



IN PARTNERSHIP WITH



Zoom Webinar Norms

- Please remain muted unless you are asking a question.
 - This helps to eliminate background noise.
- Feel free to use the chat and/or audio to ask questions.
- If you use audio, please state your name before your question so that we know who is speaking.

- This webinar will be recorded and posted on the HIT Commons Website.

Today's Presenters



**Paula Love RN/BSN,
Gerontology**
*Director of Clinical Informatics
Avamere Health Services
Nursing Assistant Program
Director*
plove@avamere.com



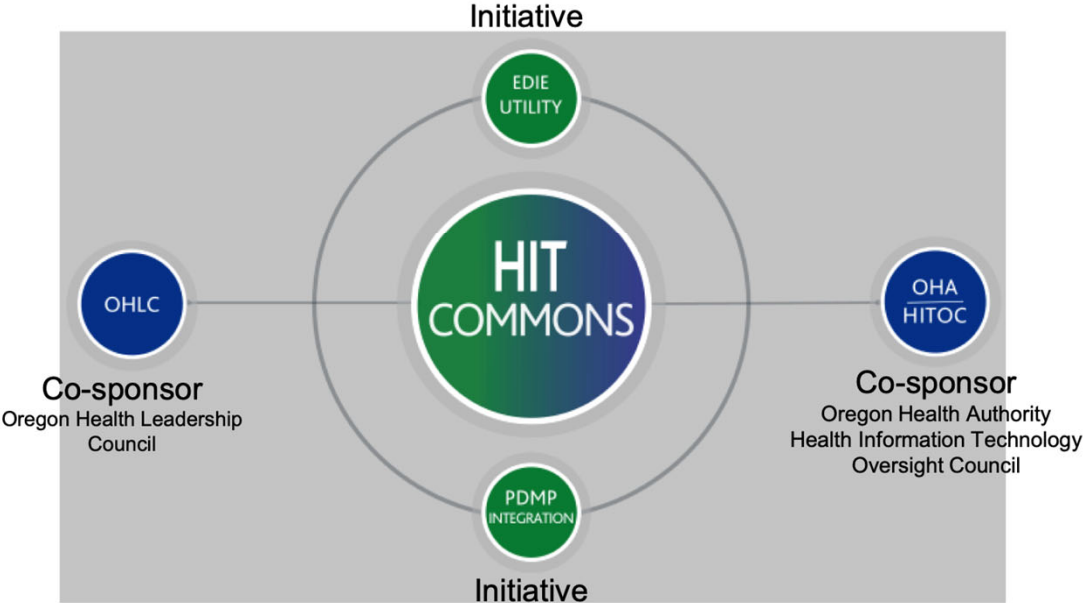
**Ryan Hart, MBA, MS
Psych**
*Care Coordination Health
Information Exchange (HIE)
Strategist*
ryan.hart@pacificsource.com



Kate Dowd BSW, MA
*Senior Clinical Solutions Lead at
Collective Medical*
Kate.Dowd@collectivemedical.com

HIT Commons

A shared public/private governance partnership to accelerate and advance health information technology in Oregon



EDIE: Emergency Department Information Exchange
PDMP: Prescription Drug Monitoring Program

Webinar Objectives

- Provide an overview of the Collective Medical Post Acute Network in Oregon and visits of interest the technology identifies.
- Learn how Avamere Skilled Nursing Facilities uses the Technology
- Hear about PacificSource's aspirations on enhancing transitions of care management with collaboration
- Training on Finding and Using Post Acute Data for Readmission Avoidance

Agenda

- Collective Medical Explained
 - Post Acute Providers on the Collective Network in Oregon
 - Criteria and notifications for Post Acute Providers
- Paula Love RN-BSN, Gerontology shares Avamere's best practices
- Ryan Hart MBA, MS Psych shares PacificSource's aspirations
- Collective Training on Readmission avoidance opportunities

