

Access and Orchestration g88 Center Development Plan

Prepared exclusively for Kansas g88 Council
July 18, 2023

Leaders in Access and Orchestration



Deep Healthcare and Government Expertise



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Best Practice Insights

17 years of Thought Leadership

High Utilization and Client Retention Rate

Unique Clinical Partnership Model

20+

Full-time Clinicians on Staff

10,100+

Transfer Workflows Assessed and Standardized

37,600+

Clinicians Trained

Extensive Integration Experience

850+

Live Integrations

75+

Interfaces

50+

HIT vendors

Largest Client/Provider Network

940+

Hospitals/Health Systems

60,000+

Providers in Network

6.4+ Million

Patient transitions per Year





It's **ABOUT** orchestrating access to the right care
in the right location, without delay

It's **ABOUT** making an impact

- Your patients & your staff
- Streamlining operations

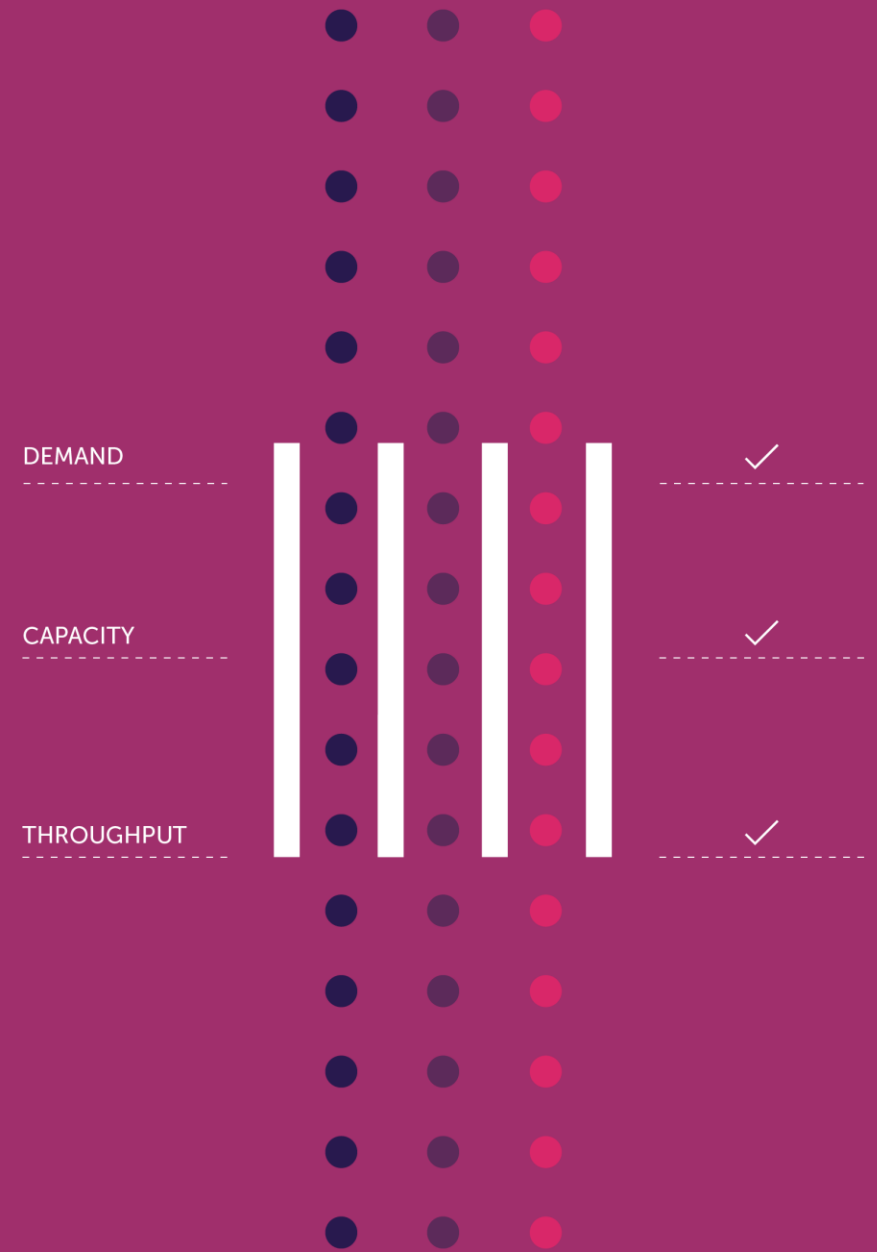
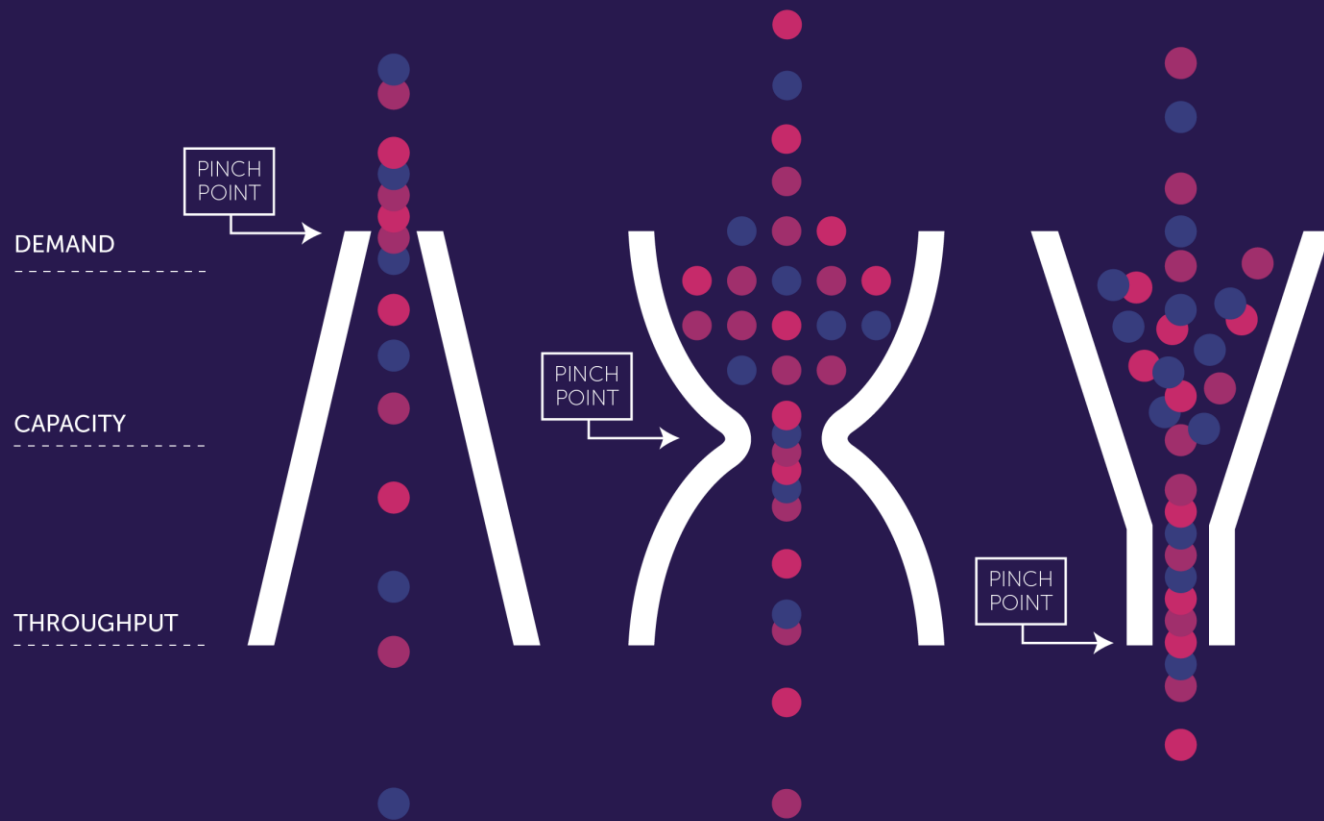
It's **ABOUT** partnering to achieve an outcome

