



WISHIN CASE STUDY

Better coordinated care with patients and members through Real-Time Care Intelligence™, particularly with Medicaid managed care organizations (MCO) members.

More than \$10 million in revenue potential for WISHIN/Bamboo participants was surfaced.



BACKGROUND

Wisconsin Statewide Health Information Network (WISHIN) is an independent not-for-profit organization dedicated to bringing the benefits of widespread, secure and interoperable health information technology throughout the state of Wisconsin. WISHIN's network has nearly 2,200 sites of care, and includes physicians, clinics, hospitals, health systems, pharmacies, clinical laboratories and health plans located in Wisconsin.

WISHIN has visibility into more than **75 percent of Wisconsin hospital discharges.**

WISHIN's goal is to provide innovative interoperable solutions to their participants to enable instant access to comprehensive and secure clinical data when it matters most. WISHIN supports data exchange, population health, better patient outcomes, and helps reduce administrative burden and decrease the total cost of care.



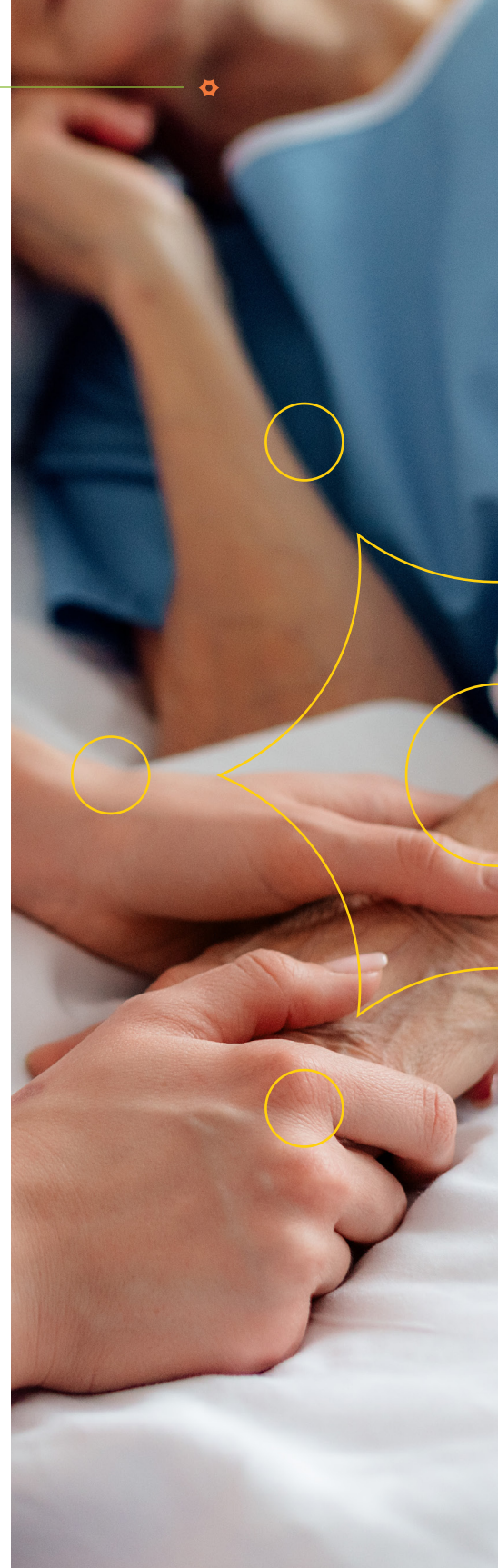
The Challenge

WISHIN knows that visibility into clinical encounters that occur beyond the four walls of a risk-taking system is critical. Patients are mobile and oftentimes receive care outside of their networks. In addition, information siloes continue to exist in healthcare, creating blind spots across the care continuum. To WISHIN, this means that timely access to information about each patient's episode of care and actionable clinical information is necessary for their participants' success.

That's why when WISHIN's participants expressed their interest in real-time event notifications, WISHIN connected with Bamboo Health to meet the demand of better coordinating care with their patients and members.

“The sooner our participants have visibility into an encounter happening, the better they can coordinate care with their patient or member and avoid scenarios that negatively impact cost or quality.”

