Collaborative Care in the Commonwealth: A Virginia EDCC Program Showcase

July 31, 2024

Quality Improvement Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES

Logistics – Zoom Webinar

To ask a question, click on the **Q&A** icon.

Raise your hand if you want to verbally ask a question.

Resources from today's session will be posted in **Chat**.

You may adjust your audio by clicking **Audio Settings**.

You have been automatically muted with video turned off.

Today's Agenda

- Welcome and Introductions
  - EDCC Program Overview
- Current capabilities and utilization
- Panel
  - Thought leaders from the community sharing best practices, success, and ideas about collaboration
  - What is your organization doing to provide cross-continuum care?
- Questions and Discussion

Marcus Divers
EDCC Program Manager

Samantha Vosloo, LNHA
Director of Value-Based Care
PointClickCare

Morgan Croft-Schornak, MSW, MPA,
Sr. Solution Design Lead,
PointClickCare

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Polling Question #1

What is your familiarity with the Emergency Department Care Coordination Program?

- I know about it and my organization is an active user
- I am familiar with it but not a user
- I've heard of it but I'm not familiar with it
- I'm not familiar with it at all

Emergency Department Care Coordination (EDCC) Program

- **A single technology solution** that enables data sharing between all hospital emergency departments, health plans and healthcare providers in the Commonwealth.
- Facilitates **real-time communication and collaboration** among physicians, other healthcare providers, and clinical and care management personnel.
- For the purpose of **improving the quality of client care services.**

PointClickCare's Evolution

1995

Formation of PointClickCare

- Focus on cloud-based senior care EHR

2018

Collective Medical becomes the technology vendor for the EDCC Program

- Real-time hospital encounter info
- Details on patients' utilization history, care team, and care summaries
- Information on the movement of patients after discharge

2020

PointClickCare Acquires Collective Medical

Functionality Enrichments:

- HIE and Convener Relationships
- Care Collaboration between SNF and Acute
- Acute ADT and CCDs

2021

PointClickCare Acquires Audacious Inquiry

Further Enhancements:

- Expanded ADT Coverage
- State Govt. Affiliations

Present

Largest Care Collaboration Network in the Country

- PCC SNF EHR Market Share over 75%

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The **EDCC Program** and PointClickCare Technology

Providers

Hospitals

Life Sciences

Senior Living

ACOs

Skilled Nursing

HIEs

CCRC

Hospital Associations

Senior Care

Public Health

Health plans

EDCC Program Impact

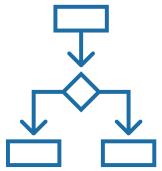
- Seamless Care Transitions - **More visibility. Less blind spots.**
- Better Care Outcomes - **More insights. Less risk.**
- Improved Financial Health - **More accuracy. Less cost.**
- Innovation for the Future - **More discoveries. Less disparities.**

Deliver Frictionless Care with Real-Time Insights

Risk Identification

Real-time analytics identify your client population's risk.

Intelligent Notifications

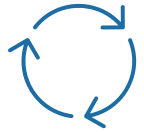


Risk-based alerts, curated into a consumable format and delivered into existing workflow.

Care Team Visibility

See who is on the client's broader care team that needs to be engaged and share that you support also the client.

Shared Care Plans



Share unique client specific care insights via a collaborative online portal which follow the client going forward, no matter which EHR the provider uses.

Flags

State-wide flags to surface MDRO lab results.

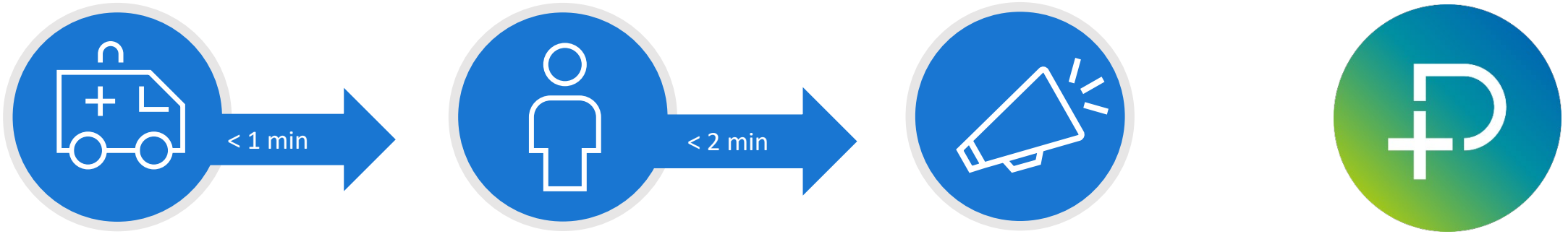
How Does the EDCC Program Work?