It's **ABOUT** leveraging data, best practices, and
benchmarks to achieve the outcome

OUR MISSION: Connecting those in
need with those who heal, faster

OUR VISION: Enable health
systems to operate as one

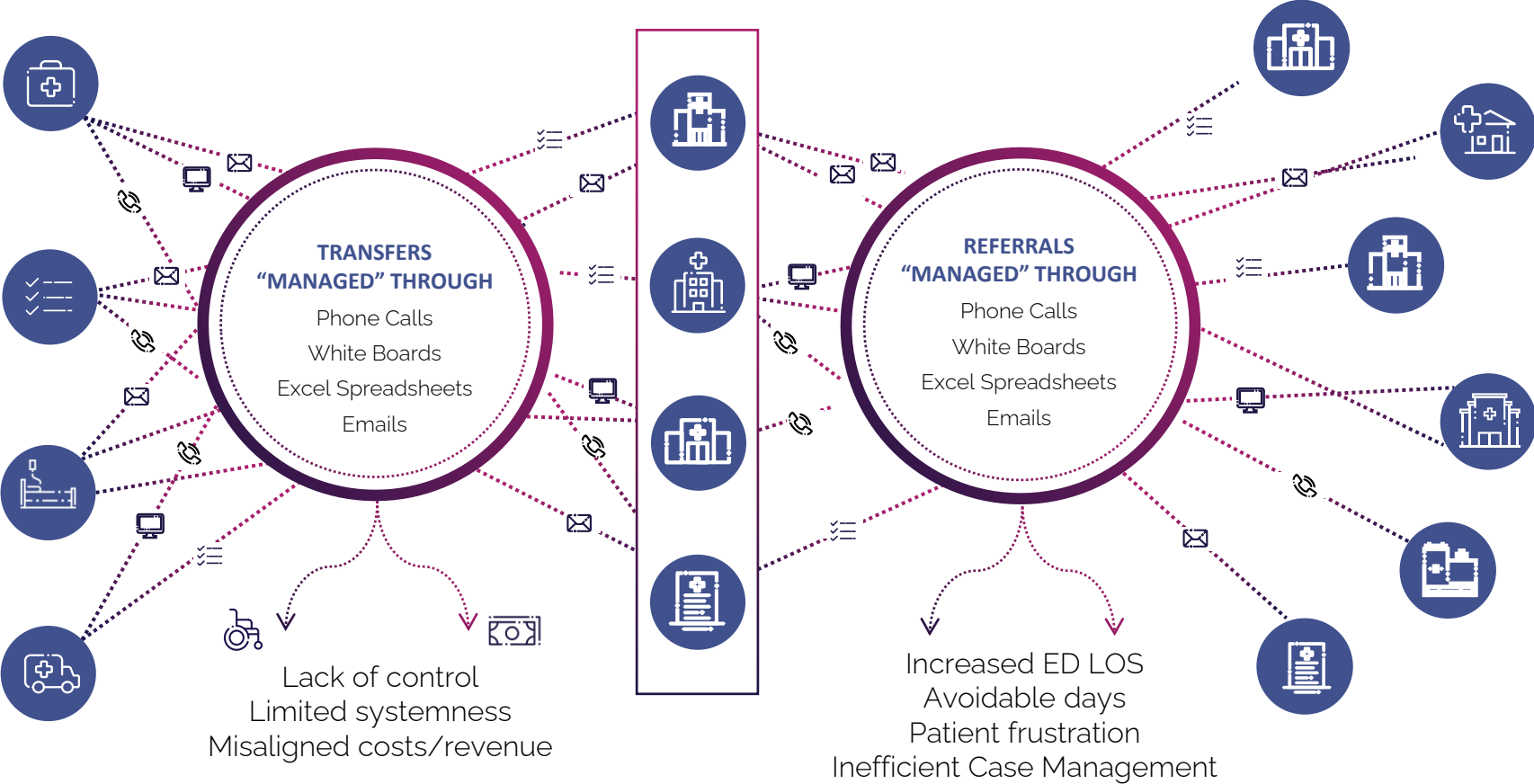
THREE LEVERS | REMOVING THE PINCH POINTS



Historical Operations without ABOUT Healthcare

Without ABOUT a patient transfer takes extra hours or days.

Overly complex processes compromise outcomes and result in delays and increased costs.



ABOUT Makes Every Referral Easy and Effective



GOALS


- Safe
- Timely
- Accurate
- Effective
- Standards
- Growth

IMPACT

- Improved outcomes
- Better patient and family satisfaction
- Engaged providers
- Systemness
- Better controls
- More valuable data

METHODS

- Platform design
- Workflows
- Analytics
- Best practices
- Benchmarking
- Integration
- Consulting

- 
- No cost to join the referral network or to use the online Respond portal
 - Actively curated and managed
 - Highly engaged

ABOUT Ensocare Referral Network



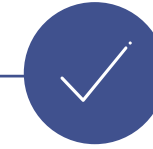
The Kansas 988 Coordinating Council is evaluating best practices to standardize BH care orchestration

GOAL: Drive consistent, repeatable, and successful patient screens and referrals to ensure no one slips through cracks



SITUATION

- Kansas desires to create the **best 988 center in the country**
- Ideally the **platform will be very simple** – agent takes call, routes referral to CMHC, mobile crisis, and/or law enforcement
- Platform will **provide reporting**
- Kansas 988 is **seeking best practices to reduce variance, complexity, and risk**



INTENDED OUTCOMES

- Platform that can be a **one-stop shop for crisis providers in KS**
- Leverage existing platforms to **ensure continuity of process and data**
 - HealthSource uses ABOUT to quickly create a case and dispatch a referral
 - Bidirectional if CMHC and 988 on same system –
 - 988 staff can see when referrals have been assigned
 - 988 staff can see if a caller has had previous screens/referrals completed
- Create **work queue for mobile health crisis providers.**
 - If 988 has patient picked up by law enforcement to get them to a hospital, provider can then use ABOUT to send referral out to CMHC that person was sent to hospital to know they'll likely need a screen.
 - Non-emergent: "Can I have someone call you to discuss options?" Then be able to see who they were assigned to and when follow up was completed.
- Clinical + Analytics:
 - Analytics provide **actionable data** for decision makers on best places to invest funding.
 - Reporting can show how long it takes to do an assessment, how long to get care for the patient, accurate demographics, and much more.