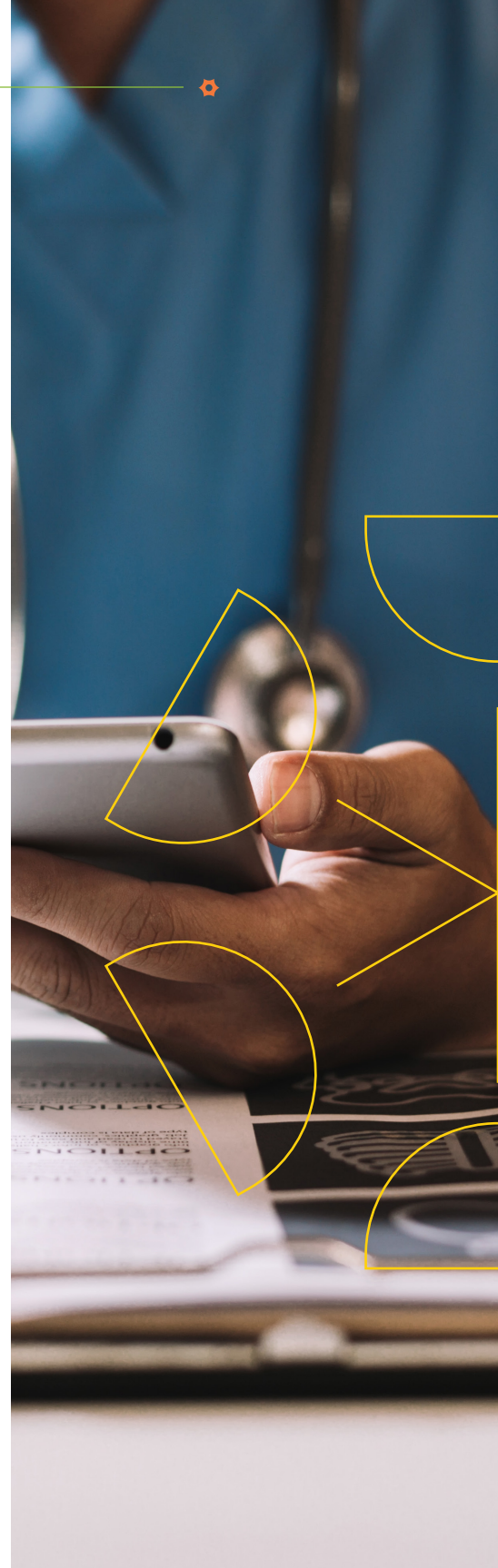
– Steve Rottmann, WISHIN COO



The Partnership

Today, WISHIN's partnership with Bamboo Health complements and extends WISHIN's capabilities as a health information exchange (HIE). Bamboo Health's Pings solution pushes real-time notifications through to providers and payers enabling them to respond quickly to patient care events. Bamboo Health's solutions are a first step in a process that allows providers to begin their care-coordination workflows.

Real-time alerts were particularly appropriate for WISHIN's Medicaid managed care organizations (MCO) participants, which needed visibility into emergency department (ED) and inpatient admissions and discharges. This was to help avoid unnecessary ED utilization and to help the MCOs better manage certain chronic conditions. In addition, this helps lower costs for the entire Medicaid program, producing notifications when needed most. **WISHIN participants are also able to leverage real-time alerts and notifications for transitional care management (TCM) billing opportunities, which could serve as a growth and sustainability opportunity for their organizations.**



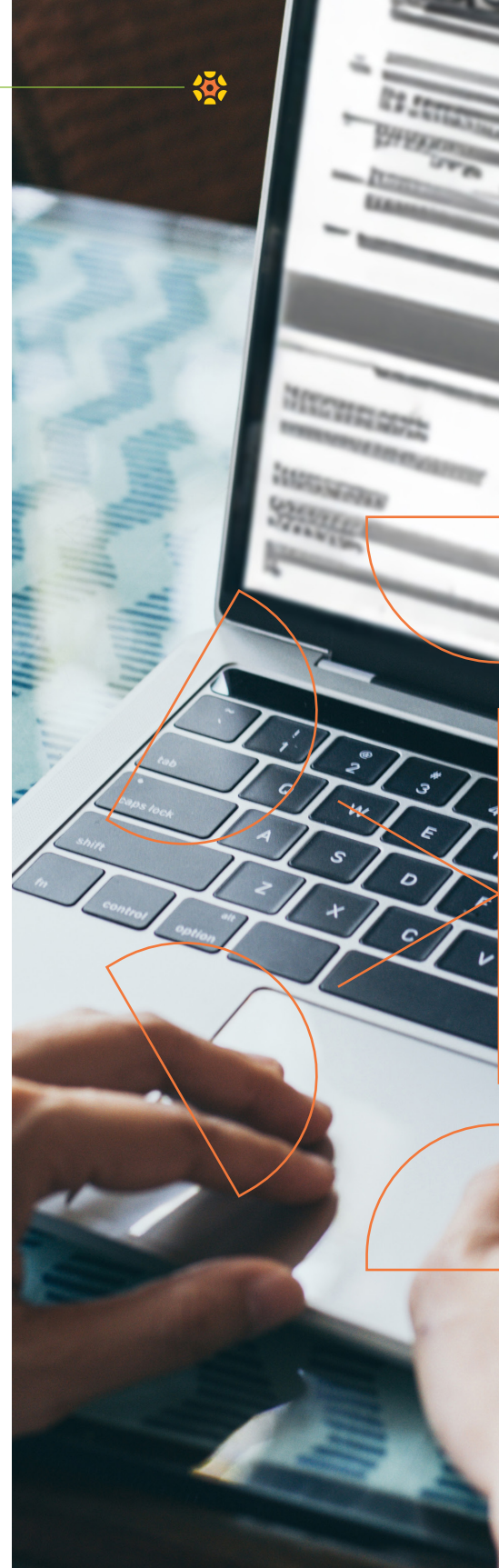
The Partnership

Through the partnership, WISHIN participants have access to **Bamboo Health's national Smart Signals™ care coordination network, which extends across the nation.** This means that not only do WISHIN participants have access to timely and actionable insights within Wisconsin, but they're also able to glean insights from other providers wherever their patients are in the country. If a participant's patient experiences a care event in a Florida hospital connected to Bamboo, the care team in Wisconsin will receive a real-time alert.

