

## Care Gaps Solution **FOR PROVIDERS**

### COLLABORATE WITH PAYERS TO IMPROVE CARE TRANSITIONS AND QUALITY MEASURE PERFORMANCE

Transitions of care are known to be high-value, critical moments in a patient's care journey, so much so that specific quality measures are now built into HEDIS and CMS Star Ratings. Providers can address the challenges of closing transitions of care and follow-up care gaps by leveraging Bamboo Health's Care Gaps Solution and its nationwide admission, discharge, and transfer (ADT) network.

### Challenges with Quality Measures today:

- Acute event notifications are often delayed, making follow-up within narrow time windows impossible
- Arranging follow-up is complex due to separate scheduling systems and challenges in prioritizing patients
- Required data elements, like discharge summaries, are extremely challenging to obtain at scale
- Identifying patients that are included in the measures is complex, requiring recent diagnosis and plan enrollment data
- Specific documentation criteria requirements are frequently skipped or missed, without ability to measure completion in real time

### Key Functionality of the Care Gaps Solution:



Actively surfaces care gaps in real time, leveraging Bamboo Health's national Pings network



Delivers detailed insights and best practices for care gap closure, plus the associated workflows to do so



Fosters enhanced collaboration with health plans through real-time reporting and analytics of quality measure success



## Quality Measures that Bamboo Health supports include:

- **Transitions of Care (TRC)**  
Four part transition of care after inpatient admission
- **Follow-Up After Emergency Department Visit for People with High-Risk Multiple Chronic Conditions (FMC)**  
7-day follow-up after ED visit for patients with multiple chronic conditions

## Bamboo Health is actively exploring other follow-up measures including:

- **Follow-Up After Emergency Department Visit for Mental Illness (FUM)**  
7- and 30-day follow-up after ED visit for mental illness
- **Follow-Up After Hospitalization for Mental Illness (FUH)**  
7- and 30-day follow-up after inpatient admission for mental illness
- **Follow-Up After Emergency Department Visit for Alcohol and Other Drug Dependence (FUA)**  
7- and 30-day follow-up after ED visit for alcohol or drug abuse or dependence (AOD)



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