

DATA FOR HOME HEALTH

**Helping patients stay home from the hospital
with community health data**

Manifest MedEx + Charter Healthcare



Manifest
MEDEX





Knowing when the most vulnerable patients need help shouldn't be so hard

When Charter Healthcare first started delivering hospice, palliative care and transitional care to the most vulnerable patients in Southern California in their homes, they were challenged by not knowing their patients' health histories. Their team of case managers and nurses would try their best to patch together a picture of when a patient was admitted to the hospital or had recent changes in prescriptions by gathering whatever they could via fax and phone. Charter was growing quickly, with local health systems and health plans recognizing the value of their compassionate work, but they were struggling to provide the best care possible without a full understanding of their patients' needs and care.

This picture changed when Charter joined the nonprofit Manifest MedEx (MX) health data network at the start of 2019. Now they know right away when one of their patients is in the hospital and can arrange the help they'll need at home before they're even discharged. Thanks to being in one of Manifest MedEx's most active regions in California, Charter has real-time clinical information on 95% of their patients.

Accessing health data through MX helped Charter:

- Improve care for patients by having accurate information quickly.
- Control healthcare costs by reducing readmissions and length of stay and increasing hospital diversions. Health plans report that Charter has helped save millions of dollars and reduced hospitalizations by 50%.
- Improve relationships with their health plan clients because they're not having to "bug" them for patient information.
- Inform ambulatory physicians when their shared patients have been hospitalized.
- Double the size of their patient census in the last year.

During the COVID-19 pandemic patients need high quality care at home more than ever before. With accurate, timely information from MX—soon to include alerts on patients' COVID-19 test results—Charter can provide needed care for patients sheltering at home and critical follow-up, delivered safely, for patients who have tested positive and are isolating.

“Having Manifest MedEx is very helpful for our case managers so we can know what these members are going in for, what triggered their return back to the hospital, what could we have done to prevent that visit.”

Delivering data for the future of impactful, innovative care management

Charter Healthcare is a post-acute home health agency offering hospice, palliative care, and transitional care in San Bernardino, Riverside, and parts of Los Angeles and Orange counties.

Founded in 2006 as a hospice agency, the company has grown to eight facilities across Southern California with more than 100 case managers and a 10-person IT team among 1,000 total staff. Charter delivers care coordination programs for partners including Blue Shield of California, Inland Empire Health Plan, and Riverside University Health System. The company uses health data and a team of skilled, bilingual medical professionals to improve outcomes for Charter's diverse and vulnerable patients.

As California's largest nonprofit health data network, Manifest MedEx (MX) delivers real-time information to help healthcare providers care for millions of patients every day. Founded in 2017, the organization delivers actionable insights from clinical and claims data for over 19 million Californians and 600 participating plans, hospitals and practices. MX offers participants innovative technology tools including MX Notify (hospital encounter notifications), MX Access (longitudinal health records) and MX Access (risk-scoring and analytics) in modern, flexible formats.

Charter relies on information from Manifest MedEx to reduce readmissions and improve patient care for two specific programs:

1. Reduce readmissions. Charter collaborates with health plans and providers to reduce hospital readmissions through post-discharge home visits. A total of 50 nurses are assigned to 900 patients, who are in this program for three months or less, and receive visits based on their risk level. The enrolled patients vary widely in ages and diagnoses.

2. Palliative care. A team of 25 nurses provide regular home visits for 300 mostly elderly patients with serious and complex illnesses. In addition to nurse visits, patients also receive social worker, chaplain, and certified home health aide visits as needed.

Health plans and providers rely on home health partners for care coordination in the community, with the goal of improving outcomes and reducing readmissions for high-risk patients. Agencies like Charter serve as community care managers — hubs of collaboration between primary care providers, health plans, hospitals, and patients.

Access to real-time clinical data through MX made Charter's work much easier.

“Manifest MedEx has helped to give us a better idea for the patients that are enrolled, the kind of hospitalizations that are occurring out there. MX is providing data in a more timely manner and a more detailed manner.”



Helping caregivers focus on care, not chasing health data

“It’s such a great tool. Before we had Manifest MedEx, we had to call the insurance group and ask: ‘Hey, do you have the hospital notes? Oh, it’s not up yet. Oh, it hasn’t been sent to us yet.’ We didn’t have that access.”