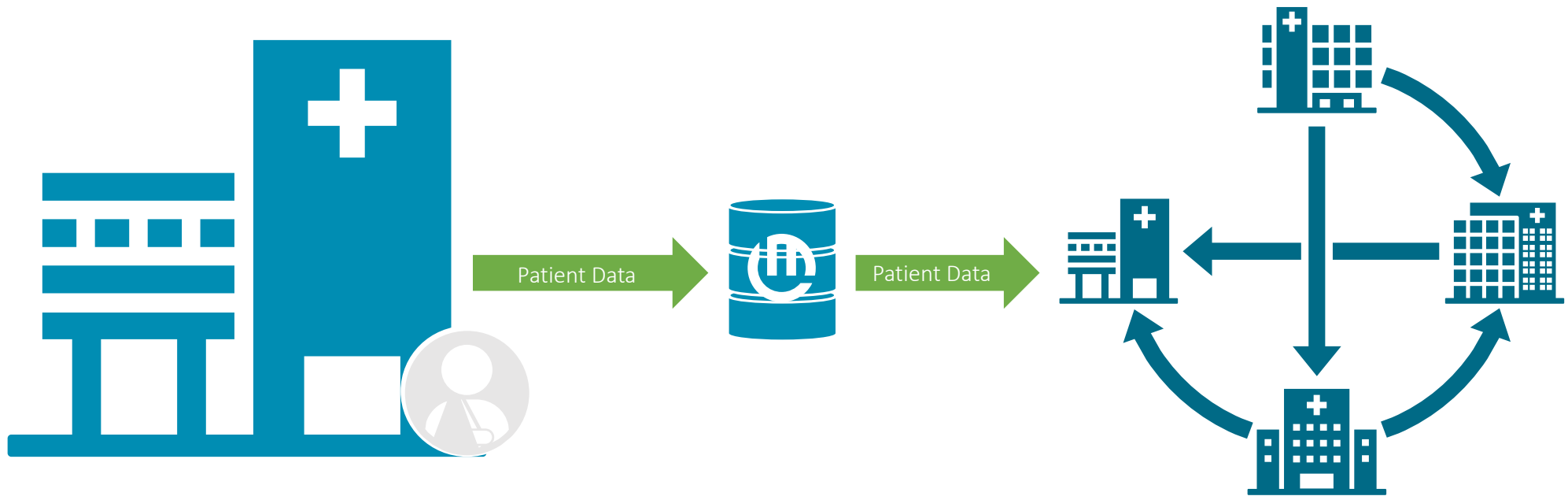
Collective Medical Overview

Collective Medical Overview

The Collective Network and Platform



Data Managed Under HIPAA



All other information is managed in accordance with HIPAA and housed within a portal that is default visible to other subscribers in the Collective Network that have a treatment, payment, or health care operations relationship with the patient who is the subject of that information.



22,000+

Post-Acute & Senior Living
Provider Facilities



1,300+

Hospitals



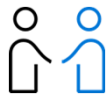
1,000s

Ambulatory Practices
and ACOs



100%

National
Health Plans



97%

US hospitals discharge
to PointClickCare users



99%+

Customer
retention rate



SaaS

Software as
a Service

Largest Combined Acute
and Post-Acute Care
Network in North America

PointClickCare[®]
 **collectivemedical**[®]

