

Bamboo Health



REAL-TIME, RIGHT PARTNER:

How One SNF Chain Uses Real-Time Alerts to Succeed in Value-Based Care

 Skilled Nursing News

Real-Time, Right Partner:

HOW ONE SNF CHAIN USES REAL-TIME ALERTS TO SUCCEED IN VALUE-BASED CARE

Today's health care system is increasingly driven by the need for interoperability and real-time data. Post-acute care organizations, in particular skilled nursing facilities (SNF), must adapt to new care delivery models and adopt innovative solutions and technologies to help them succeed under value-based care programs and accountable care organization (ACO) models.

Yet without real-time patient data, SNFs cannot successfully monitor their patients for proactive care planning and outreach, especially those patients associated with value-based programs. This leads to increases in length of stay (LOS), unnecessary readmissions, disjointed care, lost reimbursement, and poor outcomes in care coordination initiatives.

One Chicago-area SNF chain is using real-time data to proactively identify and monitor patients throughout their care journey. This white paper will explore the three key benefits that real-time data brings to SNFs, and show how SNFs can use that data to improve care outcomes – and their bottom lines.

THE THREE KEY BENEFITS OF REAL-TIME DATA:

- ❁ Drive success in value-based care models
- ❁ Strengthen referral relationships
- ❁ Improve patient-centered care



How To “Thrive” With Real-Time Data

In suburban Chicago, one SNF operator fully embraces the powerful capabilities of real-time data. Thrive, a short-term transitional and post-acute care company based in Northbrook, Illinois, opened in 2020 at three locations.

Thrive uses real-time data and patient care alerts from its care coordination technology partner, Bamboo Health (formerly PatientPing), to drive its offering: a short-term personalized rehabilitation, with a focus on blending top health care services with a hospitality-style atmosphere. Its goal of discharging patients as quickly as possible leads to an average length of stay of two to three weeks — a figure that can drop to three to five days depending on the diagnosis.

To achieve this, the company begins planning each individual’s discharge prior to their arrival, plotting out the therapy needs in advance, and beginning treatments and services almost immediately upon intake.

“The therapy component is definitely a key differentiator for us,” says Lisa Henderson, Thrive’s Regional Director of Business Development. “We have in-house therapy at all of our centers. Guests are starting therapy within 24 hours, and that changes our dynamic altogether.”



Photo provided by: Thrive



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HOW TO “THRIVE” WITH REAL-TIME DATA (CONTINUED)

This level of proactive preparation requires the real-time data and alerts delivered by its care coordination technology partner, Bamboo Health. The real-time alerts and focus on short stays drives the other half of Thrive’s value proposition: a hospitality offering. That’s

why Thrive calls its patients “guests,” not “patients” or even “residents.” Everything is tailored to helping the guest move quickly through the center.

THE THRIVE EXPERIENCE

Everything Thrive does is designed to help patients discharge promptly. That capability is fueled by its partnership with Bamboo Health, and supported by its physical layout and offerings.

WHAT THRIVE GUESTS RECEIVE:

- All private suites, with in-room bathing, shower, and toilet
- 10-foot ceilings in patient rooms
- Extra wide beds with hotel-like linens
- In-wall oxygen in each room
- In-room safes and refrigerators
- All therapy onsite
- Restaurants onsite
- A hospitality staff – in addition to the clinical team – for servicing guests

THRIVE BY THE NUMBERS

- Three Chicagoland locations
- 60 suites, all private with private bathing suites
- Therapy begins within 24 hours
- Guest discharge goals discussed within 48 hours
- 2-3 week average length of stay
- At one location: 125 suites dedicated to long-term skilled care and memory care



The 3 key ways SNFs can benefit from real-time data

While real-time data and alerts — such as those from Pings, a Bamboo Health solution — have been valuable for SNFs for some time, they are mission-critical in this new age of health crises.

