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## LANDMARK HEALTH CASE STUDY

### How Landmark Health Re-Engaged Difficult-to-Reach Members and Improved Post- Discharge Visit Completions by 250% with Real-Time Patient Data



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## EXECUTIVE SUMMARY

Landmark Health is one of the nation's leading risk-based medical groups that delivers at-home, value-based care to high-risk patients across 17 states. Through its employed groups of physician-led practices, Landmark's team of doctors, nurses, nurse practitioners, and physician assistants deliver 24/7, medical, behavioral health, palliative care, and social services to 130,000+ patients, specifically those that are high-risk and faced with multiple chronic conditions. Additionally, Landmark partners with health plans and risk-based provider organizations to help manage care and deliver services to their most high-risk, vulnerable member populations. Through its multi-faceted approach, Landmark is able to ensure that high-quality care outcomes are continuously delivered to at-risk patients while supporting health plans and other managed care organizations responsible for total cost of care to succeed under their value-based and quality care initiatives.





Landmark originally partnered with Bamboo Health in 2018 across its New England locations to receive real-time visibility into patients' acute and post-acute care events to enable more effective post-discharge follow up workflows, particularly for hard-to-reach and non-engaged members.

Before Bamboo Health, Landmark relied on outdated patient care event data which prevented Landmark from efficiently engaging with patients. For example, the New England Landmark team manually tracked patient movement across the continuum by calling facilities and patients based on data that was over a week old. Bamboo Health's real-time data from the Pings solution eliminated this burdensome process and improved Landmark's efficiency and results so much that Landmark subsequently expanded its partnership with Bamboo Health to include its North Carolina, Ohio, Kansas, Missouri, and Texas locations.

Overall, with access to real-time Pings notifications, Landmark ensures high-risk members receive high-quality, continuous care, avoid unnecessary admissions, prevent potential readmissions, lower utilization rates, ensure timely follow ups post-discharge, improve member engagement, and support its health plan partners in succeeding under value-based care and quality initiatives.

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## Landmark Health & Bamboo Health

**130,000+**  
Attributed Patients

**400+**  
Providers

**17**  
States

**170+**  
Pings Users





# The Challenge

Across its various locations, Landmark found one common challenge in their care delivery model: delayed data on patients' care events. Landmark has an effective polychronic care model, but on average it took two to three years to engage half of its patients under management. Typically, the Landmark staff depended on their affiliated health plans and provider organizations for information on patients' care events, but these organizations relied on surrounding hospitals for information on members' admissions, discharges, and transfers (ADTs). As a result, Landmark at times did not find out about patients' care events until 8-10 days after they occurred, if at all.

With such delayed information, the Landmark team could not make timely and proactive outreach to patients post-discharge from the hospital, emergency department (ED), or post-acute facilities to schedule at-home or telehealth visits. Consequently, Landmark could not ensure that post-discharge follow ups were scheduled within 7 days, and that patients were following post-discharge care instructions as well as receiving the medications and support they needed. This often led to patients returning to the hospital for care and presented challenges for Landmark to ensure readmission rates remained low.



## Before Bamboo Health...

*Landmark at times did not find out about patients' care events until 8-10 days after they occurred, if at all. Consequently, Landmark could not ensure that post-discharge follow ups were scheduled within 7 days.*





# The Solution

Landmark originally partnered with Bamboo Health in 2018 across its New England locations. The team soon saw the value of efficient post-discharge follow up workflows as well as freed up time and resources now that they no longer had to chase down patient locations by calling facilities or the patients directly, and instead had the data readily available from Pings. As a result, the Pings solution was launched across five additional states: North Carolina, Ohio, Kansas, Missouri, and Texas.

The Landmark team leverages Bamboo Health's Pings product for real-time notifications on patients' care events, which are received via SMS, email, and on the Pings web application. The team also uses the Ping's solution's Saved Filters, Exports, COVID-19 Flag, Readmission Risk Flag, and 3-Day Waiver Flag features. To date, 170+ Landmark users leverage the platform, including care coordinators, nurses, physicians, and pharmacists.

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## PINGS FEATURES THAT LANDMARK UTILIZES



### SAVED FILTER

Customized filters that allow organizations to view the patients and care events that are most important to their care coordination workflows



### EXPORTS

Automatic export of patient care encounters from the Pings platform



### COVID-19 FLAG

Real-time notifications via text, email, and within the Pings web app whenever patients experiencing COVID-19- like symptoms have care events across the continuum



### READMISSION RISK FLAG

Automatic flags on patients who have had three or more admissions within the last 90 days, and who are at risk for readmission



### 3-DAY WAIVER FLAG

Real-time flags on patients who have been admitted to facilities and are eligible for a 3-Day SNF waiver





# The Solution

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## WORKFLOWS

Across its various locations, the Landmark teams implemented consistent workflows for those using the Pings platform. Below are the teams' standard workflows for their post-discharge follow up processes:



Nurse logs into the Pings platform each morning and pulls a report of all patient admissions, discharges, and transfers that have been captured by Bamboo Health at surrounding hospitals and post-acute.