Arizona Department of Health Services launches the **Arizona Surge Line** with 130+ participating hospitals



CHALLENGE

- Enable statewide capacity visibility and a centralized service for placing COVID-19 patients, with the goal of expediting care while load-balancing patients and health care resources
- Connect and integrate resources and critical patient from multiple EHR systems
- Quickly get the system up and running in the face of a surging pandemic

SOLUTION

- Centralized 24/7 statewide access center for Arizona hospitals to efficiently transfer COVID-19 patients to the appropriate level of care enabled by an interoperable access and orchestration solution, including bed visibility, transportation coordination, clinical operations best practices, and real-time patient tracking

RESULTS

- Arizona Surge Line agents were able to efficiently place patients in hospitals with capacity with real-time, statewide visibility of available beds, physicians, ventilators, and personal protective equipment within all 15 state counties and at peak surge facilitating transfers of nearly 70 patients per day*
- Leveraged the combined experience of Banner Health and ABOUT Clinical Operations Consulting to scale up a statewide transfer center in less than two weeks
- Captured and utilized data from disparate EHR systems and other third parties to provide centralized controls and visibility to manage capacity across 130+ hospitals

KEY OUTCOMES

13k+

Transfer Requests
Received

9,800+

Patients Transferred

230+

Referring Locations
Served

Media in Contrast – NY vs AZ

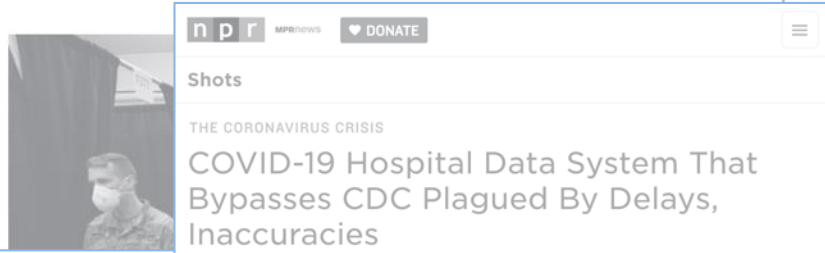


The New York Times

The Coronavirus Outbreak > **LIVE** Latest Updates Maps and Cases Vaccine Tracker College Reopening Economy

This Hospital Cost \$52 Million. It Treated 79 Virus Patients.

Red tape and turf battles marked the race to create temporary hospitals for the coronavirus onslaught in New York.



npr MP3 NEWS DONATE

Shots

THE CORONAVIRUS CRISIS

COVID-19 Hospital Data System That Bypasses CDC Plagued By Delays, Inaccuracies



The New York Times

The Coronavirus Outbreak > **LIVE** Latest Updates Maps and Cases Vaccine Tracker College Reopening Economy

ABOUT NEW YORK

One Hospital Was Besieged by the Virus. Nearby Was 'Plenty of Space.'

Even as Elmhurst faced "apocalyptic" conditions, 3,500 beds were free in other New York hospitals, some no more than 20 minutes away.



Healthcare IT News TOP

Global Edition Population Health

Arizona develops surge line for load-balancing COVID-19 cases

The state's many health systems put competitive concerns aside for the



FIERCE Healthcare HOSPITALS TECH PAYER FINANCE PRACTICES

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Industry Voices—How Arizona health systems went from competitors to collaborators to load-balance COVID-19 resources

By Charley Larsen | Jun 17, 2020 12:58pm



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How Technology is Helping Arizona Healthcare Leaders Prepare for COVID-19 Surges

Via a new partnership, patient care organizations throughout the state are collaborating to gain valuable insight and transparency into critical COVID-19 resources

Author — Rajiv Levent
May 19th, 2020



The Washington Post
Democracy Dies in Darkness

White House calls Arizona a coronavirus success story as state resets after huge spike in cases

By **Anne Gearan** and **Jacqueline Dupree**

August 5, 2020 at 6:19 p.m. MDT



Transfer Request - Scripting

ABOUT™ CLPM - Preview

 January 20, 2022 16:53 MST
 Darin Vercillo

Back

McCracken, Roberta

Notepad
Pop Out
Notes
Summary
History
Suspend
Close

Record ID: 224
Status: In Progress
Current Editors: [Vercillo, Darin M.]
✓ Changes have been saved.
Total Work Time: 1:30:19
Record Age: 429:45:13

