



A B O U T[®]

Care Orchestration

Reimagining Patient Flow and Improving
Healthcare Operations

A Starting Point for Health System Leaders

Take Control of Demand, Capacity, and Throughput

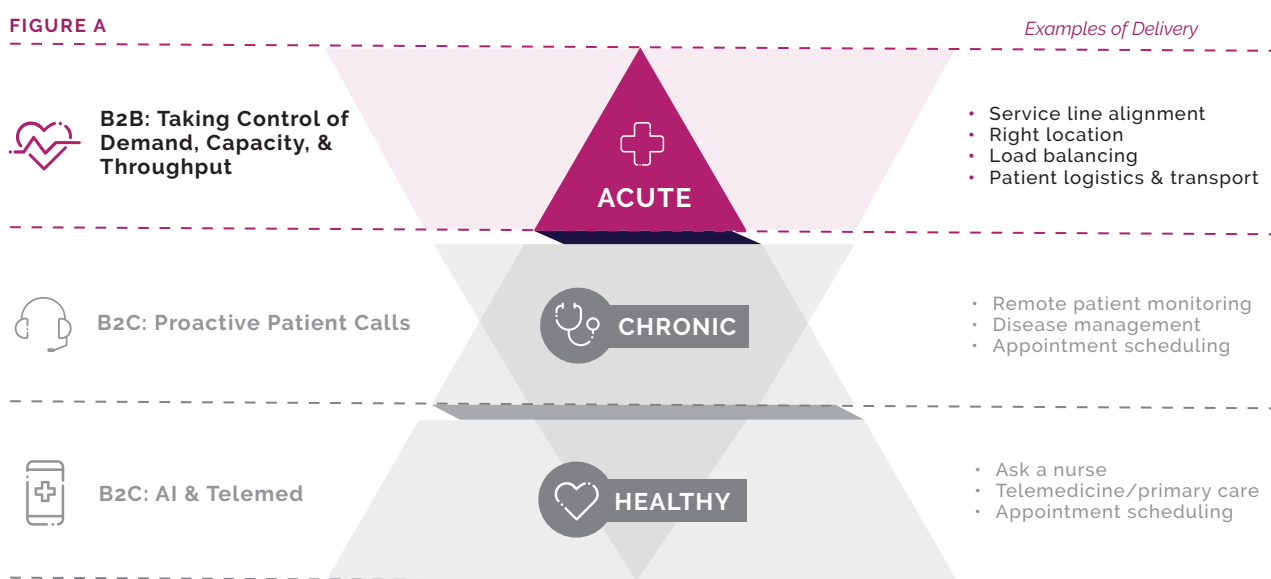
At its core, care orchestration is about the experiences of patients and providers. Effective care orchestration manifests itself in key ways. Patients receive the right care in the right setting, without delay. They flow without barriers into, through, and out of the health system, precisely as their needs dictate. Clinicians in widely dispersed facilities come together as a unified entity. When the need for a transition arises, they're confident their patients will receive excellent care in a timely and seamless manner, wherever it occurs. This level of care orchestration plays a pivotal role in helping health systems achieve true

"systemness" and take control of three crucial operational levers: patient demand, capacity, and throughput.

Where should a health system begin improving care orchestration? Where the stakes are highest: the acute patient journey. While acute care comprises the smallest segment of overall healthcare delivery, it also represents both the largest cost center and the greatest opportunity for revenue generation (FIGURE A). Just as importantly, it's where health systems can have the most significant impact on patient outcomes.

Elevate Performance Financially, Operationally, and Clinically

FIGURE A



WHEN A HEALTH SYSTEM LACKS SYSTEMNESS

Many health systems do not function as true systems in key respects. Facilities and departments operate in silos, without standardized processes or cross-functional visibility to vital information.

Lack of Systemness Leads to Significant Clinical, Operational, & Financial Impacts

- ⊗ Delays in transferring patients into the hospital
- ⊗ Increases in average length of stay (ALOS) and avoidable inpatient delays
- ⊗ Increased staffing costs and turnover
- ⊗ Delays in discharging patients to post-acute care
- ⊗ Inefficient load-balancing and resource utilization
- ⊗ Dissatisfaction among both referring and accepting clinicians
- ⊗ Compromised clinical outcomes due to delayed care
- ⊗ Decreased bed availability
- ⊗ Leakage of patients, revenue, and market share to other health systems

Although magnified by the pandemic, the negative consequences of health systems operating in a siloed fashion have existed for years. While the circumstances have changed, the pathway to systemness hasn't — it starts with a focus on improving care orchestration.

