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## MASSACHUSETTS LEAGUE OF COMMUNITY HEALTH CENTERS CASE STUDY

### How The Mass League is Increasing Interoperability & Coordinating Care with Pings

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#### EXECUTIVE SUMMARY

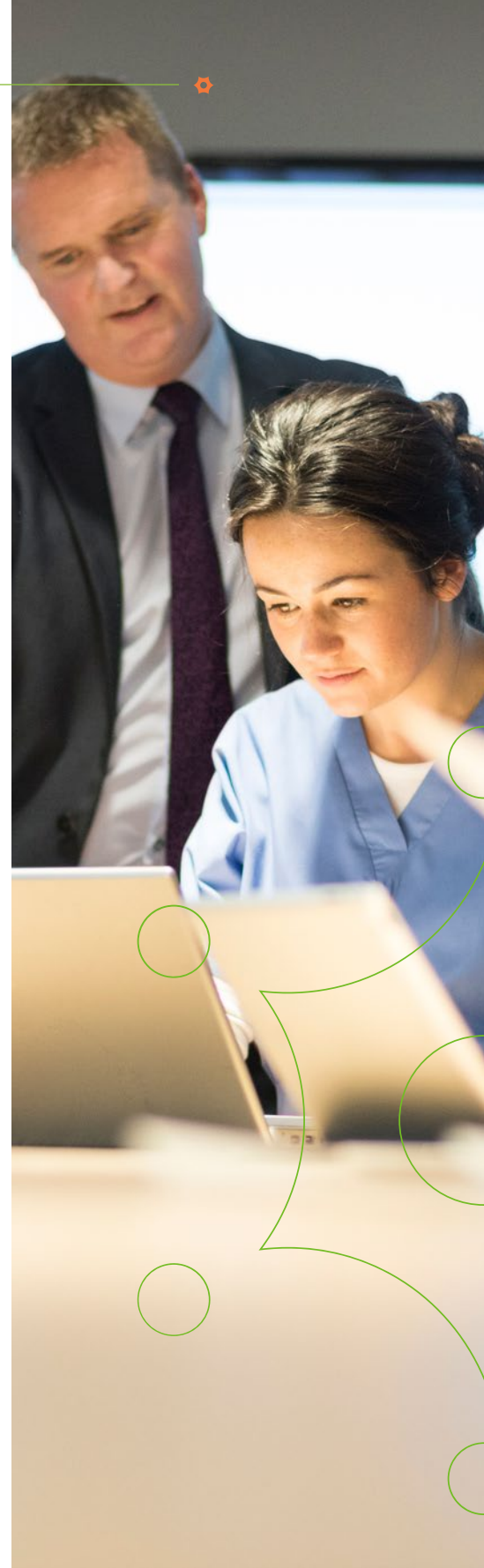
The Massachusetts League of Community Health Centers (The Mass League) was founded in 1972 as one of the first State Primary Care Associations (PCAs) in the country. PCAs are organized around a set of core functions and competencies that provide a framework for support and assistance to health centers and the communities they serve. The Mass League assists health centers and communities with workforce development, information technology development, training and education, and much more. It serves the state's 52 community health centers (CHC) that offer 300 access sites and provide care to hundreds of thousands of patients.



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# The Challenge

Providers across the continuum often work in silos, lacking the ability to coordinate care and identify patients in need of services both in and out of their centers. CHCs, like The Mass League’s members, are particularly affected by inadequate care coordination, ultimately affecting the quality, efficiency, and cost of their care. For The Mass League, there were a myriad of reasons for their care collaboration challenges: the sheer size of the community, both by number of facilities and patients, the vast diversity of their patient population, particularly as it relates to chronic issues and social determinants of health, and insufficient funds dedicated to improving their information technology. This led to a lack of awareness of care needs and utilization among primary care providers at the CHCs and, ultimately, compromised care –oftentimes, patients would visit an emergency department (ED) unbeknownst to their providers.