In addition, the partnership particularly extends the reach of WISHIN's network through post-acute and home care. By joining WISHIN's and Bamboo Health's networks, the two organizations provide value by creating engagement opportunities between many facets of the care continuum.

Bamboo Health's integration with WISHIN is an open system and EHR-agnostic. This means that regardless of an organization's size and the EHR platform it uses, an organization can receive relevant and timely information across the network.

Further, Bamboo Health and WISHIN's partnership allows members to receive up-to-date clinical data through a single sign-on system. With Bamboo Health, when WISHIN's participants receive real-time notifications, they can easily and seamlessly view additional clinical detail on the patient from WISHIN without signing on to WISHIN Pulse and searching for the patient.



The Partnership

Through the partnership, WISHIN participants also have an improved ability to connect with their members with up-to-date contact information at their fingertips. According to WISHIN, “Having all the clinical data in the world doesn’t help our clients if they can’t make contact with their patients.”

The two organizations champion actionable interoperability through secure real-time information exchange and alerts that improve care coordination throughout and beyond Wisconsin.

“We were aware that many of our members were interested in real-time event notifications, and we were looking for the best option to meet that customer demand. We also wanted a partner that would be able to support a single sign-on between their system and ours. That knock at the door that something potentially significant has happened with a patient or member often requires additional context, and that information needs to be in one place. That’s how our partnership with Bamboo Health started.”

– Joe Kachelski, WISHIN CEO





The Results

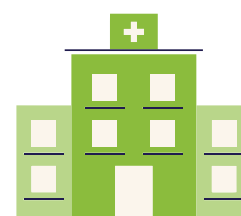
Since the WISHIN and Bamboo Health partnership was formed:

- Roster-submitting organizations have seen a **22% decrease in emergency department (ED) to inpatient admission conversions** since January of 2022, meaning that individuals are finding more appropriate treatment options rather than relying on the costly ED.
- WISHIN has **added 200+ post-acute facilities** to its network, which strengthens and adds to the data all WISHIN participants have across Wisconsin.
- WISHIN participants received **890,874 Pings** in the past year from 1,075 unique facilities across 46 different states (including WI), meaning there have been more than 890,000 real-time alerts sent to an individual's care team from the Pings platform. Overall, this improves the chances that patients are connected to the right care at the right time.
- Within the last year, there was an average of 306 clicks per month in WISHIN Pulse from the SSO integration with the Bamboo Health platform. This means that a patient's care team was able to find updated information about a patient in one system rather than navigating between platforms.
- Since January 2022, more than **\$17 million in revenue potential** has surfaced within the Pings platform for WISHIN participants that may bill for transitional care management (TCM).



↓ **22%**

**22% decrease in
ED to inpatient
admission conversions**



200+

**Number of added
post-acute facilities**



What's Next for WISHIN & Bamboo Health?

As WISHIN and Bamboo Health look to the future of their partnership, they hope to venture into the behavioral health space of which Bamboo Health is already part and explore ways this can be leveraged in the context of their partnership. In addition, WISHIN hopes to continue to grow their partnerships with post-acute facilities across Wisconsin and support continued value-based initiatives with their members. **Bamboo Health and WISHIN are committed to providing value to Wisconsin payers and providers to enable care coordination not only throughout the state, but beyond state borders too.**



About Bamboo Health

Bamboo Health, the leader in Real-Time Care Intelligence™, delivers actionable insights on a patient's physical, behavioral and social health—empowering healthcare professionals to provide the right care at the right time for the right outcomes. Delivered through our Smart Signals™ network—the largest and most interoperable care collaboration community in the nation—our insights improve more than 1 billion patient encounters a year across more than 2,500 hospitals, 8,000 post-acute facilities, 25,000 pharmacies, 32 health plans, 50 state governments and 1 million acute and ambulatory providers. Connect with Bamboo Health on [Twitter](#), [LinkedIn](#) and [Facebook](#). Visit [BambooHealth.com](#) to learn more.



HOW CAN WE HELP? TELL US YOUR NEEDS
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About WISHIN

WISHIN is Wisconsin's state-designated entity for electronic health information exchange. It is an independent not-for-profit organization dedicated to bringing the benefits of widespread, secure, interoperable health information technology to patients and caregivers throughout Wisconsin.

WISHIN is operating and maintaining a statewide health information network to connect physicians, clinics, hospitals, pharmacies, and clinical laboratories across Wisconsin. Our vision is to promote and improve the health of individuals and communities in Wisconsin through the development of information-sharing services that facilitate electronic delivery of the right health information at the right place and right time, to the right individuals. Visit wishin.org to learn more.

