Bamboo Health

CEDAR VIEW REHABILITATION & HEALTHCARE CENTER CASE STUDY

How Cedar View Rehabilitation & Healthcare Center uses Pings to Obtain Real-Time Patient Insights and Improve Continuity of Care

BACKGROUND

Cedar View Rehabilitation & Healthcare Center, located in Methuen, Massachusetts, is a skilled nursing facility (SNF) and a proud member of Marquis Health Services®. Cedar View is primarily focused on short term rehabilitation services, with Cardio Pulmonary and Orthopedic specialty programs. The facility has a comprehensive Spanish specialty program focused on meeting the needs of the Hispanic population within the community, as well as a transitional unit to ease patient transitions back into their community or long-term care.

A few years ago, Marquis Health Services acquired the facility. During the acquisition, the facility was involved in the implementation of a new electronic health record (EHR) software, aimed at improving access to patient information. The addition of Bamboo Health's Pings solution, which are real-time notifications whenever patients receive care across the continuum, further enhanced these efforts and allowed for better care coordination and communication.

Prior to implementing Pings, Cedar View reviewed hospital discharge summaries upon patient admission and relied on patient or family memory to determine encounter history. External Care Managers would sometimes be able to help them piece the history together, but consistently obtaining accurate information proved challenging. Once discharged, Cedar View had virtually no insight into that patient's movement or other care encounters.
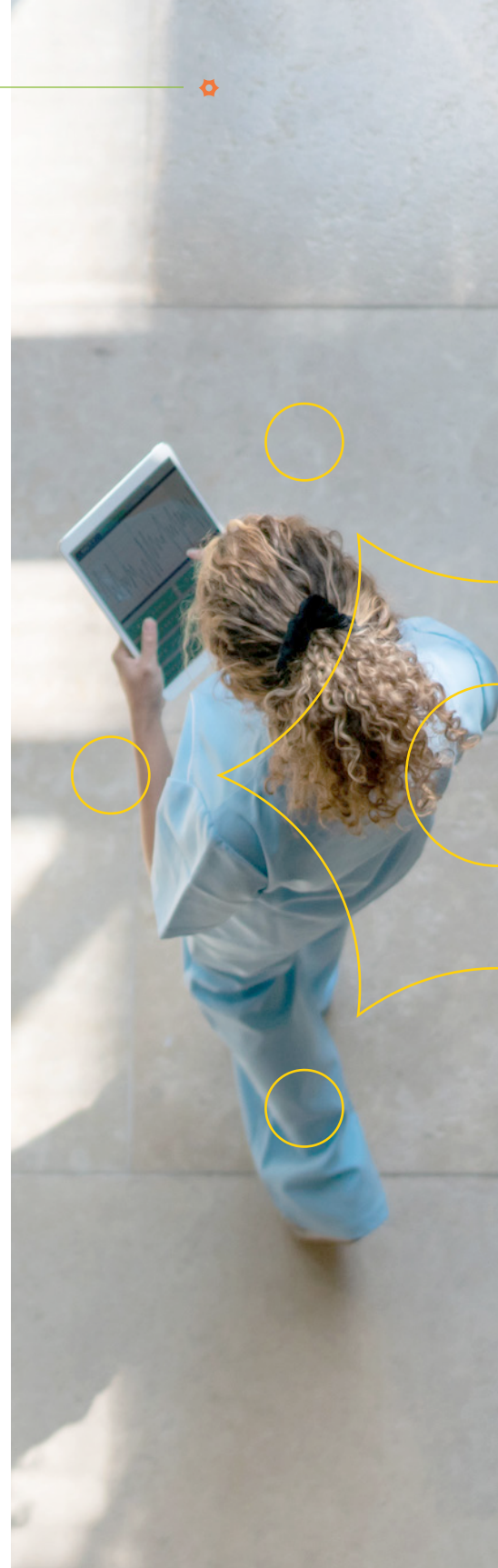
Pings Implementation

Cedar View implemented Pings to obtain real-time insights with respect to patient movement throughout the continuum of care. Staff was trained on the Pings solution's features, and right away found the value it brought to further care collaboration. The staff commented on the tool's ease of use, and the benefits of having the helpdesk available for assistance on how to utilize a particular feature within the platform.