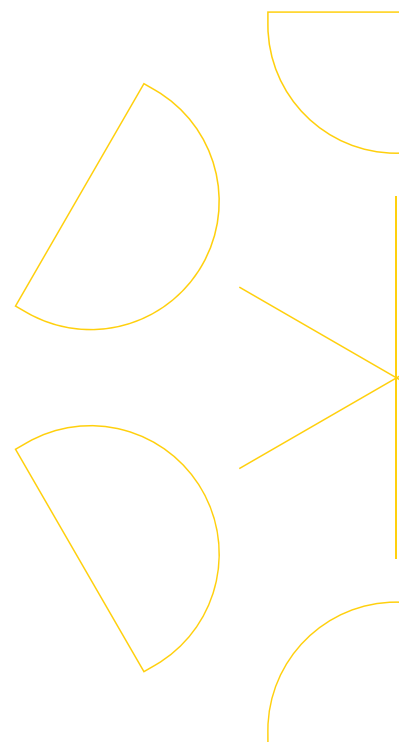
# The Solution

The Mass League received a federal grant from the Health Resources & Services Administration (HRSA) to support their health centers with improved information technology. With this grant, The Mass League's leadership established three major goals: advance interoperability, increase use of data, and enhance patient and provider experience. It was clear that these goals would combine to create not only more efficient operations, but also better care and outcomes. To accomplish this, The Mass League partnered with Bamboo Health to implement Pings, which are real-time notifications sent to care teams when their patients experience care events across the continuum.

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**“It’s our job to help our community health centers offer better value-based care. Considering many of their patients lack private health insurance, this is also important to Medicaid. With Pings, care managers can track patients’ journeys across the continuum far better than ever before. This saves the health centers time and reduces costly care gaps, while improving the quality of care the patient receives.”**

*Susan Adams, PMP, VP, Health Informatics  
The Massachusetts League of Community Health Centers*





# The Results

Almost immediately, nine of The Mass League's community health centers adopted Pings, which allowed them to do the following:

- **Be informed of patients' admissions, discharges, and transfers** from acute and post-acute centers, including EDs and inpatient treatment facilities, both in and out of Massachusetts
- **Share relevant patient information** from their primary care providers to other treating providers
- **Schedule appropriate and timely follow-up appointments** upon discharge to increase care quality and drive down costs

In just a few months, these nine community health centers received 72,000 real-time Pings from 28 states regarding their patients' care events and realized the following results:

- **20% reduction in total inpatient episodes**
- **15% reduction in total emergency episodes**
- **Up to 50% decrease in 30-day inpatient readmission rate per health center**

Later on, additional community health centers within The Mass League adopted Pings, which amounts to nearly 350,000 unique FQHC-attributed patients being monitored by the solution in the state.





# One Community Health Center's Perspective: Manet Community Health Center

Manet Community Health Center (Manet), a community health center and member of The Mass League, serves over 20,000 patients across six primary care sites south of Boston and was one of the early adopters of Pings. The solution has allowed them to completely revamp their workflows and track their patients more precisely than ever. Their use of the solution's high-risk and high-utilizer filters and intelligent flags gives Manet the ability to see when patients have left the ED or hospital, particularly those who left against medical advice, and highlights those who Manet should reach out to and assess right away. Moving forward, Manet will use Pings to increase compliance with patient follow-up within seven days, which is a major priority for their ACO partner.

*“Historically, obtaining discharge notices quickly enough for timely follow up with patients has been challenging. But now, with Pings and our newfound level of interoperability, the process is far more efficient and immediate. We now receive demographic info in Pings upon a patient's presentation at different care settings, enabling us to follow-up in an appropriate and timely manner. And even though we might have 1,200 emergency discharges per week, we're aware of them in real time and can coordinate care afterwards more effectively.”*

*Marjanna Barber-Dubois, Quality Manager,  
Manet Community Health Center*



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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, 7,955 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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