CASE STUDY

St. Joseph's Health System Reduces Readmissions, Saves $1.6M in First Year Thanks to Live Post-Acute Patient Data

EXECUTIVE SUMMARY

St. Joseph's Health System, a world-class health system serving New Jersey and the New York metropolitan area, participates in an MSSP Accountable Care Organization (ACO) and the Bundled Payment for Care Improvement-Advanced (BPCI-A) models for their Medicare patients. Along with participation in these value-based programs came the need to reduce readmissions from their growing skilled nursing facility (SNF) network.

St. Joseph's had no way to track their patients' day-to-day care and outcomes once they moved from acute to post-acute care (PAC). They could only react to data gleaned from admission, discharge, and transfer (ADT) feeds and claims. Current, actionable information to improve care collaboration and reduce readmissions was needed.

Enter Real Time Medical Systems (Real Time) and its cloud-based Interventional Analytics platform. St. Joseph's finally had a way to proactively meet readmissions challenges with an immediate line of sight to their SNF patients.

Now that St. Joseph's post-acute partners share live patient data via Real Time's platform, timely information on how their patients are progressing is easily accessible. The health system sees which patients are at highest risk on any given day and if the SNFs are planning appropriately and adjusting care immediately.

With the Real Time platform, St. Joseph's and their SNF partners benefit from a collaborative relationship based on accurate information, communication, and trust. Using live post-acute patient data, St. Joseph's Health is able to efficiently and effectively manage each person's healthcare journey...*and they're just getting started*.

ST. JOSEPH'S HEALTH SYSTEM AT A GLANCE

421,335 PATIENTS	**5,000** ACO ATTRIBUTED LIVES	**5,200** EMPLOYEES	**4** BPCI-A SERVICE LINES

THE CHALLENGE: WHAT'S HAPPENING WITH OUR POST-ACUTE PATIENTS?

St. Joseph's worked hard to keep tabs on the patients who moved to skilled nursing partners, as well as those who were readmitted for acute care, capturing readmissions data on lists and spreadsheets and holding quarterly subacute meetings. But day-to-day, it was not possible to determine if trends were developing or when patient diagnoses were being made. St. Joseph's Manager of Clinical Transformation Helen Ali, sums it up best, *"We had no ability to start the conversation with our post-acute partners without access to data on what was happening to our patients right now."*

Without timely information on patient vitals or care events, St. Joseph's couldn't see if patients were progressing positively towards their next transition or showing signs of a backward slide. Bottom line, they weren't able to accurately determine which patients were at highest risk on any given day. In the meantime, readmissions were on the rise.

> *"We had no ability to start the conversation with our post-acute partners without access to data on what was happening to our patients right now,"* **states Helen Ali, St. Joseph's Manager of Clinical Transformation.**
>
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THE SOLUTION: LIVE POST-ACUTE PATIENT DATA + ANALYSIS FROM REAL TIME MEDICAL SYSTEMS

When Margie Latrella, Director of Quality and Clinical Services for St. Joseph's Clinically Integrated Network (CIN) heard about the Real Time Medical Systems platform at a conference, she immediately saw the potential for the right level of interoperability between St. Joseph's Health and their post-acute partners. *"The prospect of being able to watch our patients' status every day of their post-acute stay was amazing."*

Today, nine PAC facilities are connected to St. Joseph's via Real Time's platform, following a "quick and easy" three-month implementation. St Joseph's now accesses live patient data from the PAC's electronic health records (EHRs), improving collaboration with their SNF partners. *"We see alerts, orders, and labs on patient scorecards,"* Ali explains. *"Thanks to live risk stratification data, we know immediately which patients are most likely to return to acute care. It's an excellent, organized way to determine who needs attention and what preventative care is being provided to them."*

The Real Time platform generates financial data too, enabling St. Joseph's to easily know which facilities are billing Medicare for what percentage of their patients. Latrella adds, *"The Medicare report helps with lengths of stay as well. We can escalate a concern if it appears there is no clinical reason for a patient to continue in post-acute care."*

WHAT IS INTERVENTIONAL ANALYTICS?

[in-ter-ven-shuhn-el] [an-a-lid-iks] | Adjective | Pertaining to the act of intervening using data analytics

Unlike predictive analytics, which uses restricted algorithms and is based on static or historic data, Interventional Analytics mines current data of all types – including nursing and progress notes – from all major post-acute EHRs and analyzes it in real-time. Employing sophisticated, comprehensive algorithms, Interventional Analytics creates a 72-hour baseline for each patient upon arrival, then identifies subtle changes in condition as they occur and prioritizes high-risk patients by clinical need. It pushes live clinical alerts, along with suggested interventions, to the care teams at both the acute and post-acute settings when changes occur.