Manifest MedEx helps streamline the workflow for Charter’s case managers, making it easier for them to stay up to date on patient needs. Charter now has a single, reliable source of data for the dozens of hospitals, health plans, and ambulatory practices in their community. Case managers start their day with MX Notify, which gives them a list of all patients who were admitted to or discharged from the hospital or seen in the emergency department since the previous day. From there, the team can dive deeper into the patient’s longitudinal health record through MX Access.

Manifest
MEDEX

SearchRecent PatientsBurke, Terry

Home

Access

Notify

Analyze

Admin

Burke, Terry10/06/1997 (22 Yrs) F

More demographicsView summary

Patient Summary

Summary

Allergies

Insurance

Medications

Claims Data

Problems & Diagnoses

Encounters

Labs

Radiology

Procedures

Documents

Vaccinations

Next Of Kin

Allergies

| Allergen | Reaction | Severity | Onset Date |
|----------|-------------|----------|------------|
| Peanut | Anaphylaxis | Severe | 01/21/2001 |
| Aspirin | Rash | Mild | 01/21/2001 |

Medications

| Medications | Dose | Details | Start |
|-------------|------|---------|-------|
|-------------|------|---------|-------|

Problems & Diagnoses

| Description | Date |
|--------------------------|------------|
| Chest pain on exercising | 02/10/2019 |
| Shortness of Breath | 02/10/2019 |
| Shortness of Breath | 11/08/2018 |
| Shortness of Breath | 11/07/2018 |
| Chest pain on exercising | 10/10/2018 |

Laboratory Results

| Description | Details | Date Created |
|-----------------|---------|--------------|
| HbA1c | | 01/22/2018 |
| Smear Review | | 10/30/2017 |
| Vitamin D 25-OH | | 10/30/2017 |
| ESR (Wintrobe) | | 10/30/2017 |

Procedures

| Code | Description | Date |
|-------|--------------------|------------|
| G9226 | Diabetic foot exam | 07/10/2017 |

Encounters

| Admission | Discharge | Patient Class | Discharge Diagnosis |
|------------|------------|---------------|----------------------|
| 01/02/2019 | 01/02/2019 | Outpatient | -Shortness of Breath |
| 11/07/2018 | 11/08/2018 | Emergency | |
| 10/11/2018 | 10/12/2018 | Inpatient | |
| 10/10/2018 | | Emergency | |

Before MX

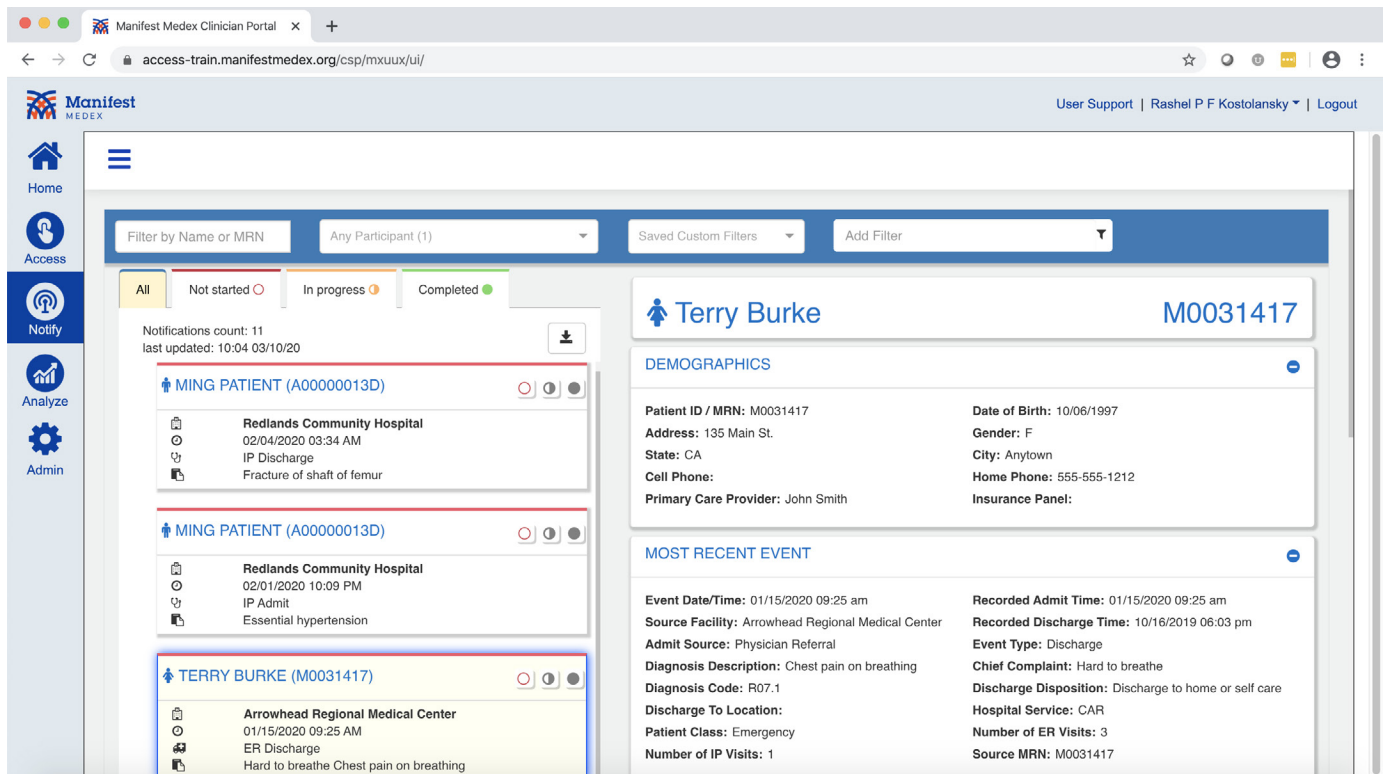
Charter's team was struggling to get accurate and timely information on patients under their care. When they heard a patient was in the hospital, they would try to get details through manual and inefficient methods including:

