

RESIDENTIAL HEALTHCARE GROUP CASE STUDY

How Residential Healthcare Group Increases Referrals and Improves Patient Follow-ups Using Pings



EXECUTIVE SUMMARY

Residential Healthcare Group (aka Residential), headquartered in Troy, Michigan, is a nationally recognized full continuum provider of home health, palliative, and hospice services. Founded in 2001, Residential is affiliated with Graham Healthcare Group, and provides care to over twenty-five thousand patients across Michigan and Illinois annually.

Residential was looking for solutions to help more effectively manage patients as they transitioned to different care settings and eventually back home. Residential implemented Pings, a Bamboo Health solution, in September of 2017, and uses the product across its entire continuum of services. Residential has improved the effectiveness of their outreach efforts as a result of receiving real-time Pings notifications that help identify patients who are in need of intervention, improve timeliness of care, and efficiently allocate clinical resources.

ABOUT THE CUSTOMER

- Headquartered in Troy, MI
- Nationally recognized full continuum provider of home health, palliative, and hospice services
- Provides care to over 25,000 patients across Michigan and Illinois
- Founded in 2001, Bamboo Health customer since 2017



The Challenge

Residential Healthcare Group was looking for a more effective way to manage the twenty-five thousand patients they provide care to annually.

Residential was placing outbound calls to hospitals, skilled nursing facilities, and patients to follow the patients as they transitioned from different care settings before starting home health or hospice services. This often resulted in dozens of outreach calls throughout the week to confirm patient discharge dates to ensure timely initiation of care.

In addition, Residential would dispatch a nurse to a patient's home only to discover that the patient had been admitted to the hospital, wasting valuable resources that could have been applied elsewhere. Residential was looking for solutions to help more effectively manage patients as they transitioned to different care settings and eventually back home.



The Solution

Since Bamboo Health had already integrated with Residential's electronic medical record platform, the Pings solution took only days to customize and implement for Residential. The clinical leadership at Residential also championed this new solution to garner internal adoption quickly.

Several teams within Residential utilize Pings to better manage patient care:

- **Care Coordinators**, who follow Residential patients as they transition through the care continuum until they start or resume home health care services
- **Home Care Specialists**, who provide regular health outreach assessments to patients who have been discharged from home health services
- **Home Care Consultants**, who work with facilities to determine when and how to appropriately transition patients home

Residential has benefitted from receiving real-time information from Bamboo Health, as it has improved the effectiveness of their outreach efforts. The Pings notifications have helped identify patients who are in need of intervention, improve timeliness of care, and efficiently allocate clinical resources.

“Timeliness is an essential component of successful post-acute care,” says **David Curtis, Chief Operating Officer for Home Health, Graham Healthcare Group**. “We no longer have to seek out our patients as they go through the continuum. Instead, the automated, immediate notifications let Residential be proactive in our outreach and ready as soon as we are needed for a smoother transition home.”



The Results

PATIENT SUCCESS STORY

In October of 2017, Residential Home Health received a Ping on a patient who was at a skilled nursing facility. A Residential Home Care Specialist acted on the real-time information provided through the Ping and called the patient's wife to obtain additional information. The Home Care Specialist learned that the patient had fallen and was in significant pain which resulted in a hospitalization and transfer to the skilled nursing facility. Residential educated the patient's spouse on their specialized in-home nursing and therapy services that could help improve the patient's strength and prevent future falls. The patient then notified the facility that Residential was her preferred home care provider which allowed Residential to send a Transitional Nurse Liaison to the facility immediately to help smooth the patient's transition back home. As a result of the Pings notification, Residential was able to proactively reach out to the patient's family, allowing home health services to start within 24 hours of the patient's discharge from the facility.

SUCCESS METRICS

Residential saw several results within just 5 months of actively following patients post-discharge using Pings.

Patient Referrals	Home Health Admits	Revenue in the past 5 months
191	120+	\$400,000+



About Bamboo Health

Bamboo Health (formerly known as Apriss Health + Patient Ping) 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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