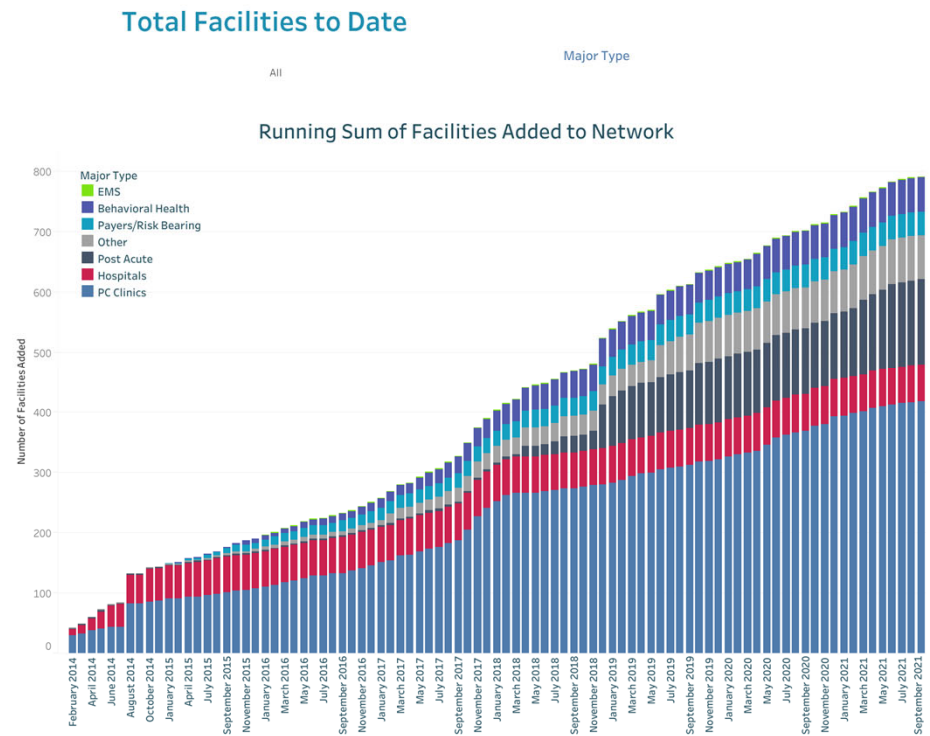
Collective Network in Oregon

Jan 2014- Sept 2021

OR State

Total Facilities as of Last Month

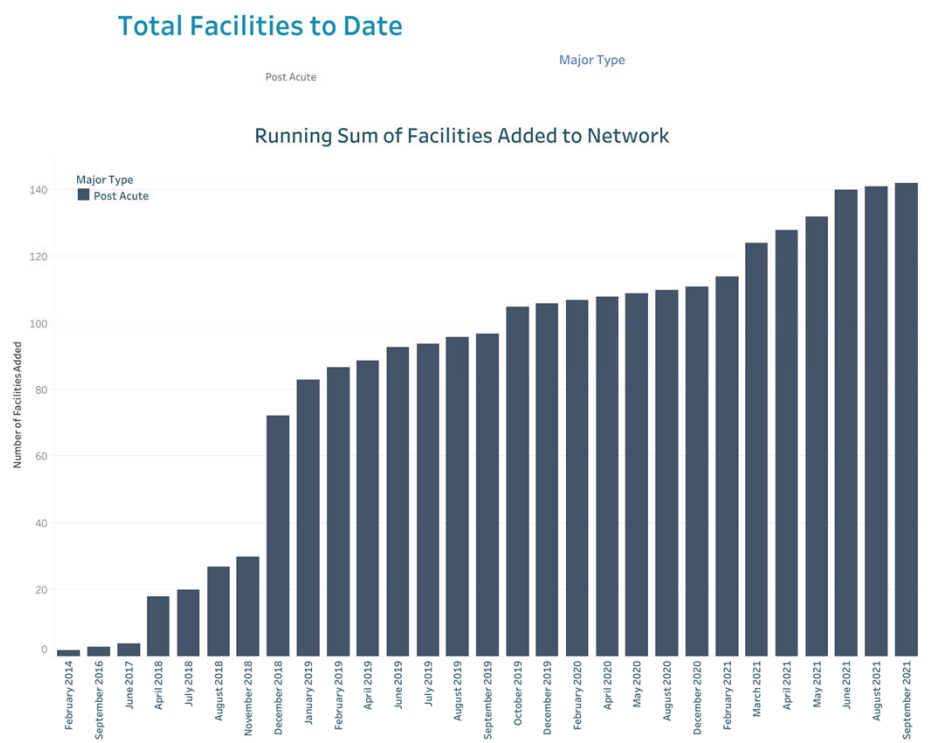
Payers/Risk Bearing	38
Post Acute	142
Behavioral Health	57
EMS	1
PC Clinics	417
Other	73
Hospitals	62



Oregon Post Acute Facilities on the Collective Network Network

April 2018- Sept 2021

OR		State
Total Facilities as of Last Month		
Payers/Risk Bearing	38	
Post Acute	142	
Behavioral Health	57	
EMS	1	
PC Clinics	417	
Other	73	
Hospitals	62	



Post Acute Care Providers On the Network in Oregon

Skilled Nursing Facilities

- Avalon
- Avamere
- Prestige Care
- Marquis
- Goodman Group
- Empress
- Regency Pacific
- Life Care Centers

Home Health

- Signature Home Health & Hospice
 - Healthy Living at Home
- More contracting

Visits of Interest for Post Acute

Standard Criteria

New Admissions – When a patient admits to a Home Health.

ED/Obs Admission and Discharges– When a patient that been transferred and/or discharged and visits an Emergency Department

Inpatient Admission and Discharges – When a patient that been transferred and/or discharged from an Inpatient encounter

Acute Admission 30 days post SNF Discharges- When a patient presents to ED or IP within 30 days of SNF discharge

Notifications can be received via fax, secure email, SMS/text message, or within Collective web-based portal.

ADMISSION ALERT 09/10/2018 03:18 PM Nolin, Jack [MRN: 5551234]

This patient has been admitted at the **Innova Regional Hospital**. You are being notified because this patient has been readmitted to a hospital post SNF discharge. For more information, please login to PreManage ED and search for this patient by name.

Security Events

Date	Location	Type	Specifics	Security Events (18 Mo.)	Count
11/05/2017	John Barker	Physical	Patient threatened to assault another patient.	Elopement	1
4/12/2018	Madeline SNF	Elopement	Patient eloped before treatment completed.	Physical	1
Total					2

Care Guidelines from Access Health LLC

- DNR/DNI
- Patient has adenocarcinoma and severe congestive heart failure, has been hospitalized several times for CHF acute exacerbation, and dyspnea. He is weak, bedridden, and lives alone. He finished chemotherapy and radiation treatments in January 2017. When home he has a lack of diabetic control and will often present with DKA; would recommend checking blood glucose before work up for other causes of altered mental status. Patient can be verbally aggressive when blood glucose is low.
- Daughter, Katherine Woodland is his main care taker, please contact her if he presents in the ED.

These are guidelines and the provider should exercise clinical judgment when providing care.

Care Histories

- Medical**
- 4/09/2018 Ruby Valley Hospital
 - Past Medical History: Insulin Dependent Diabetes Mellitus, MI, CVA, atrial fibrillation, CHF, adenocarcinoma, COPD, active smoker.

- Behavioral**
- 4/09/2018 Ruby Valley Hospital
 - Jack has psychosocial burdens, including depression, post-traumatic stress disorder, (PTSD), chronic back pain, and social isolation. Moreover, Jack may also face environmental barriers, such as the distance he needs to walk to get to his meals, that worsen his dyspnea.

E.D. Visit Count (1 Yr.)

	Visits
Virginia Hospital	1
Innova Regional Medical Center	2
Ruby Valley Medical Center	3
Total	6

Note: Visits indicate total known visits.