- Faxing information requests to hospitals and waiting one or two days for responses.
- Calling hospital nurses to get deeper insights. Nurses were often too busy to reply in a timely way.
- Calling the PCP and faxing requests to numbers that often were not working.
- Relying on patient accounts of the care they received, which were often incomplete.

After MX

Today, Charter care managers for both the readmissions and palliative care programs begin their day by logging into MX services.

- They use MX Notify to see which of their patients were seen in the hospital or emergency department and need extra help. This is their worklist for the day.
- Then they use MX Access to summarize the latest patient information for their team of nurses in the field.
- They review the history from the admitting physician, hospital progress notes, surgical notes, and results from labs and scans that were ordered.
- Charter uses MX Access to identify the names and contact information of treating providers so they can be kept in the loop on a patient's progress.



“Everybody has access to MX Notify. Every morning when all the case managers get to work, they use it to see if any of their members are inpatient at the time or at the ER. That way they can reach out to the family, or the caregiver, or the member themselves, and see what happened, what brought them into the hospital.”

The team of case managers are able to “follow up the same day on things now” and even before a patient leaves the hospital “start working on a plan to help. They’re able to turn around right away, and develop a plan of care, and start reaching out to the needed providers to help the members out. It’s really definitely helped out, and they’re able to do things a lot quicker.”