OPTIMIZING THREE CRUCIAL OPERATIONAL LEVERS

Health system success hinges on optimizing the three operational levers of demand, capacity, and throughput — specifically:



Increasing the demand for services that support strategic objectives, generating referrals from existing and potential sources and achieving the ideal patient mix



Optimizing capacity, including beds and staff, to accommodate the demand for services in the care setting that best meets each patient's needs

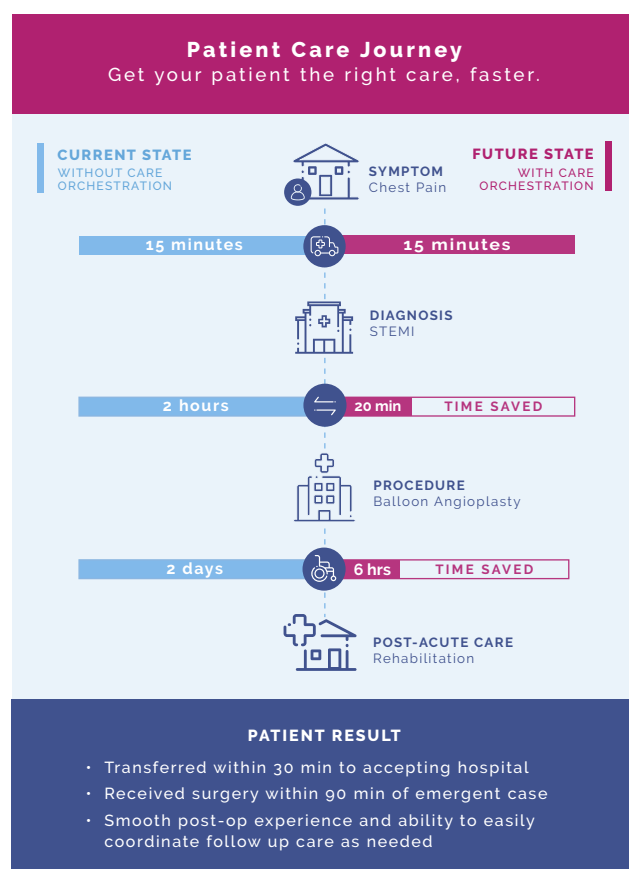


Achieving expedited throughput, removing bottlenecks that affect capacity, enabling patients to transition smoothly across the full spectrum of care

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Properly executed, care orchestration connects people, data, workflows, and systems to improve the coordination and logistics of the acute patient journey. This drives systemness and unifies healthcare operations, which in turn maximizes the control of all three operational levers.

FIGURE B



The impacts are profound and pervasive. Individuals in various capacities across the health system gain enterprise resource visibility, in real time, along with the automation to ensure a seamless continuum of care for every patient. Care teams get decision-making insights in each moment, from transfer into the system, through the various stages of care, and discharge to home, rehab, or post-acute care.

BECAUSE EVERY MINUTE COUNTS

Profoundly positive outcomes can be expected when health systems reimagine patient flow and improve end-to-end care orchestration.

To better understand the impacts of care orchestration as it should be, consider the example (FIGURE B) of a person who arrives at a community hospital emergency department with chest pain. Following a diagnosis of ST elevation myocardial infarction (STEMI), the ED physician determines the patient requires transfer to a large tertiary hospital for balloon angioplasty.

The nearby health system receives the ED physician's transfer request, which is accepted within 30 minutes. At the referring facility, this acceptance triggers a number of simultaneous actions: deploying an ambulance to transport the patient; connecting the ED physician and treating cardiologist for a pre-transfer intervention; activating the cath lab; and securing a bed in the critical care unit.

Within 90 minutes of arrival at the accepting facility, the patient is undergoing angioplasty. Post-procedure, the patient experiences a smooth journey from the cath lab to the CCU to a bed on the hospital floor. If post-acute care is medically

indicated, the health system promptly arranges a transfer, including ground transport, to a pre-vetted facility; this swift transfer prevents an unnecessary (i.e., non-reimbursed) hospital stay and frees up a bed for an incoming acute-care patient.

Patients whose care is orchestrated at this high level tend to experience the best possible clinical outcomes — driving strong satisfaction with their providers and the health system. Clinicians also perceive the experience in a positive light, and for referring physicians this instills or reinforces loyalty to the health system.

All of the goodwill fostered by effective care orchestration is parlayed into multiple benefits for the health system, including increased referrals, fewer transfer request denials, less leakage to other health systems, reduced ALOS and fewer avoidable inpatient days, improved bed utilization, increased workforce efficiency, and growth in revenue and market share.