Initial Request Type Transfer

Request Priority Emergent

Service Line Requested Neurosurgery

Level Of Care Requested 1 Critical Care

Patient McCracken, Roberta

Clinical Info Chief Complaint: Head Trauma

Primary Care Provider Smith, Norman

Referring Provider Vercillo, Darin Michael

Referring Location Community Hospital

Scenario Unaccept

Location University Medical Cent

Placement Assigned Bed: 8113-01

Provider - Accepting LOCKERBY, KIMI ME

Specialty Neurosurgery

Add Scenario

Transport #1 Canceled

Transport #2 Completed

Visit Info [EDIT]

Escalation +

Communications [EDIT]

Case Status [EDIT]

Assignment/Closure Arbuckle, Transport

Origin Phone

5. Patient DOB

6. Patient gender

7. Chief Complaint/Dx, Stability of patient.

8. Where is patient located?

Neurosurgery

Any of the following diagnosis is considered an EMERGENT TRANSFER:

- STROKE
- Epidural Hemorrhage
- Subdural Hemorrhage
- Subarachnoid hemorrhage

Process

1) Basic TRIAGE Remember to ALWAYS ASK:

- Patient's current status: VS, last time patient seen acting normal
 - Is patient currently on any blood thinners?
- CT results (bleed vs. ischemic)
- Is patient TPA candidate?

2) Page Neurology on call

- When call back, connect with referring MD for doc to doc report
 - Wait to hear acceptance
- After neurology acceptance, activate Stroke doctor (pager)
 - Stroke line
- Info will go across the stroke team and be notified

3) TTC will call ED MD and ED CRN to notify about transfer

HPI/CC
Results
Documents

Complaint Head Trauma

Onset Date 01/18/2022 16:51

Allergy PCN

Heart Rate 90

Blood Pressure 110 / 64

Temperature 37.5 C [99.5° F]

Respirations 30

Weight 210 lb [95.25 kg]

Height 60 in [152.4 cm]



Purposeful Worklists

The screenshot displays the ABOUT™ worklist interface. At the top, there is a navigation menu with a hamburger icon and the ABOUT™ logo. Below the logo, the 'Worklist View' is set to 'Provider Portal Default'. The 'Date Range' section shows 'Today' and 'Custom' options, with the selected range being '10/17/2022 00:00' to '10/17/2022 23:59'. The 'Record Lookup' section includes an 'ID Number' input field, a 'Search' button, and a 'Clear' button. A blue bar indicates 'Filtering: No active filters'. The main data table has the following columns: Status, Alerts, ID, Patient Name, Started By, Started On, Initial Request Type, Request Priority, Svc Line Req, and Ref Location. The table contains seven rows of data, all with a status of 'In Progress'.