Recent Visit Summary

Admit Date	Location	Facility	Type	Diagnoses:	Discharge Disposition
04/10/2018	Alexandria	Madeline SNF	SNF	- CHF acute exacerbation	Home
04/10/2018	Alexandria	Innova Regional	Emergency	- Shortness of breath	SNF
03/18/2018	Galax	Ruby Valley	Emergency	- Abnormal glucose	Home
09/20/2017	Arlington	Virginia Hospital	Emergency	- Head injury, unspecified	Home
09/14/2017	Galax	Ruby Valley	Emergency	- Abnormal glucose	Home
07/14/2017	Alexandria	Innova Hospital	Emergency	- Dyspnea	Home
06/03/2017	Galax	Ruby Valley	Emergency	- Elevated Blood Sugar	Home

Care Team

Provider	Phone	Fax	Type	Service Dates
Abbott, Kathryn RN	(804) 354-7000	(502) 491-5560	Case Management	Active
Advantage Medical Supplies	(434) 455-4335	No Fax	DME	Active (Start 02/26/16)
Smith, Barbara RN	(804) 354-3784	No Fax	Care Coordinator	Active (Start 03/01/17)
Besch, George A. MD	(703) 278-2091	(703) 780-9077	Internal Medicine	Active
Almirante, Cheryl MD	(757) 446-5908	(757) 777-3710	Endocrinology	Active
Aviso Consulting	(209) 754-0452	(248) 451-9085	Behavioral Health	Active
Goodwin House	(703) 578-1000	No Fax	Skilled Nursing	Active

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collectivemedical®

Accessing the Collective Network

Information from each of these sources can be accessed by care team members in one of two ways:

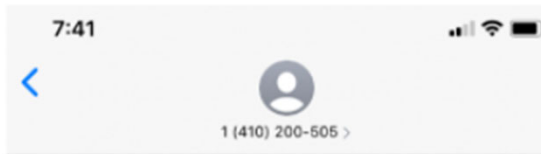


Real-time Collective notifications, delivered directly to providers at the point of care



Logging into the Collective platform to view patient information

Collective Notification Formats



Text Message
Today 6:27 PM

1 of 5

FRM: notify@collectivemedicaltech.com

om

SUBJ: Collective/EDie Notification
MSG: ALL ED Visits. Login for details.



Information regarding a patient meeting Notification Criteria is available on the Collective portal.

To view the patient's encounter information, please visit:

<https://secure.collectivemedical.com/notify/7cf57304-bf41-425e-ad06-7553a7a5f215>

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COLLECTIVE NOTIFICATION 09/09/2020 16:31 Patient, Sample MRN: 1122334455

Criteria Met

- History of Suicide or Self Harm (12 Mo.)
- 5+ ED Visits in 12 Months

Security and Safety

Date	Location	Type	Specifics	Security Events (18 Mo.)	Count
6/11/20 6:47 AM	Albuquerque Hospital	Verbal	Patient was verbally abusive towards care providers, staff or patient.	Self-Harm	1
11/13/19 9:37 AM	Cottonwood Clinic	Self-Harm	Details: Pt threatened self-harm if she did not receive narcotics.	Verbal	1
				Total	2

ED Care Guidelines from New Mexico Hospital
Last Updated: 6/21/20 10:11 PM

Care Recommendation:

- Pt presents often with disorientation and early signs of dementia and is not consistent when providing historical information
- Triage and treat emergent medical needs and instruct patient to seek services at PCP (extended hours available)

Pain Management:

- Defer to PCP for pain management - avoid opioid pain medications in ED unless medically necessary
- Review PDMP for up to date information
- Hx of med seeking and opioid abuse

These are guidelines and the provider should exercise clinical judgment when providing care.

E.D. Visit Count (12 mo.)

Facility	Visits
New Mexico Hospital	4
Albuquerque Hospital	2
Southwest Medical Center	2
Total	8

Note: Visits indicate total known visits.

Recent Emergency Department Visit Summary

Date	Facility	City	State	Type	Diagnoses or Chief Complaint
Jul 12, 2020	Albuquerque H.	Albuq.	NM	Emergency	Unspecified fall, subsequent encounter
Jun 21, 2020	New Mexico H.	Albuq.	NM	Emergency	Pain in left hip Pain in left shoulder
Jun 11, 2020	Albuquerque H.	Albuq.	NM	Emergency	Generalized abdominal pain
Jun 2, 2020	New Mexico H.	Albuq.	NM	Emergency	Disorientation, unspecified Dehydration
May 27, 2020	Southwest M.C.	Santa.	NM	Emergency	Strain of unspecified muscle, fascia and tendon at shoulder and upper arm level, left arm, initial encounter Insomnia, unspecified Unspecified fall, initial encounter
Apr 22, 2020	New Mexico H.	Albuq.	NM	Emergency	Chest pain, unspecified
Jan 6, 2020	New Mexico H.	Albuq.	NM	Emergency	Unspecified fall, initial encounter Pain in right shoulder Unspecified injury of right shoulder and upper arm, initial encounter
Nov 12, 2019	Southwest M.C.	Santa.	NM	Emergency	Procedure and treatment not carried out due to patient leaving prior to being seen by health care provider Chest pain, unspecified

Cohorts Page

Enables care team members to identify patients with a 'visit of interest' based on a specified criteria

collectivemedical[®]
A PointClickCare Company

My Account | Logout

Cohorts

Preset: Admissions ▼ 0 Selected ▼ Previous 24 Hours ▼ Sorted By: Count ▼ 🔍

> IP Admit Post SNF Discharge	Events 1	Change 0%	Activity	
> 2+ ED Visits 6 Months Prior to SNF	Events 5	Change ↑400%	Activity	
> ED Admit Post SNF Discharge	Events 8	Change ↑14%	Activity	

Questions?