The Pings Export feature is used to extract a list of all care events that occurred within the last 24 hours, which is sent to Landmark staff, including care coordinators, nurses, physicians, and pharmacists.



Landmark's interdisciplinary team reviews Pings data to collaborate on appropriate care plans for the patients and follow-up processes.



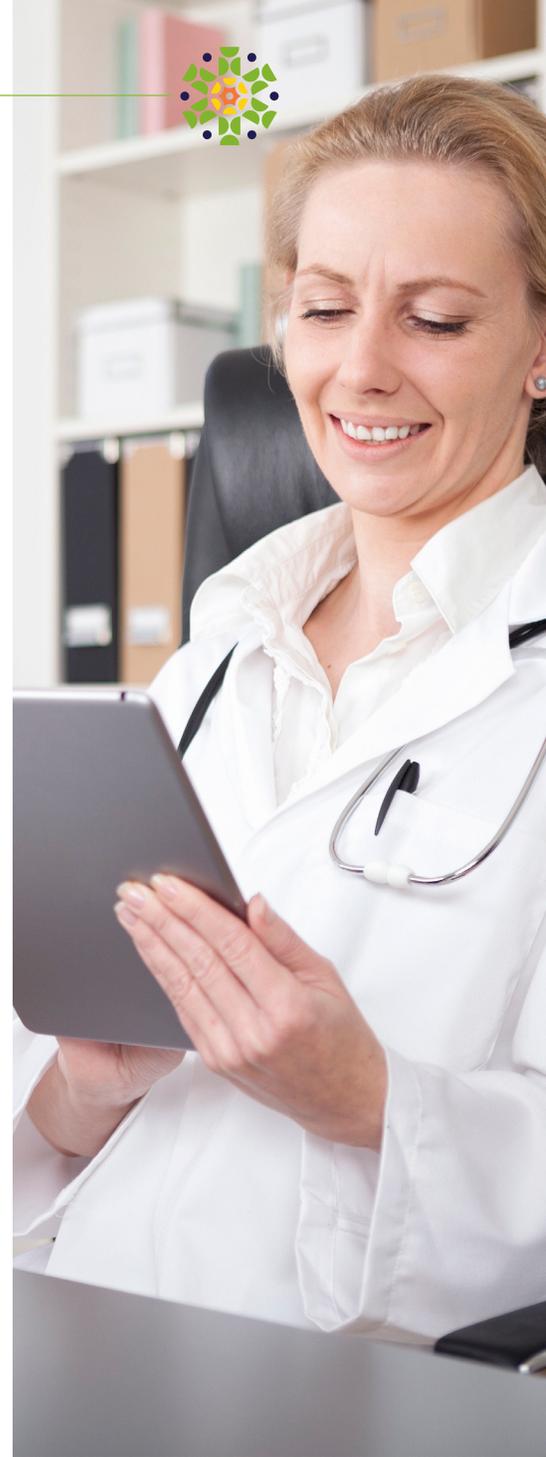
Nurses and care coordinators use demographic information provided in Pings, including contact information, to perform outreach to the patients assigned to them in order to schedule at-home or telehealth visits within 7-14 days after their original care encounter. During these visits, the Landmark team performs medication reconciliation and reviews post-discharge follow up instructions.



# The Results

Since using Bamboo Health's real-time data, Landmark has been able to:

- **Receive the real-time visibility into members' care events** to monitor members post-discharge from acute and post-acute care settings
- **Improve their post-discharge visit completion rate by 250%** (from 2% to 7%) over one quarter in markets using Pings
- **Free up time and resources** by having real-time patient location data available from Pings, versus calling facilities or the patients directly to gather such information
- **Improve member engagement** to prevent unnecessary admissions and readmissions
- **Connect with difficult-to-reach and previously non-engaged members** to schedule follow-up appointments, re-enroll them in Landmark services, and improve participation with Landmark's care
- **Support its health plan clients in succeeding under value-based care and quality initiatives** by improving member engagement and readmission rates



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# About Bamboo Health

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Bamboo Health (formerly known as Appriss Health + PatientPing) is a healthcare technology solutions company, focused on fostering care collaboration and providing information and actionable insights across the entire continuum of care. As one of the largest, most diverse care collaboration networks in the country, our technology solutions equip healthcare providers and payers with software, information, and insights to facilitate whole person care across the physical and behavioral health spectrums. **By serving 2,500 hospitals, 7,800 post-acute facilities, 25,000 pharmacies, 37 health plans, 45 state governments, and over one million acute and ambulatory providers through more than 500 clinical information systems electronically, we impact over 1 billion patient encounters annually in provider workflow.** Health systems, payers, providers, pharmacies, governments, individuals, and other organizations rely on Bamboo Health to improve care and reduce cost.



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