Patient Has a Hospital Encounter

Notification if Patient Meets Criteria

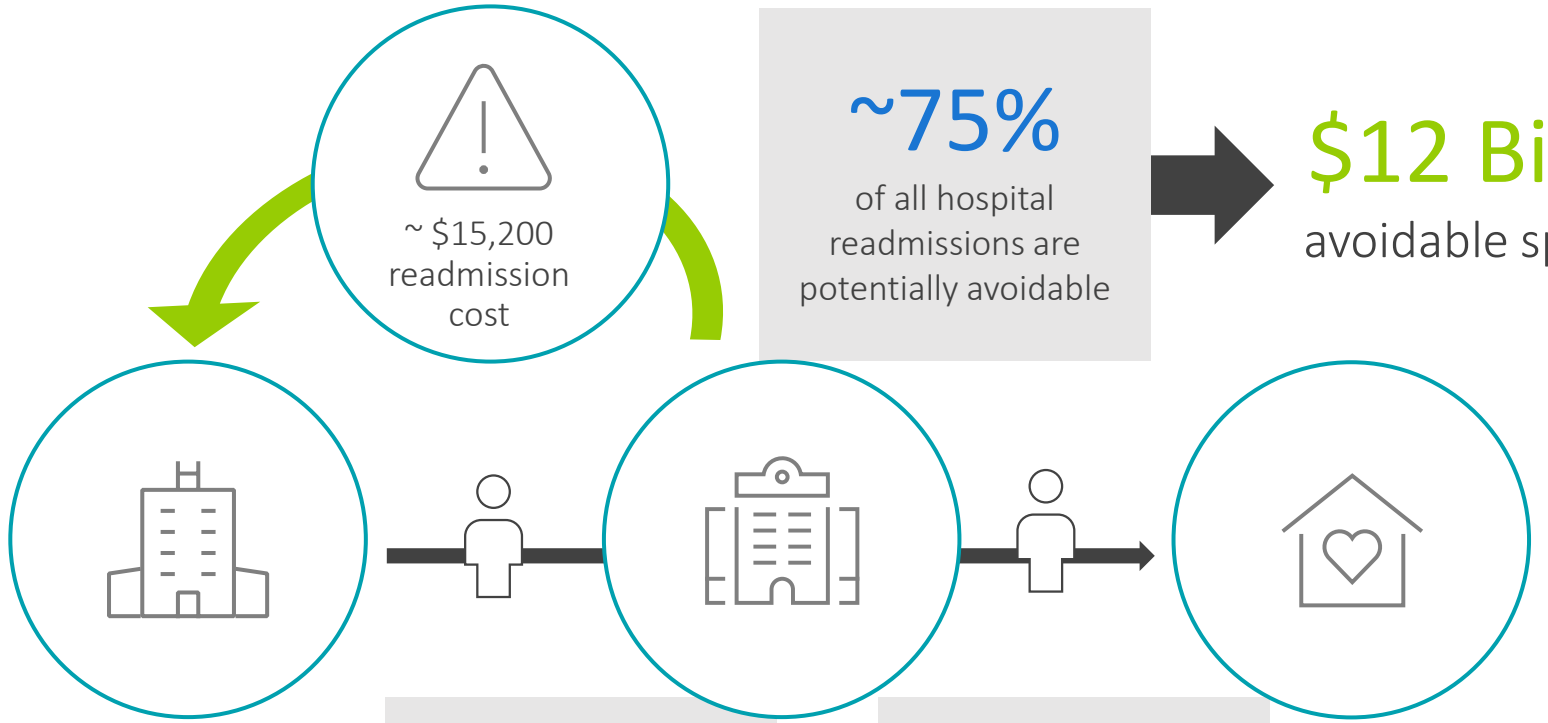
Real Time Notification Sent

Care Team Member Logs into EHR/EDCC Portal



Care teams can receive notifications and data highlighting risk directly into the their EHR or can log into the portal to coordinate patient care

The Cost of Poor Communication



~20%
Medicare beneficiaries hospitalized >1x/yr.