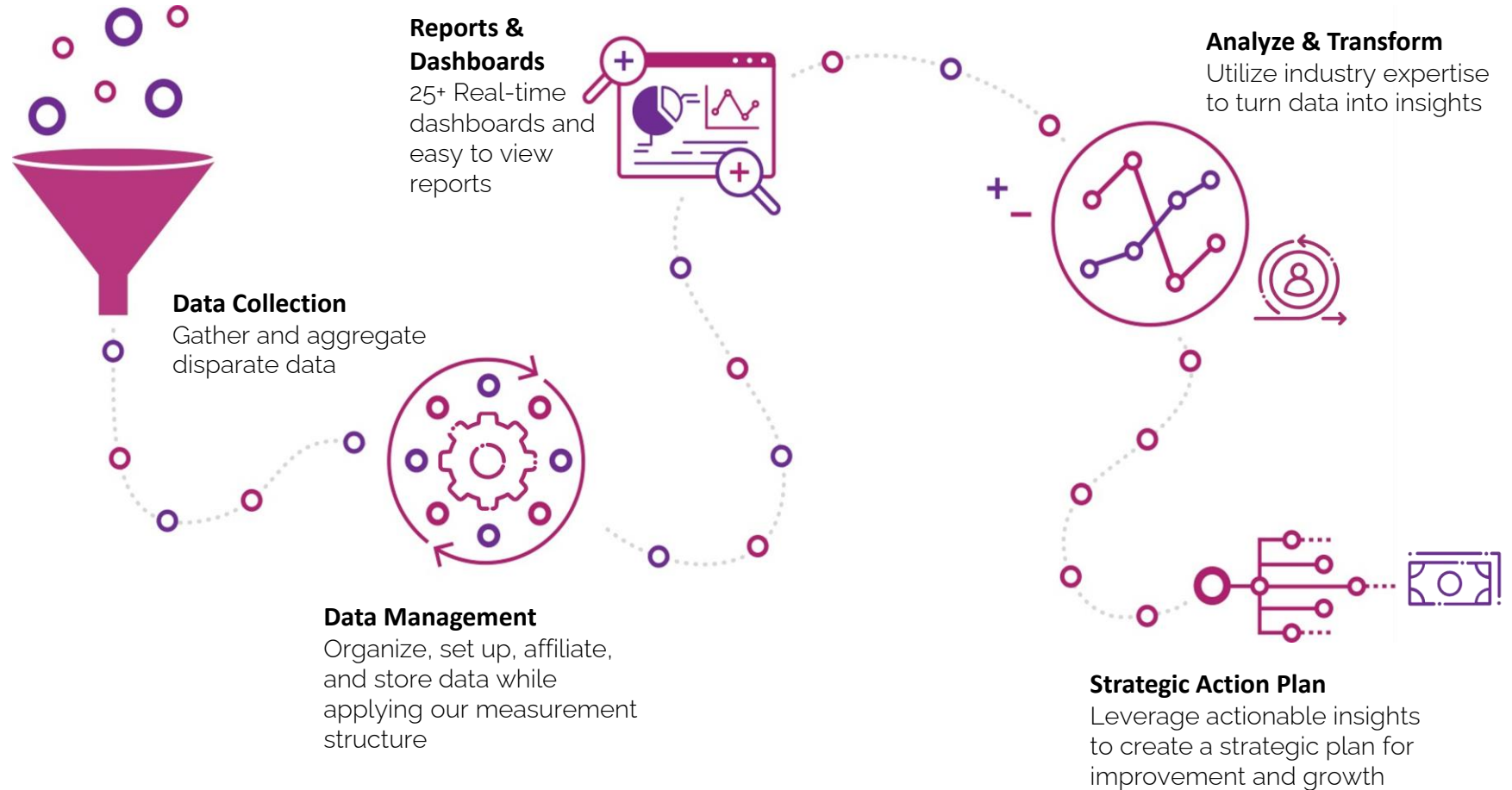
Status	Alerts	ID	Patient Name	Started By	Started On	Initial Request Type	Request Priority	Svc Line Req	Ref Location
In Progress		104	Test, OctoberThirteen	Francis RPP, Samantha	10/13/2022 16:49	Transfer Request		Cardiology	Washington Township Hospital
In Progress		102	Test, Sam	Francis RPP, Samantha	10/13/2022 16:37				
In Progress		100	CENTRAL, JIMTWO	Francis RPP, Samantha	10/13/2022 16:35				
In Progress		93	test, samantha	Francis RPP, Samantha	09/16/2022 16:45	Transfer Request			
In Progress		87	ZZTEST, ZOEY	Francis RPP, Samantha	08/25/2022 17:35	Transfer Request	Transfer Priority 1	Bone Marrow Transplant	TJUH
In Progress		86	qutesting, about	Francis RPP, Samantha	08/25/2022 16:45	Transfer Request	Transfer Priority 1	Burn	
In Progress		85	QUTESTING, AMBONE	Francis RPP, Samantha	08/25/2022 16:36	Transfer Request	Transfer Priority 1	Burn	TJUH



Reporting / Data Analytics & Demonstration

PROVIDING THE CONTROLS AND VISIBILITY NEEDED TO STANDARDIZE

ABOUT provides a sole source to manage and track care transitions, performance, and support data-driven decisions.



ABOUT Dashboards

Provide context, visibility and a “common language” for all pertinent areas of patient flow including:

- Volume Drill-Downs
- Referral origin
- Service Line and Level of Care
- Affiliate interactions
- System standards
- Procurement times
- And many more...