Paula Love RN-BSN, Gerontology

Director of Clinical Informatics

Avamere Health Services Nursing Assistant Program Director



**AVAMERE
LIVING**

SKILLED NURSING
REHABILITATION

A SHORT STOP ON YOUR WAY HOME

Here seniors can recover and gain strength so they can return wherever they call home. No matter how long your stay with us, our goal is to help you reach your goals and experience life enhanced.

- Skilled nursing
- Therapy and rehabilitation
- Short and long-term care
- Memory care
- Respite care



Avamere's Best Practices

Collective Notification Best Practice

Assessing for return to SNF from ED

COVID Unit

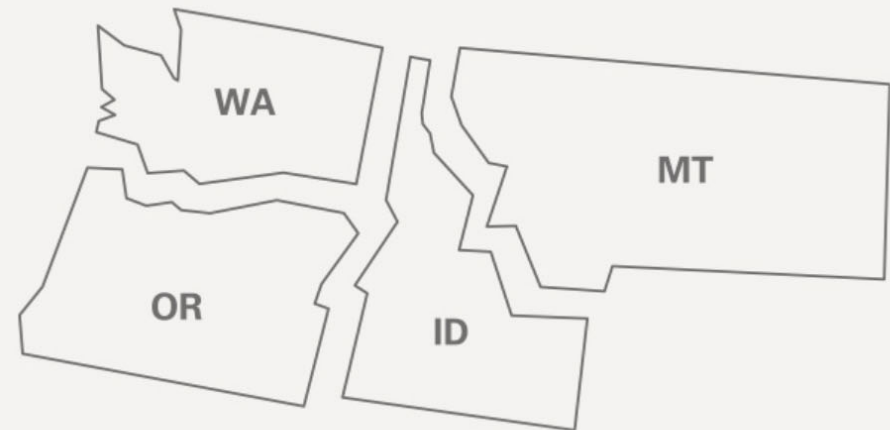
Questions?

Ryan Hart MBA, MS Psych

Care Coordination Health Information Exchange (HIE) Strategist

In-network care, in more than your own backyard.

Get multi-state, in-network providers with many of our plans.



PacificSource SNF Efforts in Central Oregon

Logistical

- Regional survey
- Getting Regency on board
- Coordinating with St. Charles
- Technical onboarding
- COVID Pause

Aspirational

- SNF-centric optimization
- Gap analysis
- Coordinating with St. Charles
- Clinical Onboarding
- Expansion to HH/Hospice

Questions?