~75%
of all hospital readmissions are potentially avoidable

$12 Billion
avoidable spend/yr.

~35%
are discharged to post-acute care (PAC)

~40%
do not successfully transition from SNF to home

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Virginia Readmission Data

Inpatient Admissions	Readmission 30 Days	Readmission 90 Days
801,577	**116,230** Rate: 14.5%	**169,136** Rate: 25.3%

30 Day Readmissions are calculated with data from May 2023 to April 2024
90 Day Readmissions are calculated with data from May 2023 to February 2024
All-payer data

Tools to support collaboration:

Post Discharge (SNFs)

SNF Summary (EDs)

Post Discharge: Solution

Reduce avoidable and costly readmissions
with real-time post-discharge alerts

Receive an email notification
alerting you of an ED or inpatient encounter

Make proactive care decisions
with hospital partners

Which helps to:

- Boost financial health
- Improve transitions of care
- Enhances care outcomes

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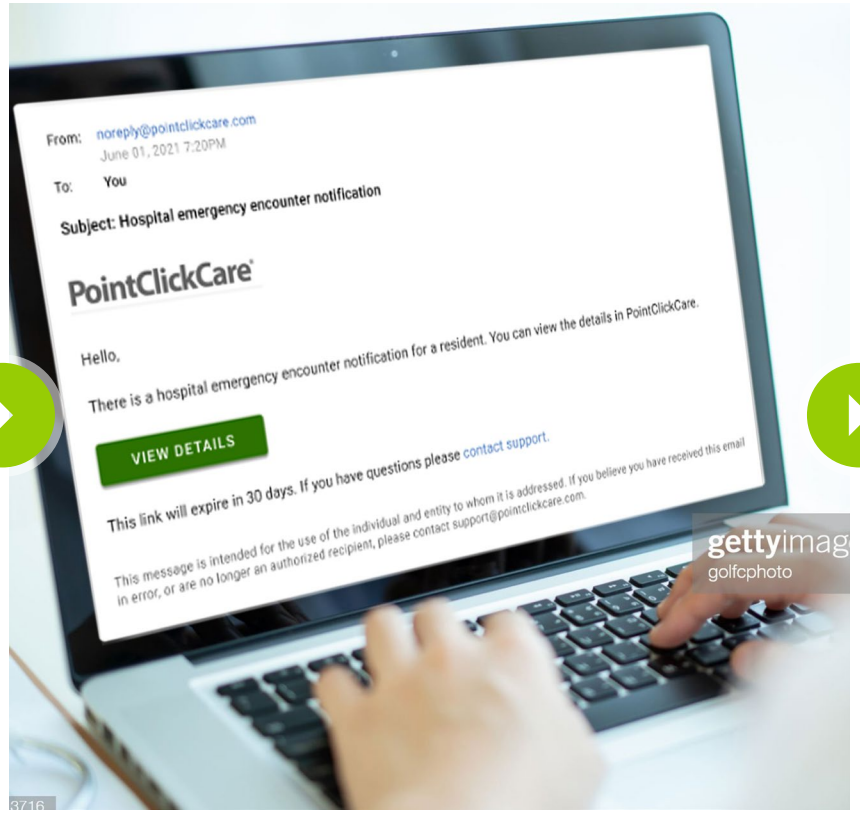
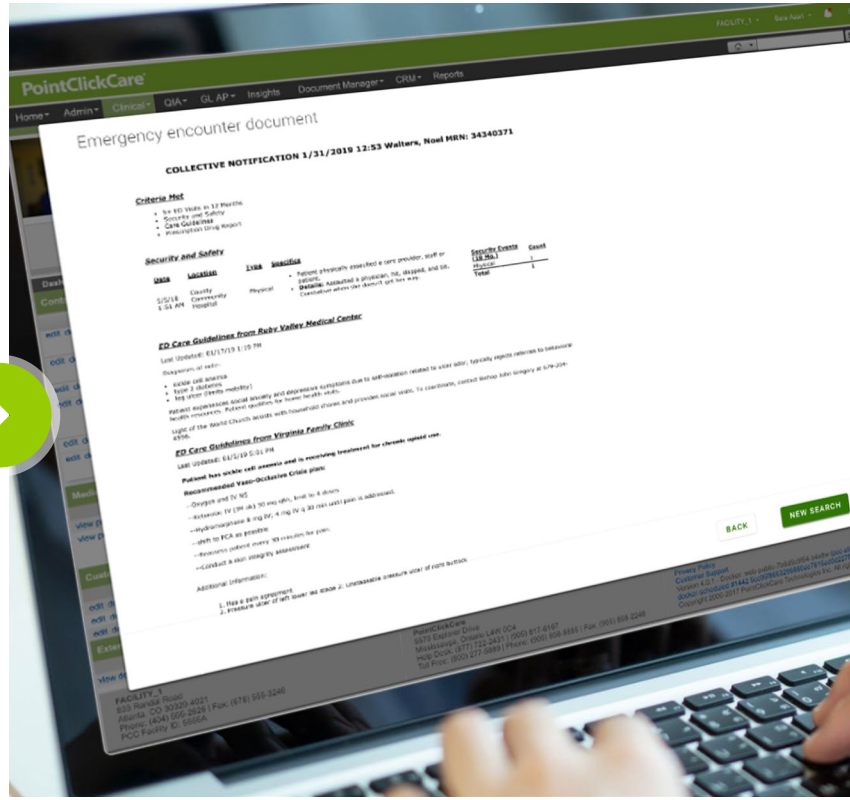
Post Discharge: How it Works