The team's current favorite Pings feature is the SMS notification option, as it makes the information available right at their fingertips. The team is able to adjust and personalize settings based on their notification preferences.
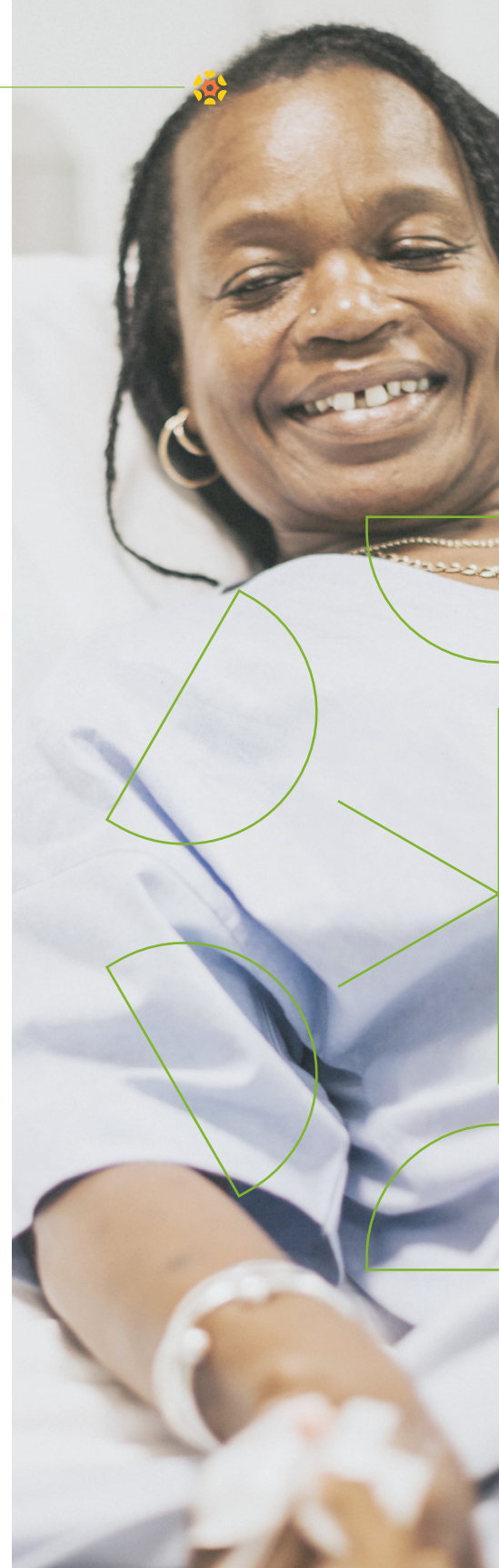
Workflows

The Cedar View team monitors Pings throughout the day, and especially prior to making a bed offer. If needed, Cedar View reaches out to the appropriate Care Manager to obtain further details on the patient. Upon admission, Cedar View contacts the community Care Manager and uses Pings to validate the patient's remaining Medicare days. Pings also allows team members to reach out to prior facilities or home care agencies from which their patients received care.

Currently, the Cedar View team using Pings consists of the facility's Admissions Coordinator, External Clinical Screener, Facility Care Manager, Social Worker, Administrator, and the Director of Nursing. These are the primary team members who receive the Pings and provide timely followup. As soon as a notification is received, the External Clinical Screener and Facility Care Manager are responsible for reviewing and acting on the information.

Patient Success Story

In one instance, an elderly, at-risk patient in the community had a history of frequent hospitalizations and had recently been discharged from Cedar View. Following a hospitalization, the patient denied home care agency entry into her home. Home care reported this incident to Cedar View. Cedar View was then able to monitor that patient in Pings and saw that she presented to the emergency department (ED) following a fall that left her with multiple fractures. Cedar View was able to intervene and welcome that patient back to their facility. Continuity of care due to complex psycho-social factors provided the patient with a strong discharge plan, which may not have happened had the patient not returned to Cedar View. Pings allowed the Cedar View team to follow her discharge from home care and rehospitalization, and allowed for a direct ED transfer, avoiding an unnecessary readmission.

Bamboo Health Impact on Business Metrics

Since implementing Bamboo Health's Pings solution, Cedar View has seen an overall **3-5 day decrease in length of stay for their Medicare Advantage patients** partly due to being able to stay in close contact with the external Care Manager on admission through their contact information provided in Pings. This has allowed Cedar View to reach out right away and ensure that they are involved and engaged with the patients admitted to the facility.

By receiving real-time information via Pings and communicating with external providers, Cedar View has seen an increase in total Medicare days by avoiding unnecessary hospitalizations.

Since going live with Pings notifications, Cedar View reports a **6 percent decrease in readmissions**, as well as an increase in physician and medical team engagement in Cedar View's interdisciplinary transition of care programming.

About Bamboo Health

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, 8,000 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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