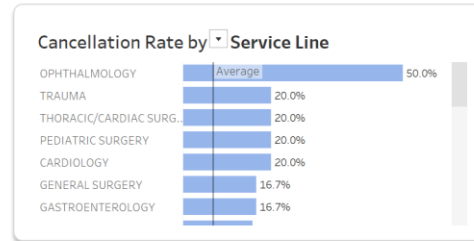
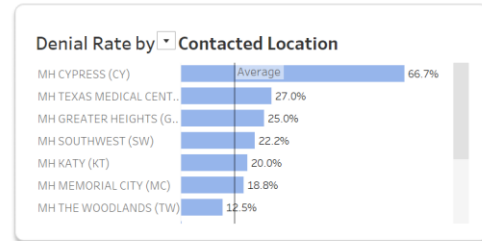
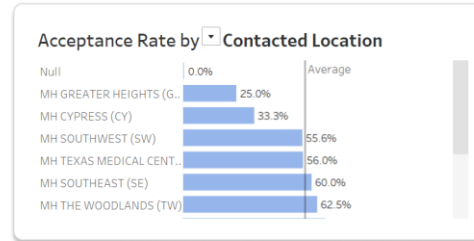
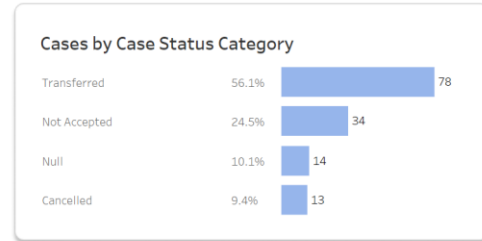
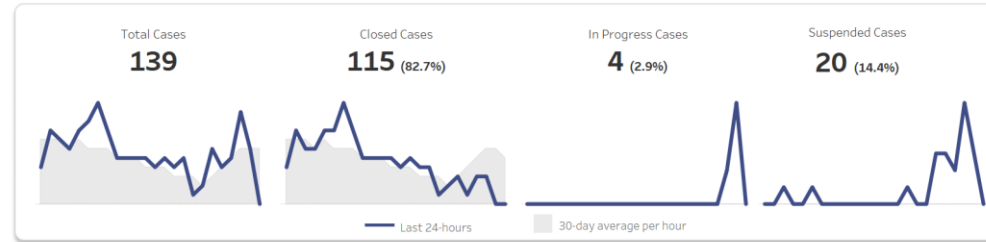
- Request Volume Tracking
 - ✓ Tracking volumes by different accountability metrics – ie. Date range, referring region, time of request or placement, complaint, placement type
- Response Times
- Patient Journey
 - ✓ Request to Plan of Care/Intervention
 - ✓ Continues to follow patient to definitive care
- Key Performance Indicators (KPIs)
- Custom Dashboards



DAILY OPERATIONS LIVE DASHBOARD

DAILY OPERATIONS | LAST 24 HOURS

Daily Volume Priority Cases

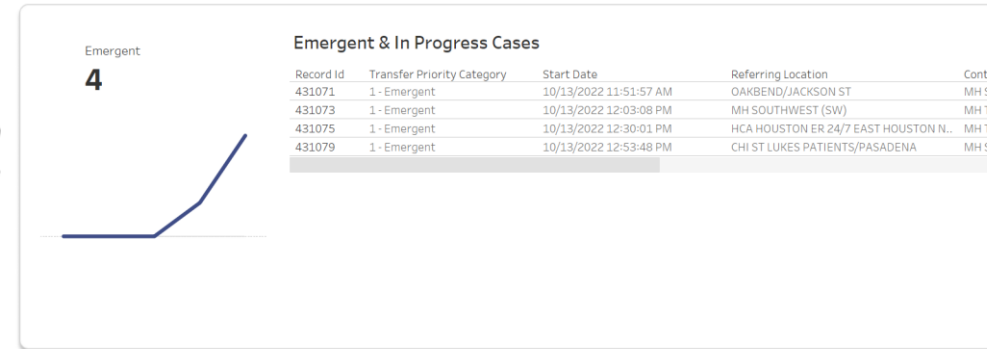
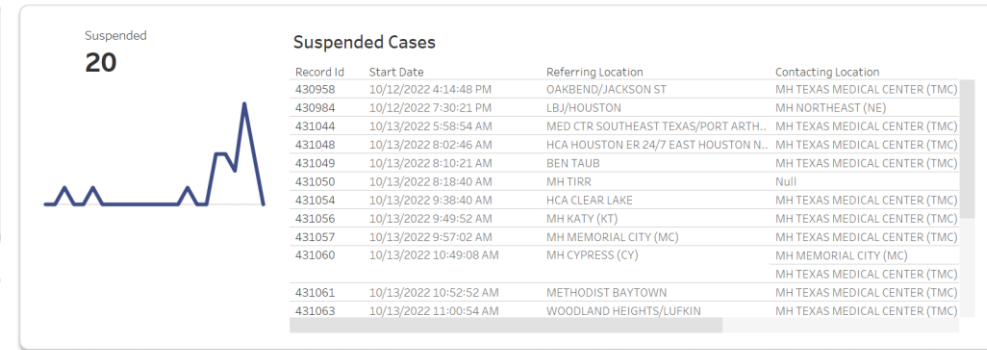


Daily Volume Cases (Click any bar above to filter this list)

Record Id	Start Date	Referring Location	Contacting Location	Service Line Requested
430939	10/12/2022 1:04:49 PM	MH CYPRESS (CY)	MH TEXAS MEDICAL CENTER (TMC)	TRAUMA
430940	10/12/2022 1:15:17 PM	HCA SOUTHEAST/PASADENA	MH TEXAS MEDICAL CENTER (TMC)	PEDIATRICS
430941	10/12/2022 1:20:25 PM	MH SOUTHWEST (SW)	MH TEXAS MEDICAL CENTER (TMC)	ONCOLOGY

DAILY OPERATIONS | LAST 24 HOURS

Daily Volume Priority Cases



Purpose:

Updated every 15 minutes, this dashboard provides a live view of activity in the transfer center allowing the team to determine what is needed to address, prepare for, or pay attention to that day.