Finding and Using Post Acute Data for Readmission Avoidance

Hospital Discharge
Planner



Home Care



Payer/ CCO Care Manager

Complex Care Management
Transitions of Care
Readmission Avoidance



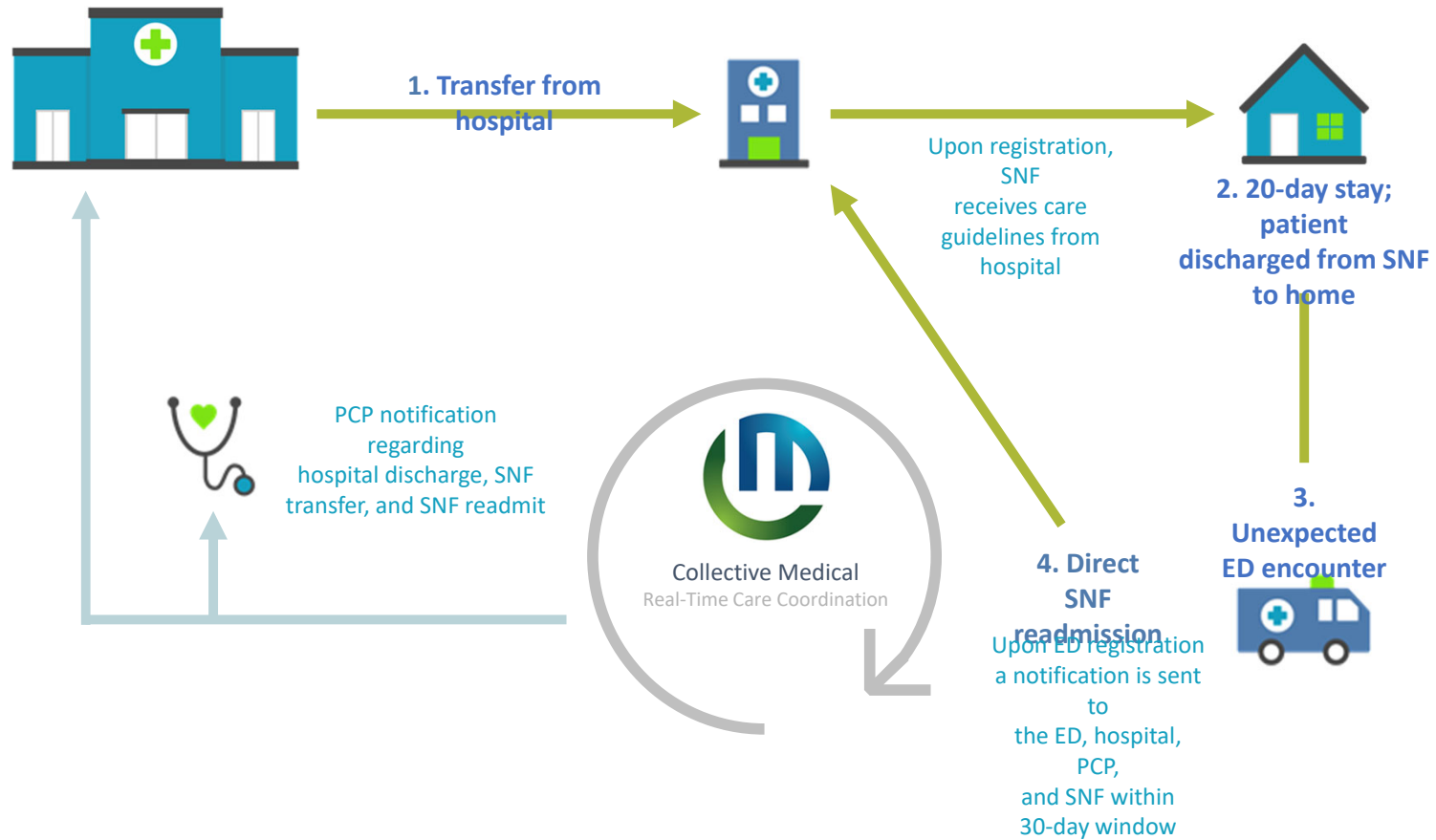
Primary Care

Behavioral Health

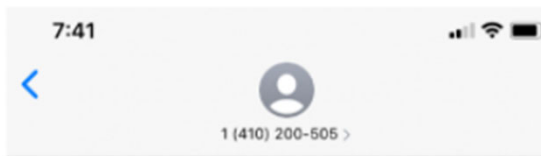


SNFs

Transitions of Care Management in REAL TIME



Clinics, Payers and SNF admissions notifications



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1 of 5

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Identifying Post Acute Data

Encounter History

Date & Time ▾	Location ⇅	Type ⇅	Major Type ⇅	Chief Complaint & Diagnosis
10/28/2021 @ 7:00am	Ruby Valley Medical Center Galax, VA	Emergency	Emergency	Diagnosis: <ul style="list-style-type: none">• Chest pain, unspecified
10/04/2021 @ 11:59am	Madeline's Skilled Nursing Alexandria, VA	Skilled Nursing	Post Acute Care	Diagnosis: <ul style="list-style-type: none">• Acute diastolic (congestive) heart failure

