Emergency Department Optimization
MAJOR FEATURES AND FUNCTIONALITY

With the nation's leading care collaboration network—connecting patient data from all 50 states—Collective Medical's Emergency Department Optimization program offers powerful functionality proven to help hospitals reduce unnecessary utilization and lengths-of-stay while improving care for their most vulnerable patients.

DIRECT EHR INTEGRATION

Collective's bi-directional EHR integration receives real-time admit, discharge, and transfer (ADT) and continuity of care (CCD) information from thousands of care entities across the nation, offering unique insight into where millions of patients are daily and which of them require help. Additionally, Collective automatically pushes alerts and curated care information directly into existing workflows, offering care team members immediate insight into the patient right in front of them.

AUTOMATIC IDENTIFICATION AND NOTIFICATION OF VULNERABLE INDIVIDUALS

Upon registration in the emergency department, Collective's intelligent analytics automatically identify patients in need of special care, then delivers in-EHR notifications to front-line providers: high or rising patterns of ED utilization, collaborative care plans or curated histories of care, a history of sepsis, historical violence or safety concerns, and significant prescription histories*.

REAL-TIME CARE COLLABORATION BETWEEN CARE TEAM MEMBERS

The Collective platform lists each member of the patient's care team, regardless of geography, with contact information for each. More importantly, each of these users are empowered to add historical care details and collaborative plans for future care to the information automatically gathered from the EHR. All of this information and more is automatically delivered back to the EHR when a patient in need of attention is identified by Collective's analytics, and is made available on demand in the Collective portal.

PATIENT SEGMENTATION AND REPORTING

Collective's users are enabled to group individual patients for monitoring or future follow-up—and the platform offers live reporting of those patients' activities across the network to help case managers and social workers care for those individuals. In addition, a regular emergency department census report is delivered, showing demographics, encounter information, and utilization metrics for all patients who have recently visited the hospital's emergency department.

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Hospitals using Collective to identify patients and collaborate on care show unrivaled results

By addressing utilization rates and optimizing workflows, emergency departments can increase throughput, improve efficiency, and avoid preventable encounters and admissions—ultimately saving on care costs and increasing revenue—while providing higher quality care.

- Sturdy Memorial Hospital used Collective to gain insight on behavioral health patients utilizing the ED. By involving case managers in the care of their behavioral health patients, Sturdy Memorial saw a **78 percent decrease in ED utilization by enrolled behavioral health patients** during an initial pilot.

- Legacy Salmon Creek designed an emergency department readmissions algorithm around the Collective platform, focused on assessing patient needs and considering alternatives to readmission. Legacy Salmon Creek successfully **reduced the overall ED encounter rate by 81 percent**, leading to a **25 percent reduction in all-cause 30-day readmissions** and earning the hospital an Award of Excellence in Healthcare Quality by Qualis Health in 2018.

- Torrance Memorial Medical Center created unified care plans in the Collective platform utilizing an interdisciplinary team consisting of case managers, social workers, nurses, and physicians. Focusing on these collaborative care plans led to preliminary results showing a **57 percent decrease in ED utilization** and **helping Torrance Memorial address workplace violence concerns**.

AVOIDABLE ED UTILIZATION IMPACTS PATIENT CARE

Increasing numbers of patients in emergency departments creates patient flow problems that have been linked to adverse outcomes. Patient flow issues include:

- ED Boarding

- Long wait times that have even led to death

- Increased length of stay and left without being seen (LWBS) rates

- Overcrowding, which has been linked with violence toward ED staff members

"" Because the ED is the point of entry for hospital admissions, readmissions, and emergency care, we needed to realize the forces behind ED traffic and use it as the center for decreasing readmissions. "

Cynthia Miceli
RN, BSN, CCM, ED RN
Case Manager at Legacy Salmon Creek

*in regions where a connection to the state prescription monitoring program is available to Collective Medical

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