Here are three key ways SNFs can benefit from this real-time data in 2021:

1. Drive success in value-based care models
2. Strengthen referral relationships
3. Improve patient-centered care

DRIVE SUCCESS IN VALUE-BASED CARE MODELS

For SNFs to drive the best patient outcomes in value-based care models, they must have access to the real-time data that can empower them to monitor patients before and after they enter or exit their facilities. Thrive uses Pings data to monitor patient admissions, discharges, and transfers (ADT) that occur across the care continuum. This includes care events at surrounding hospitals, emergency departments, other post-acute, and more. With this real-time patient monitoring, Thrive can:

- Identify patients at certain hospitals who are attributed to an ACO in their market and collaborate on care accordingly
- Request and receive information from Pings about the goals of the ACO or hospital for a given patient to anticipate patient length of stay
- Make timely interventions and follow up to reduce emergency department readmissions
- Stay on target with value-based care quality metrics and referral partners



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DRIVE SUCCESS IN VALUE-BASED CARE MODELS (CONTINUED)

“We see ourselves as a vital stop along the continuum to maximize a patient’s clinical outcome,” says Charles Ross, Chief Strategy Officer overseeing the Thrive centers.

Adds Henderson: “It’s all driven by data and it’s driven by measurable components, and it’s all about that planning. It’s not about when they get to us — it’s about before they step into our doors. We can ask, why do they need us? And how can we be efficient to get them home?”



THE CHALLENGES WITHOUT REAL-TIME DATA

SNFs that don’t have access to this real-time data face an array of challenges, the most obvious being not knowing when and where patients receive care. Before partnering with Bamboo Health, Thrive had to use physician identifiers to connect with the right patients, Henderson says, with hospitals giving them a list of physicians in their network.

Now with Pings, Thrive can enter one name, or have a name automatically flagged for follow-up.

“It was very time-consuming,” Henderson says. “PatientPing (Bamboo Health) is a helpful tool for us for sure.”



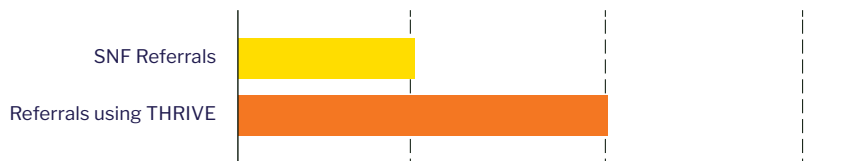
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STRENGTHEN REFERRAL RELATIONSHIPS

To succeed in value-based care models, a SNF must have strong relationships with ACOs, managed care organizations (MCOs), surrounding hospitals, and community partners. Real-time data from Pings helps Thrive strengthen those relationships, as its ability to proactively access information about the goals that a potential referral partner for a given patient improves its ability to meet those goals.

Improve patient-centered care

Managed care organizations are taking notice of Thrive's ability to discharge efficiently. While SNFs typically get between 10% and 20% of managed care patients, Thrive is getting 40% of MCO patients.



“Obviously, we all know that the hospital systems are developing their models based upon these outcomes and they want to send their patients to the most efficient facilities,” Henderson says. “We’re looking at our data on a monthly basis because that really helps us determine our success, and we can go to our referral sources and showcase all of the work we’ve done.”

TOP DATA POINTS FOR SUCCESS IN VALUE-BASED CARE

- Length of stay
- Readmission rates
- Emergency department visits
- Direct admissions to SNFs
- Total cost of care



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STRENGTHEN REFERRAL RELATIONSHIPS (CONTINUED)

Specifically, real-time data allows Thrive to collaborate on care plans, length of stay, and generally align on program goals. In addition, Thrive is able to monitor patients who may be at risk for readmission, and view prior care encounters and critical care information to determine those patients who may face barriers to care due to social determinants of health. This allows Thrive to better understand the whole patient, and successfully coordinate care amongst other community providers.

Thrive can also use the results of ADT data to report on quality of care and referral partner outcomes.

“PatientPing (Bamboo Health) helps us stay connected to all of the care settings that one of our guests may be in,” Ross says. “It not only helps us link to the patient, but also brings us closer to the people who refer to us and the people we refer to. We’re more aligned because of PatientPing (Bamboo Health).”

