



NCDHHS CASE STUDY

Taking Control of Critical COVID-19 Data to Support Public Health

Learn how the state of North Carolina is using Bamboo Health's Critical Resource Tracker to automate COVID-19 data, remove the reporting burden from acute care hospitals, and expand clinician and community access to care.

ABOUT THE NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

The North Carolina Department of Health and Human Services (NCDHHS) manages the delivery of health- and human-related services for all North Carolinians, especially our most vulnerable citizens – children, elderly, disabled and low-income families. The Department works closely with healthcare professionals, community leaders and advocacy groups; local, state and federal entities; and many other stakeholders to make this happen. The Department is divided into 30 divisions and offices. NCDHHS divisions and offices fall under four broad service areas – health, human services, administrative, and support functions. NCDHHS also oversees 14 facilities such as developmental centers, neuro-medical treatment centers, psychiatric hospitals, alcohol and drug abuse treatment centers, and residential programs for children.

2.5 hours

saved daily per hospital from collecting and reporting COVID-19 data.

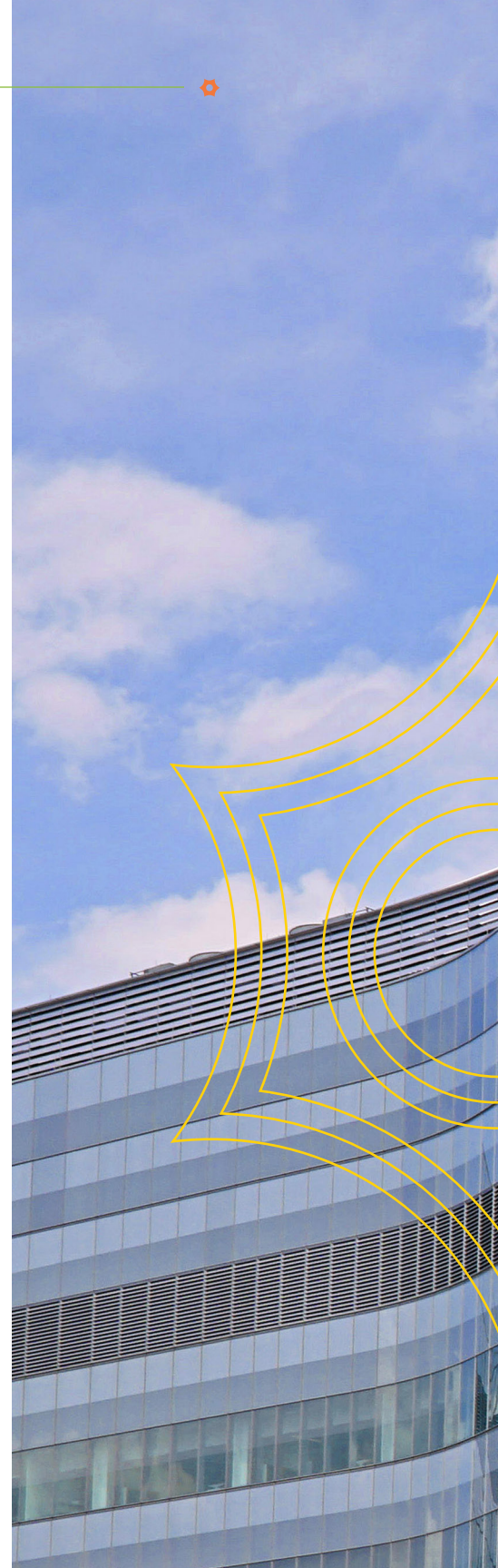


The Challenge

COVID-19's strain on the state's healthcare resources—both services and supplies—created several issues voiced by state representatives, hospital administrators, and clinicians.

- First, even with the federal government's guidance around data reporting, administrators and **clinicians lacked a specific definition of reporting, resulting in inaccurate** or subjective **data**.
- Second, antiquated **data collection and reporting systems could not scale quickly enough** to ensure compliance with constantly changing federal reporting requirements.
- Third, **state administrators lacked** a complete, real-time view of available ICU beds, PPE, and other **resources** across the state's hospitals.
- Fourth, the **manual hours** associated with daily tracking and reporting of data **were not sustainable long term**, during this pandemic or any future crisis.

These issues combined to not only hinder patient access to care across North Carolina, but also to drain hospitals' human resources and create unprecedented financial stress.



The Solution

Enter the Bamboo Health Critical Resource Tracker (CRT). Bamboo Health's CRT is a web services API solution that enables the state of North Carolina and its hospitals to view critical data and operate more efficiently.

Here are the core benefits realized by the state and its providers:

- **Automated data submission** to the state and federal government (via HHS Protect) replaces time-consuming manual reporting, so that hospital staff can focus on other responsibilities and management can potentially augment staffing.
- **Submission of data through a single system** in a simple, standardized manner eliminates subjectivity. Data is updated as often as every hour, reassuring state users of its integrity.
- **Real-time, unique views** are provided at the hospital, regional, and state level, meaning hospital and state administrators see different displays that fit each of their data analysis needs.
- **Visibility of available critical COVID-19 resources** help the Department of Health and Human Services identify surpluses, shortages, or gaps to better manage patients' needs, assess resources, and allocate funding.

After implementation in the spring of 2020, the state and its acute care hospitals have taken control of critical COVID data to improve operating efficiencies and support public health.



The Results



“[The Bamboo Health CRT] gives that transparency, gives them access to it, provides the trending data and the analytics to help empower the hospitals in decision-making ... as we all work to go through this COVID response together.

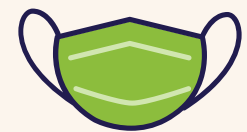
We have 80 of our approximately 120 acute care hospitals [in North Carolina] automating their data to us... one of the benefits of the [Bamboo Health CRT] system ... We went from a large number of hours each week doing manual reports, multiple phone calls, emails ... to a much more automated streamlined process.

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The Bamboo Health [team] and [Critical Resource Tracker] system has been a phenomenal partner to us throughout this whole response. And it has really helped us move forward in operationalizing the data and meeting all the other various requirements.”

— **Kimberly Clement**

MPH, Program Manager, Healthcare Preparedness Program,
Division of Health Service Regulation, Office of Emergency
Medical Services, NCDHHS



NORTH CAROLINA BY THE NUMBERS

- **2.5 hours saved daily per hospital** from collecting and reporting COVID-19 data
- **120 acute care hospitals** using the Tracker
- **80 hospitals** automating reporting to the state and federal government
- From **12 support calls per day down to 0** on hospital reporting
- From **28 support hours per week down to 0** on manual reporting



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, 32 health plans, 50 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.

**FOR MORE INFORMATION,
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