For patients, providers and health systems, the rewards of care orchestration are undeniable. The question becomes: ***“How do we get there?”***

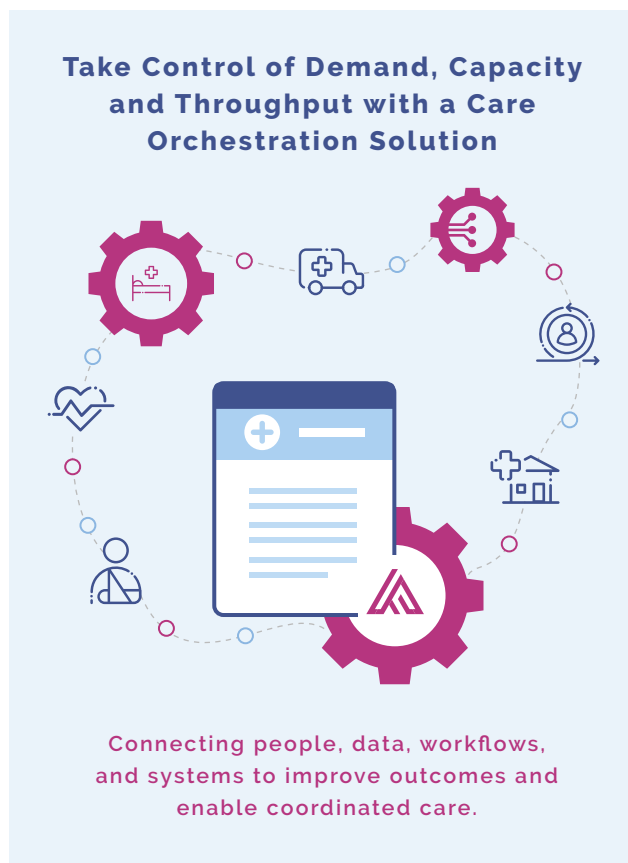


IDENTIFYING THE INGREDIENTS FOR SUCCESS

To arrive at an answer, let's start with the premise that care orchestration doesn't happen organically — it requires a carefully devised and deployed strategy involving dedicated people, standardized processes, and the right technology platform.

Ideally, these elements come together in a standardized access center, where staff are empowered by proven workflows and collaboration, coupled with technology providing clear visibility into systemwide resources, including beds and staffing. The net result is an ability to orchestrate swift, seamless, and safe patient transitions across all care settings, from transfers into

the health system, through discharge to the next best care setting.



The choice of technology is crucial for success. First and foremost, the technology should be purpose-built for care orchestration. Other technologies, such as electronic health record (EHR) and bed management systems, don't offer the means to efficiently control demand, capacity, and throughput, both within and outside the health system. At the same time, the care orchestration solution should be interoperable with the EHR and other IT systems, ensuring a clear vantage

point to all patient care transitions, as well as available resources and performance in real time.



Even better is care orchestration technology that translates performance metrics into meaningful, actionable insights health system leaders can use to make informed strategic and operational decisions. In addition, they enjoy access to a multidisciplinary team of clinical, operational, and business experts possessing a proven track record of helping health systems achieve their objectives.

The convergence of these elements forms a strong foundation for effective care orchestration — which enables health systems to achieve true systemness and greater control of demand, capacity, and throughput. With these capabilities, health systems gain a tremendous advantage in ensuring the highest quality patient care, expanding their market share, strengthening their bottom line, and securing a bright future.

ENVISIONING THE IDEAL CARE ORCHESTRATION PARTNER

With so much at stake for health systems, the choice of a care orchestration partner is critically important.

Essential Attributes and Capabilities of an Ideal Care Orchestration Partner

- ✓ Maintains an exclusive focus on care orchestration and a reimagined patient flow
- ✓ Offers technology that's purpose-built for end-to-end care orchestration and is fully interoperable with the EHR and other IT systems
- ✓ Complements the technology with deep clinical, operational, and business consulting expertise
- ✓ Enables the streamlining of every patient transition into the hospital and beyond, while load-balancing capacity across facilities
- ✓ Engages with the health system in a committed, long-term partnership, highlighted by a gainshare model that promises, measures, and shares successes

As the leader in care orchestration technology and expertise, ABOUT satisfies all of these criteria, and it's reflected in the measurable results achieved by more than 150 health systems across the country, including an average:



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ABOUT EXPERT!**

Get a customized preview of how
care orchestration will look for
your organization.

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About Us

ABOUT offers a flexible, purpose-built solution that empowers hospitals and health systems to operate as one connected network of care. We enable easy access for clinicians to move patients into and out of the acute care setting — getting them to the next, best care setting faster and easier. Complemented by our clinical experts and best practices, we provide health systems the necessary controls and insights to grow with resilience, drive clinician effectiveness, and improve patient outcomes.



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