Identifying Post Acute Data

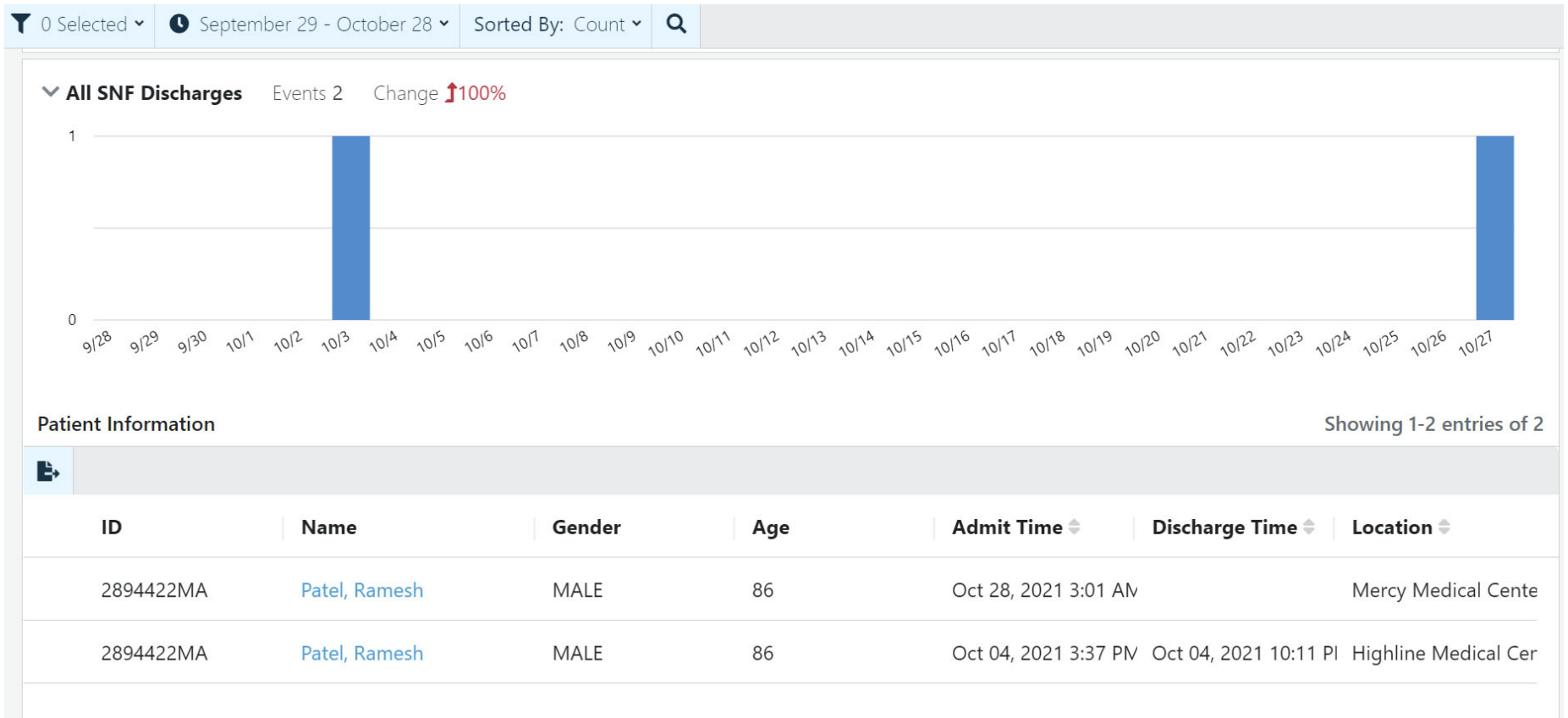
Care Team

	GOODWIN HOUSE INCORPORATED GOODWIN HOUSE BAILEY'S CROSSROADS  Skilled Nursing Facility  Practice Other Name: GOODWIN HOUSE BAILEY'S CROSSROADS  (703) 824-1290  (703) 824-1241	Sources: 1
	GRAYSON, JANE, MD  Radiology: Radiation Oncology  Practice  (703) 504-7900	Sources: 1
	SMITH, BARBARA  Registered Nurse: Case Management  ACCESS HEALTH LLC  (804) 354-3784	Sources: 1

Criteria in web-based portal

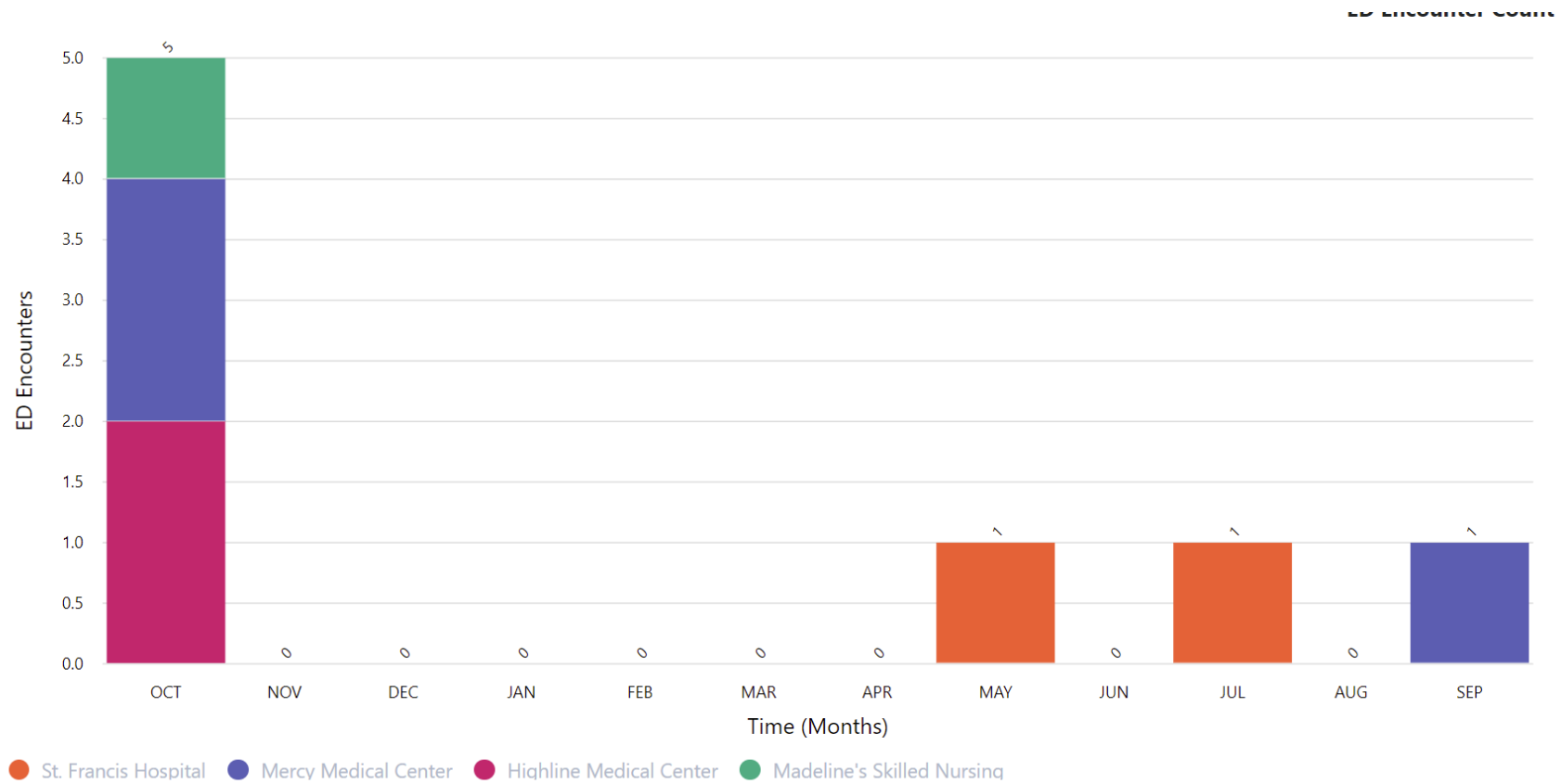
> IP Admission Post SNF Discharge	Events 2	Change ↑100%	Activity		
> All SNF Discharges	Events 2	Change ↑100%	Activity		

