

How Residential Healthcare Group uses PatientPing to Improve Timeliness and Efficiency of Patient Care



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BACKGROUND

Residential Healthcare Group, headquartered in Troy, Michigan, is a nationally recognized full continuum provider of home health, palliative, and hospice services. Founded in 2001, Residential is affiliated with Graham Healthcare Group, and provides care to over twenty-five thousand patients across Michigan and Illinois annually.

Residential implemented PatientPing in September of 2017, and uses the platform across its entire continuum of services. Prior to implementation, Residential would place outbound calls to hospitals, skilled nursing facilities, and patients to follow the patients as they transitioned from different care settings before starting home health or hospice services. This often resulted in dozens of outreach calls throughout the week to confirm patient discharge dates to ensure timely initiation of care. In addition, Residential would dispatch a nurse to a patient's home only to discover that the patient had been admitted to the hospital, wasting valuable resources that could have been applied elsewhere. Residential was looking for solutions to help more effectively manage patients as they transitioned to different care settings and eventually back home.

PATIENTPING IMPLEMENTATION

Since PatientPing had already integrated with Residential's electronic medical record platform, the solution took only days to customize and implement for Residential. The clinical leadership at Residential also championed this new solution to garner internal adoption quickly.

Several teams within Residential utilize PatientPing to better manage patient care:

- Care Coordinators, who follow Residential patients as they transition through the care continuum until they start or resume home health care services
- Home Care Specialists, who provide regular health outreach assessments to patients who have been discharged from home health services
- Home Care Consultants, who work with facilities to determine when and how to appropriately transition patients home

Residential has benefitted from receiving real-time information from PatientPing, as it has improved the effectiveness of their outreach efforts. The PatientPing notifications have helped identify patients who are in need of intervention, improve timeliness of care, and efficiently allocate clinical resources.

"Timeliness is an essential component of successful post-acute care," says David Curtis, Chief Operating Officer for Home Health, Graham Healthcare Group. "With PatientPing, we no longer have to seek out our patients as they go through the continuum. Instead, the automated, immediate notifications let Residential be proactive in our outreach and ready as soon as we are needed for a smoother transition home."



PATIENTPING IMPLEMENTATION

"PatientPing is thrilled to work with an incredibly innovative post-acute organization like Residential Home Health as we continue on our mission to connect providers to seamlessly coordinate patient care. Home health agencies play an extremely important role in a patient's healthcare journey, and we look forward to continuing our partnership to bring better care coordination and improved care outcomes to patients in the Midwest." says Jay Desai, CEO & Co-Founder of PatientPing.

PATIENT SUCCESS STORY

In October of 2017, Residential Home Health received a Ping on a patient who was at a skilled nursing facility. A Residential Home Care Specialist acted on the real-time information provided through the Ping and called the patient's wife to obtain additional information. The Home Care Specialist learned that the patient had fallen and was in significant pain which resulted in a hospitalization and transfer to the skilled nursing facility. Residential educated the patient's spouse on their specialized in-home nursing and therapy services that could help improve the patient's strength and prevent future falls. The patient then notified the facility that Residential was her preferred home care provider which allowed Residential to send a Transitional Nurse Liaison to the facility immediately to help smooth the patient's transition back home. As a result of PatientPing's notification, Residential was able to proactively reach out to the patient's family, allowing home health services to start within 24 hours of the patient's discharge from the facility.

SUCCESS METRICS

Residential has seen several results since actively following patients post-discharge using PatientPing.

Patient Referrals	Home Health Admits	Revenue in the past 5 months
191	120+	\$400,000+