Receive real-time email alert



Click View Details button



Log into PointClickCare
and directly access details

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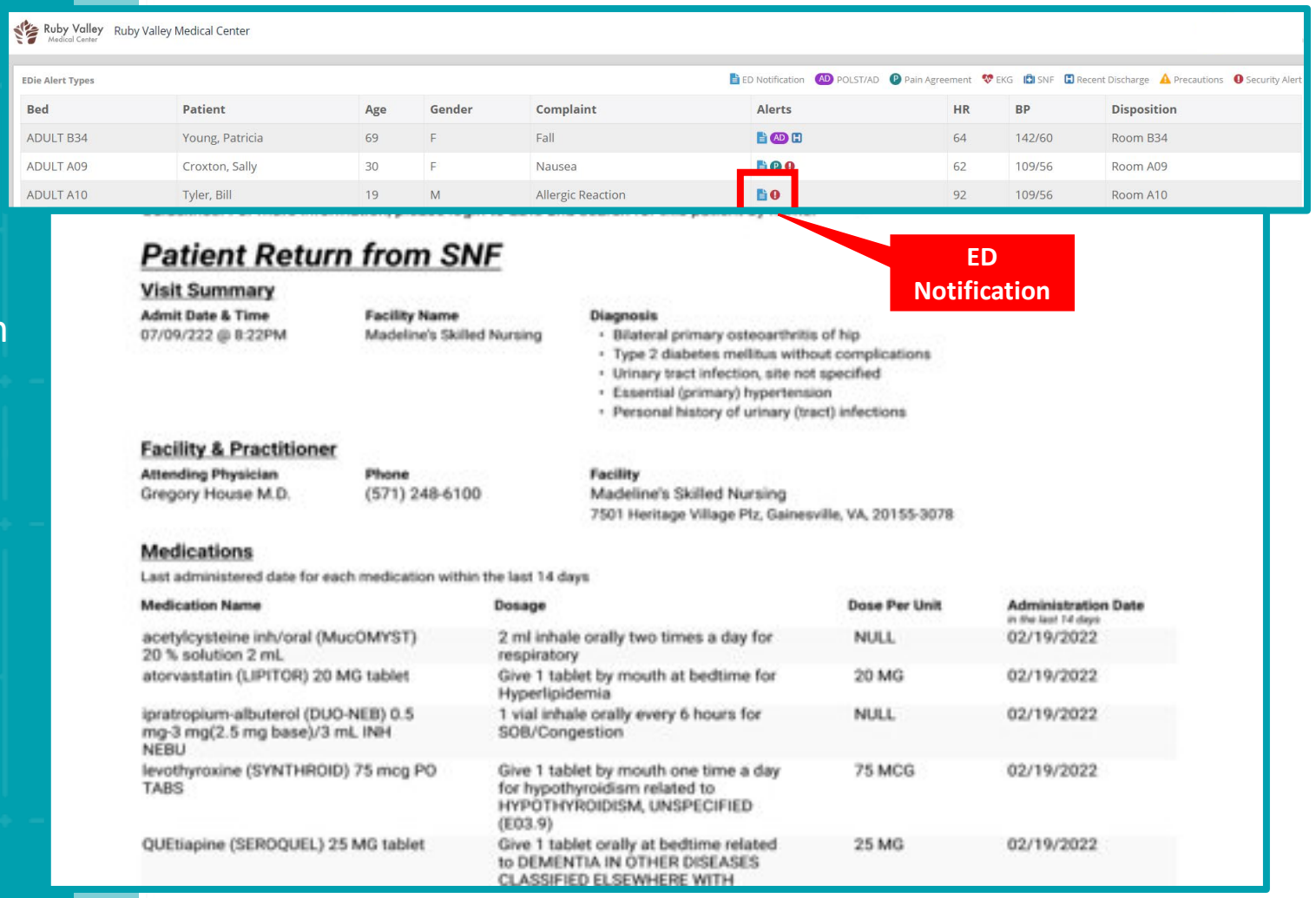
SNF Summary

