners sent paper based fax referrals to a LTC coordination team. However

being unable to accurately capture admission criteria, program availability, estimated wait times, waitlist length or referral status this process forced time consuming telephone follow up. Lost or delayed referrals blocked hospital discharges, contributing to increased Alternate Level of Care (ALC) rates – negatively impacting financials and performance.

The LTC Coordinators reported challenges assessing actual program availability - requiring time consuming telephone follow up with multiple service providers to achieve each successful placement.

LTC Providers reported challenges receiving inappropriate or incomplete referrals resulting in unnecessary calls to track down outstanding inquiries.

Administrators reported a lack of quality data on LTC referrals impacting their ability to assess waitlists, program utilization, capacity and planning.

The Need:

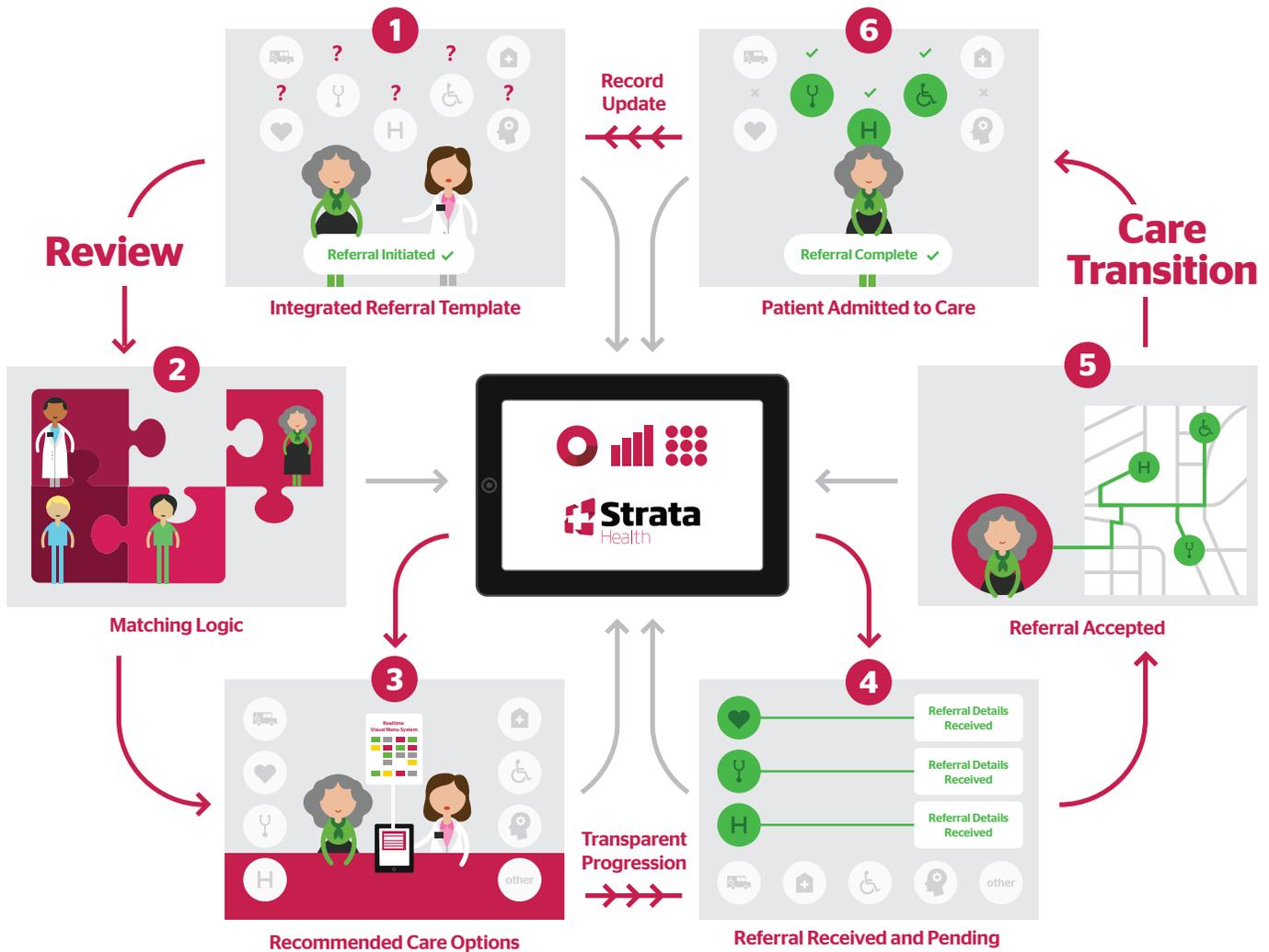
Improved Access to LTC Programs given the steady increase in demand.

Improved Access to LTC Programs given the steady increase in demand. 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 RHA implemented Strata PathWays™ to reduce acute access delays, LTC utilization, 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 in an Environment of Increasing Demand and Decreased Resources

In addition to the operational gains achieved after program go live in Year 1 (achieving a 50% reduction in ALC rates), this RHA has been able to maintain its improved LTC wait times during a period of significantly increased demand (+45% demand increase) and a **5% decrease** in bed resources.

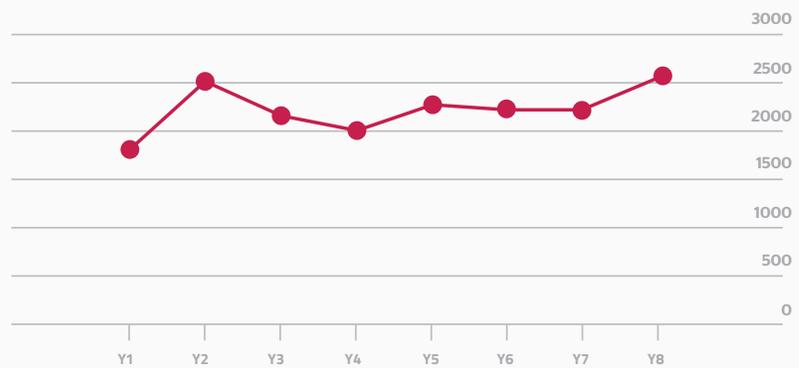
Conclusion:

Strata technology has enabled the health system to dramatically improve and then maintain access gains even through a significant surge in demand and decreased supply.

VTHA: Average Wait Time in Days



VTHA : Number of Admissions



The Reason: Intelligent Resource Matching & E-Referral; Strata PathWays™

Unique Strata PathWays™ functionality assists clinicians in optimizing the journey of patients leaving Acute Care and moving into the full spectrum of residential environments.

- 1 Strata Health offers visibility into the admission criteria for LTC programs, recommending appropriate Matching options that meet patient needs.
- 2 Mandatory data elements in the referral forms leveraging robust integration ensure providers receive real time referrals that are complete, legible and accurately reflect the patient's clinical status.
- 3 A shared source of truth provides real-time status updates to both the discharge clinicians, the LTC coordination team and service providers - minimizing the back and forth paper/fax and phone communications.
- 4 Electronic wait lists are dynamically maintained with rule-based algorithms supporting practical action to support client choice, safety and unique issues such as couple unification.
- 5 Live analytics provide visibility to population flow trends supporting daily clinical decision support and long term strategic planning

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