

Aledade Delaware ACO reduces readmissions by 9% by strengthening their Transitional Care Management (TCM) process.

CASE STUDY

Connected to the ACO through the Delaware Health Information Network (DHIN), the Encounter Notification Service® (ENS®) supplies real-time patient alerts to providers, enabling more efficient care coordination and resulting in reduced hospital readmissions and an increase in TCM revenue.

Background and the Need

Aledade Delaware ACO is an organization comprised of 70 physicians in 22 independent primary care practices. Founded in 2015, the ACO currently provides care for 19,736 Medicare patients throughout the state of Delaware.¹ To improve care transitions and follow-up time, Aledade subscribes to real-time admit, discharge, transfer (ADT) data feeds through DHIN.

In 2013, recognizing the role of timely follow-up with one's primary care physician in improving health and reducing readmissions, Medicare began paying for "Transitional Care Management (TCM)" services. Receiving ADT data in real-time makes it easier for providers to meet time-sensitive TCM billing requirements. Additionally, when providers have timely access to patient discharge alerts, they can contact them sooner to schedule follow-up appointments, establish a care plan, discuss medication, and review discharge instructions- all factors that contribute to reducing 30-day hospital readmission rates.¹

Without this data we wouldn't have such a streamlined workflow. As a result, our TCM numbers have improved drastically because this tool puts all the right information in front of the right people, so they can get patients the proper care they need in a timely fashion.

Tyler Blanchard | Aledade, Inc.
ACO Executive Director

Current State

Since implementing ENS, Aledade Delaware ACO increased their billable TCM opportunities by 26%, resulting in approximately 41% of TCM opportunities being captured as of December 2017. Resulting from better care coordination and TCM, the ACO reduced their readmission rates by 9% over a two year period, with a current readmission rate of 14.3% according to the latest data available from CMS.^{1,2}

The Benefit

To the Patient

- When providers are alerted to patient ADTs, they can reach out and schedule follow-ups, review medications, and develop a care plan- all factors that help keep patients from returning to the hospital.¹
- Effective care coordination tools improve the patient-provider relationship: Aledade Delaware ACO's patients rated their provider satisfaction at 92.3%.²

To the Primary Care Physician and Practice

- Real-time alerts through ENS give providers the maximum amount of time to meet TCM communication and follow-up standards. This means added revenue, as non-hospital TCM services are reimbursed at an approximate rate of \$238.¹
- ENS data helps Aledade Delaware ACO streamline their care transitions. Well-coordinated care transitions are linked to better patient outcomes, reduced readmissions, and lower overall spending.³

¹ Blanchard, T. (2017). Aledade Delaware ACO Data Integration [Powerpoint]. Retrieved April 05, 2018.

² Delaware MSSP. (n.d.). Retrieved April 05, 2018, from <https://www.aledade.com/de/>.

³ Powers, B. W., Mostashari, F., Maxson, E., Lynch, K., & Navathe, A. S. (2017). Engaging small independent practices in value-based payment: Building Aledades medicare ACOs. Healthcare. doi:10.1016/j.jhdsi.2017.06.003.

Encounter Notification Service® (ENS®)
Powered by Audacious Inquiry
Copyright © 2018



DHIN creates efficiencies for doctors, patients, practices, and those who send them clinical information. Improving patient care, enhancing patient privacy, and improving practice efficiency.

dhin.org



Audacious Inquiry is an industry-shaping health information technology and policy company paving the way toward better care coordination and improved patient outcomes through unparalleled software, strategies and services.

ainq.com info@ainq.com