Manage transitions of care with a return from SNF summary directly into your Emergency Department EMR trackboard



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Success from the Field

Success From the Field Panelists

Julie Doyle

Pharmacist,

Family Insights

Lexi Flannery

Health Information Manager,

Westminster Canterbury on Chesapeake Bay

Stephanie Hidalgo

Value-Based Care Manager,
Post Acute,
Sentara Health

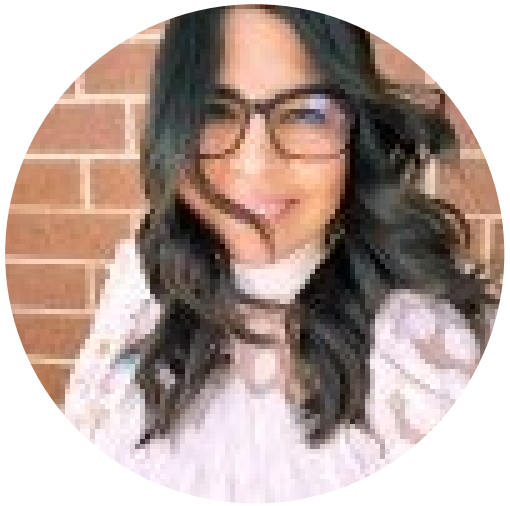
Julie Doyle

Pharmacist,

Family Insights

FAMILY INSIGHT, P.C.

Enhancing the well-being of individuals and families℠



Lexi Flannery

Health Information Manager,

Westminster Canterbury on Chesapeake Bay

Westminster Canterbury
ON CHESAPEAKE BAY

Stephanie Hidalgo

Value-Based Care Manager,
Post Acute,
Sentara Health

Sentara®

Questions & Discussion

Polling Question #2

After this session, I will take the following actions…

(check all that apply):

- Share my learning with my team or organizational leaders
- Review our current processes around the EDCCP
- Adopt ideas shared by the panelists
- Reach out to VHI to ask for assistance

Speaker Contact Information *(in order of presentation)*

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Lexie Flannery, Westminster Canterbury of the Chesapeake – alexandra.yale@wcbay.com

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If you are interested in onboarding to the EDCCP, email edccpsupport@vhi.org

Thank you for participating!

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