Identifying Post Acute Data



Identifying Post Acute Data

Encounter Trends



Identifying Post Acute Data

Discharge Details

Madeline's Skilled Nursing Alexandria, Virginia

Admit Date: **10/04/2021 @ 11:59am** Collective Visit ID: **d4484-b414e-a26ce**

Source: HL7 - Madeline's Skilled Nursing - Created On: 10/04/2021 @ 11:53am

Overview

Notifications

Attending Physician

Visit Account Number

Billing Account Number

53852580

12020465

Type

Skilled Nursing

Insurance

N/A

Major Type

Post Acute Care

Chief Complaint

Diagnoses

- Acute diastolic (congestive) heart failure (I50.31)

Administered Medications

Prescribed Medications

Discharge Date and Time

Oct 18, 2021 7:31:31 PM

Discharge Disposition

Discharged to home or self care (routine discharge)

Discharge Diagnosis

Identifying Post Acute Data

Census

<input type="checkbox"/> Event Type <input checked="" type="checkbox"/> Admit <input type="checkbox"/> Discharge	Location ⌵	Admit ⌵	Discharge ⌵	Type ⌵
	Jozas	Crescent Moon Nursing 10/28 8:35PM	10/29 12:40AM	Skilled Nursing
<input type="checkbox"/> Encounter Class <input type="checkbox"/> Emergency <input type="checkbox"/> Inpatient <input checked="" type="checkbox"/> PAC	W	Edgewater Health and Ref 10/28 8:31PM	10/28 10:38PM	Post Acute Care
<input checked="" type="checkbox"/> Encounter Types	Henrik Johanne	Spring Creek Rehab 10/28 8:09PM	10/28 9:09PM	Post Acute Care
<input checked="" type="checkbox"/> Facilities		Harbor Nursing Center 10/28 8:07PM	10/28 11:56PM	Skilled Nursing
<input checked="" type="checkbox"/> Aberdeen Skilled Nursing <input checked="" type="checkbox"/> Bakersville Health and Rehab <input checked="" type="checkbox"/> Crescent Moon Nursing <input checked="" type="checkbox"/> Edgewater Health and Rehab <input checked="" type="checkbox"/> Garden County Post Acute <input checked="" type="checkbox"/> Harbor Nursing Center <input checked="" type="checkbox"/> Legacy Home Health <input checked="" type="checkbox"/> Parkside Skilled Nursing <input checked="" type="checkbox"/> Spring Creek Rehab	stensen	Parkside Skilled Nursing 10/28 8:01PM	10/28 9:18PM	Skilled Nursing
	ey Samuel	Garden County Post Acute 10/28 7:47PM	10/28 9:33PM	Skilled Nursing
	nce	Garden County Post Acute 10/28 7:43PM	10/28 11:56PM	Post Acute Care
	m John	Aberdeen Skilled Nursing 10/28 7:29PM	10/28 9:38PM	Post Acute Care
	Thomas	Garden County Post Acute 10/28 7:25PM	10/28 9:20PM	Skilled Nursing
	William	Aberdeen Skilled Nursing 10/28 7:12PM	10/28 8:47PM	Skilled Nursing

Questions?

HIT Commons Upcoming Events and Webinars

Thank You!

Annual Collaborative

- HIT Commons is planning one multi-stakeholder collaborative this year to focus on addressing statewide behavioral health needs utilizing HIT tools to support care coordination efforts:
- **Behavioral Health – State Strategies and Stakeholder Efforts**
 - Fri., Dec. 3rd, 9am-12pm (virtual)
 - **Special keynote speaker: Steve Allen, OHA Director of Behavioral Health** who will highlight state priorities for behavioral health as a result of the 2021 Legislative session.
- **Register here:**
<https://us02web.zoom.us/meeting/register/tZlode2qrDMoHt35otV17xEzXZb3Dhie867>

All upcoming events can be found here: <https://orhealthleadershipcouncil.org/edie-utility-announcements-and-upcoming-events/>