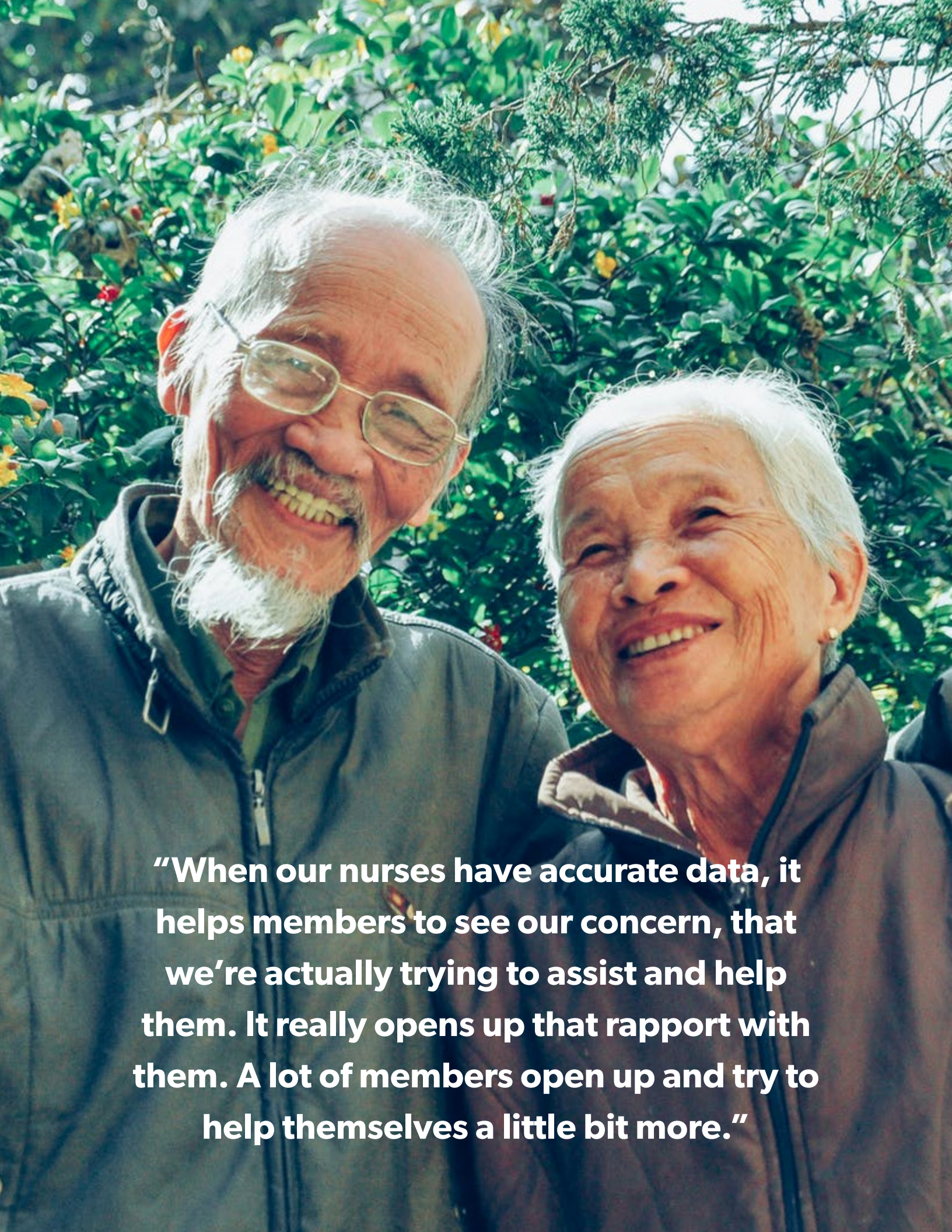
That ability to stay ahead of what vulnerable patients need, not wait and react, is a major part of Charter’s success delivering quality outcomes and value using Manifest MedEx. The collaboration has also helped Charter improve its relationship with health plan clients: “When we meet with case managers and providers to report on their members, they’re smiling at us. Now it’s like ‘we don’t have to bug you guys anymore to get the data.’ It’s really helped out.”

Making compassionate care work for both patients and healthcare's future

Charter Healthcare is already seeing gains in efficiency from working with Manifest MedEx to more easily and securely access accurate patient information. These are some of the impacts they have noticed, which they are now analyzing more deeply:

- Improved outcomes for patients with congestive heart failure (CHF) and chronic obstructive pulmonary disease (COPD) by being able to more accurately track medication adherence, coordinate treatment with primary care providers, and spot care issues early. "Now that we have the data, we've seen a major decrease in hospitalizations for exacerbations for CHF and COPD."
- Satisfied health plan and provider clients report that Charter helped them save "millions and millions" of dollars in health spend and reduce hospitalizations by 50%.
- Charter was able to double the size of their patient census in 2019 thanks to easier workflow and reduced administrative burden tied to having accurate and timely health records for their patients.

Independent, specialized home health agencies like Charter are an increasingly important part of the modern care continuum. Easy and timely access to patient health records helps Charter deliver appropriate, compassionate and responsive care so they can help patients stay at home and avoid costly and dangerous hospitalizations.

A photograph of an elderly couple smiling outdoors. The man on the left has white hair, a beard, and glasses, wearing a grey jacket. The woman on the right has white hair and is wearing a brown jacket. They are standing in front of lush green foliage with some yellow and red flowers. The text is overlaid on the bottom half of the image.

“When our nurses have accurate data, it helps members to see our concern, that we’re actually trying to assist and help them. It really opens up that rapport with them. A lot of members open up and try to help themselves a little bit more.”



www.manifestmedex.org
info@manifestmedex.org

#ManifestMedEx