BETTER OUTCOMES FOR COVID-19 PATIENTS & STAFF SAFETY

Real-time alerts have long been valuable to SNFs, and will continue to be no matter what changes in the coming years. However, during the COVID-19 pandemic, identifying patients who had been exposed to the virus, or contracted it, is vital to managing those patients and helping staff members adhere to safety protocols. The Pings COVID-19 Flag helps Thrive do this.

“We are tracking the difference between a COVID-19 patient and a non-COVID-19 patient in terms of length and stay. We know off the bat if someone is COVID-positive,” Henderson says.



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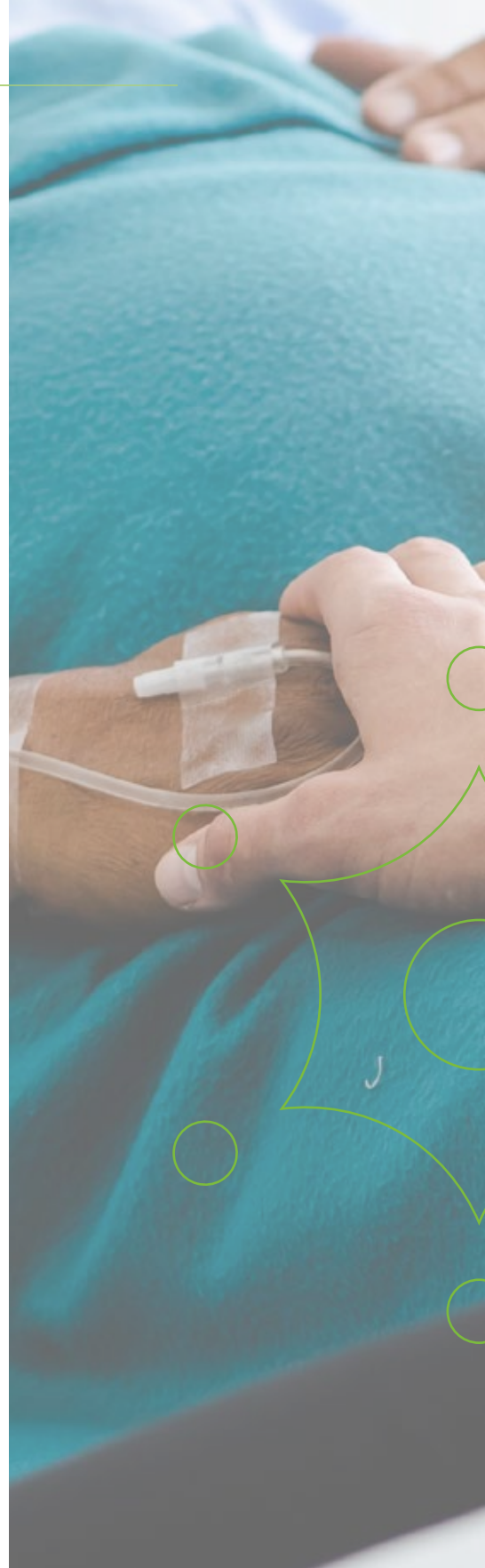
IMPROVE PATIENT-CENTERED CARE

All of this data-driven, enhanced care coordination from Thrive goes toward meeting its goal of offering the best possible patient-centered care and giving guests what they need. Pings helps Thrive identify the best possible physician for a given patient, something that Henderson calls “a challenge for many SNFs.”

“PatientPing (Bamboo Health) is perfect for identifying those physicians,” she says. “(A SNF) may not be aware that a particular physician was in their network, but we know. I think overall, that communication and identification within what network they are in is huge.”

That level of attentiveness around each guest’s experience in Thrive is matched by the same level of attentiveness to each guest’s experience after discharge. Thrive facilitates medication reconciliation, with each guest having the opportunity to receive a 30-day supply of medications delivered to their home. The pharmacy also conducts follow-up calls post discharge.

“We need to do what’s best for our patients, and we need to be eons in the future now,” Henderson says. “That’s where we’re headed. The more innovative we can be, the better, and that’s what’s exciting about working with PatientPing (Bamboo Health).”





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