THE BENEFITS: ALL-IN-ONE SOLUTION IMPROVES NETWORK PERFORMANCE AND CARE TRANSITIONS

Currently, St. Joseph's uses Real Time's platform for four of their bundled service lines: cardiology care, gastrointestinal care, neurologic care, and medical/critical care. Latrella appreciates how it helps them determine whether patients should stay longer in a post-acute setting to avoid readmission, and also if patients will require support services (and which ones) when they leave the SNF.

St. Joseph's now requires their post-acute partners to use the Real Time platform to be part of their High Performing Network. *"Initially, a few SNFs were hesitant,"* Latrella notes, *"but when we explained how it would benefit them as well as us, particularly in reducing readmissions, they were completely on board."*

ST. JOSEPH'S + REAL TIME

St. Joseph's Health takes advantage of the "all inclusive" Real Time features

- ❖ PAC Network Management
- ❖ Clinical Outcomes Improvement
- ❖ Care Coordination / Care Transitions
- ❖ Live Readmission Risk Scoring (CARD)
- ❖ Managing Length of Stay by Diagnosis
- ❖ Infection Control Management

"Initially, a few SNFs were hesitant, but when we explained how it would benefit them as well as us, particularly in reducing readmissions, they were completely on board," **states Margie Latrella, St. Joseph's Director of Quality and Clinical Services.**

THE RESULTS: SAVINGS UP, READMISSIONS DOWN, PARTNERSHIPS STRONGER

St. Joseph's experienced the impact of the Real Time platform right away, saving 1.6 million dollars since its implementation. Latrella says the reduction in readmissions just in the first year has been amazing. *"With the data allowing us to more tightly manage the transfer of care process, we went from a 24 percent readmissions rate to 17.8 percent. We're ultimately responsible for the total cost of care for our ACO and bundle patients, so realizing cost savings in our post-acute network is huge."*

"Our partnerships have grown so much stronger, because now we have current information to discuss trends and know that any concerns we have are being addressed," Ali adds. *"And it's not a one-way street; there's complete buy-in from everyone for the right reasons, and communication is going both ways."* She also likes being able to look at the St. Joseph's SNF network as a whole, and having readily available data to evaluate all providers.

ST. JOSEPH'S HEALTH SYSTEM FIRST YEAR RESULTS

$ **ACHIEVED POST-ACUTE COST SAVINGS**
Realized a **1.6 million dollar cost savings** in post-acute network

REDUCED READMISSIONS
Readmission rates down from **24% to 17.8%**

INCREASED POST-ACUTE NETWORK REFERRALS
High Performing Network discharges up from **57% to 82%**

IMPROVED CARE TRANSITIONS
Minimizing length of stay to return patients back to the community

STRENGTHENED NETWORK PARTNERSHIPS
Live, shared data has improved communications and care standards with PAC partners

THE OUTCOMES: LEVERAGE INTERVENTIONAL ANALYTICS TO PROVIDE VALUE-BASED CARE

In today's healthcare environment, the primary goal is to deliver high-quality, cost-effective care. St. Joseph's Health saw an opportunity to deploy what Ali calls an "innovative solution" that helps them achieve that objective.

Real Time's platform is expediting patient transitions and improving care management. *"We have the information we need to follow them back to the community,"* Ali observes. *"We can make sure patients have the right care at the right time, and the resources they and their families need to succeed after discharge. They know they have a team behind them that sees and understands their whole picture."*

Some of St. Joseph's post-acute partners are reaping the rewards of using the Real Time platform too. *"Our best performing PACs receive a large number of our post-acute patients,"* according to Latrella. *"When we see them providing high-quality care and controlling costs, it only makes sense to refer more business their way."*

Latrella confirms that the Real Time platform has given them an essential proactive approach to managing the care continuum: ***"Where else can you get that kind of information about patients once they leave you?"***

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> *- Margie Latrella, St. Joseph's Director of Quality and Clinical Services*

Real Time
MEDICAL SYSTEMS

Real Time Medical Systems is the industry-leading, KLAS Rated Interventional Analytics solution that turns post-acute EHR data into actionable insights. Serving healthcare organizations nationwide, Real Time improves clinical and financial outcomes by reducing hospital admissions, accurately managing reimbursements, detecting early signs of infectious disease, automating antibiotic surveillance, and advancing care coordination through post-acute data transparency.

Compatible with 95% of post-acute EHRs, Real Time's cloud-based solution generates a live-sync with key data points within the EHR, including keywords found in nursing and narrative notes. Utilizing live documentation, the platform identifies subtle changes in condition as they occur and prioritizes high-risk patients by clinical need. Enabling facilities to seamlessly share live clinical data with their partner hospitals, health systems, ACOs, and health plans, care teams can improve patient care, reduce unnecessary costs, and achieve a level of post-acute interoperability – with no additional work or duplicate data entry needed.

Connecting Care Through Interventional Analytics