Review Cadence:

Daily

Recommended Recipients:

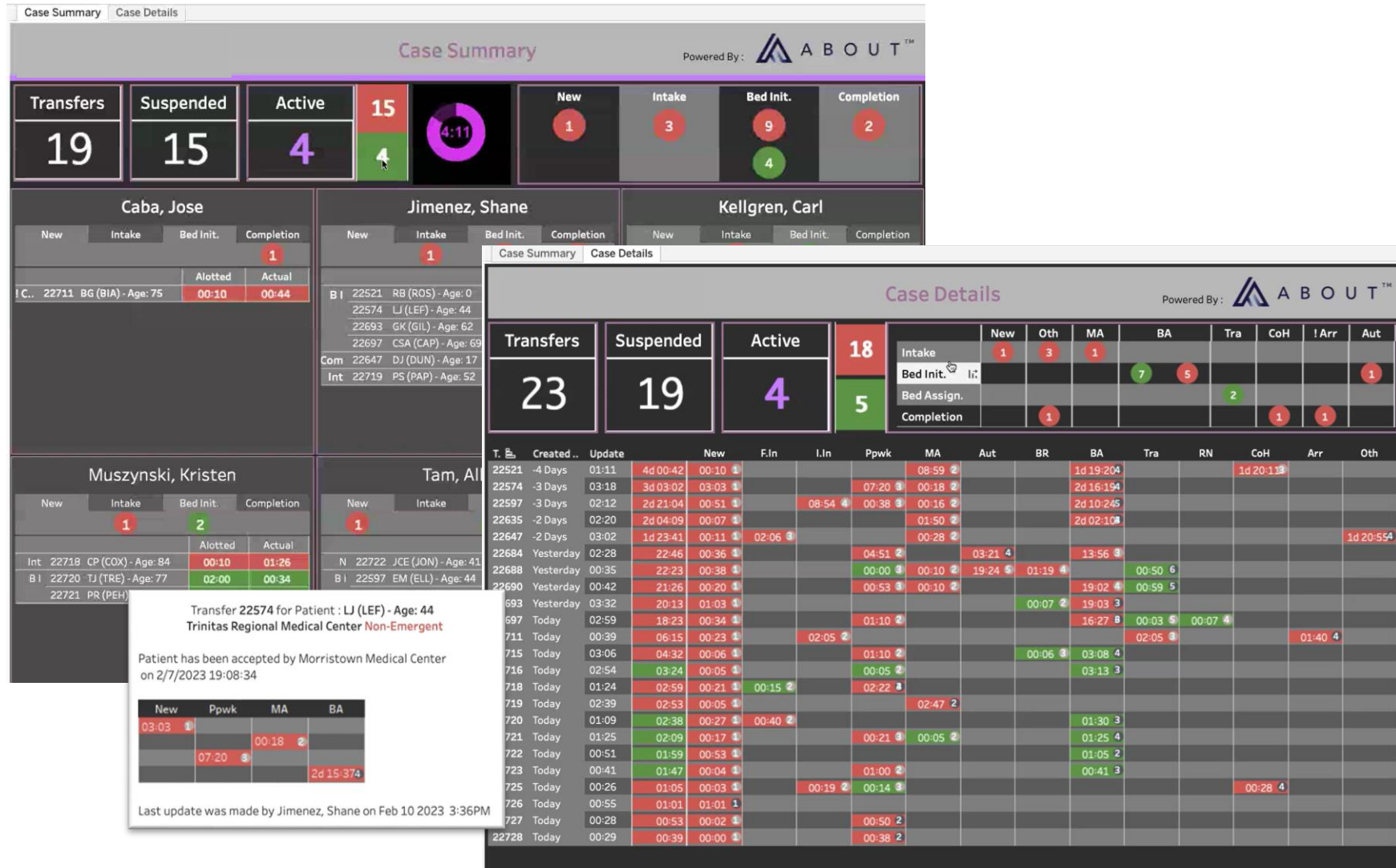
Transfer Center Managers & Directors

PURPOSE:

- This live dashboard provides visibility to **real-time activity** happening throughout the health system.
- This aligns with KPI metrics to provide visual cues and alerts when patient placement occurs outside the targeted windows of time.
- This allows agents and leadership to adjust in real-time to impact patient transport changes, etc.

IMPACT:

A reduction in delays and the ability to pivot proactively vs. reactively.



Thank You

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