



Community Medical Centers partners with Manifest MedEx to improve care transitions

Background

Community Medical Centers (CMC) is a Federally Qualified Health Center and certified Primary Care Medical Home (PCMH) with locations in San Joaquin, Solano, and Yolo counties. CMC clinics serve the safety net population, and most of CMC's more than 100,000 patients are insured through Medicare, Medi-Cal, or the Health Plan of San Joaquin (HPSJ). CMC offers a full slate of regional, integrated care services across the primary care, behavioral health, and oral health spectrum. CMC also provides supportive services such as case management and targeted, population-specific services such as primary "health home" for its high-risk patients.

CMC is committed to serving its safety net population using the "whole person" model to provide the highest quality care for this vulnerable population. A key component to this model is improving care transitions and ensuring access to reliable patient information across care teams to enable timely, effective care.

Solution

To support their population health and whole person care goals, CMC participates in Manifest MedEx (MX), California's largest nonprofit health data network, and its local affiliate San Joaquin Community Health Information Exchange (SJCHIE) to connect safety net providers like CMC to other healthcare organizations in the region, like San Joaquin General Hospital. This exchange provides useful clinical and claims data to participating organizations at the point of care so that providers can more effectively and efficiently address the health care and social needs of high-risk patients.

CMC leverages MX tools to improve care transitions, especially post discharge, and prevent and reduce the number of readmissions to inpatient facilities:

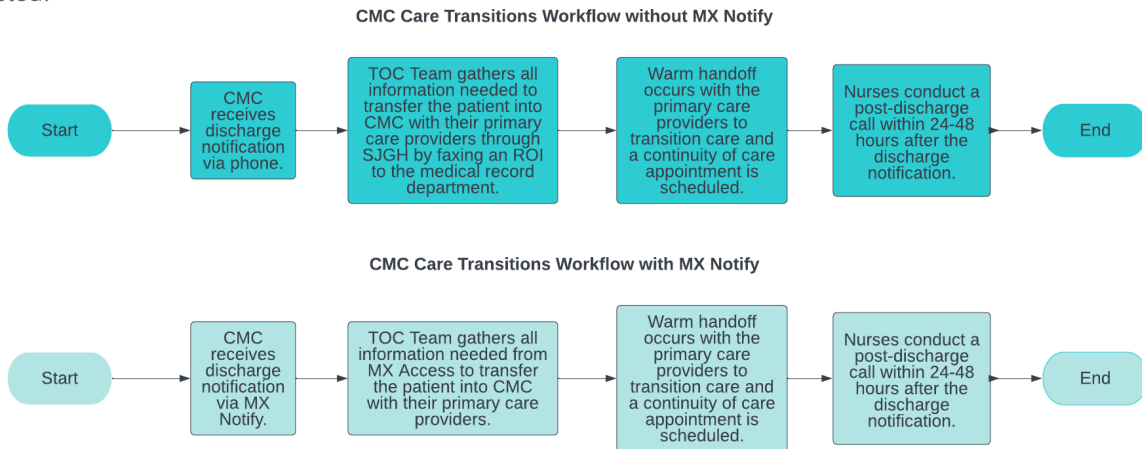
- MX Notify generates real-time alerts for a patient's major health care events, such as a hospital readmission or discharge
- MX Access combines clinical and encounter data (e.g., claims) to create a more thorough picture of the patient's healthcare utilization and clinical flow at the point of care.

A crucial head start to discharge planning

CMC's Transition of Care (TOC) Department receives MX notifications about a patient's discharge through MX-generated emails and through MX Notify so care teams can take action immediately. Once the TOC team has been notified of a patient's discharge, the team uses MX Access to review the inpatient clinical summary document and discharge diagnosis, which provide a snapshot of the patient's hospital stay (e.g., dates, hospital) and any pertinent information associated with that admission and discharge. The clinical information in MX allows the TOC team to access critical information about hospital admission events and discharges at MX participating hospitals in San Joaquin County. This may include information on the patient's discharge needs, such as necessary follow-up appointments with specialists or for durable medical equipment. This summary also provides the TOC team with a medication list, which the team uses to confirm active medications with the patient once they transition.

Access to reliable patient information

When CMC does not have direct access to a hospital's EHR, the staff rely on the clinical summary in MX Access. This summary provides critical information to inform decision-making. This can help fill in key information gaps that arise when nurses must rely solely on the patient's recollection of their discharge, medications, treatment, or follow-up appointments. The discharge summary provides an overview of the necessary referrals and when follow-up appointments need to be completed.



With MX Notify and MX Access, CMC has been able to improve efficiency of care transition workflows and provide even more timely care for their patients. Rather than relying on phone calls and faxes, these tools give the TOC team necessary information about patient's hospital admissions and help them close the loop on discharge follow-ups. The valuable clinical data available in MX Access fills information gaps for CMC on the specifics of their patient's medical events.

As CMC continues to adopt MX tools and expands their team, the TOC team is exploring MX Analyze, a MX tool that generates new insights into patient trends and healthcare needs through dashboards and predictive analytical tools. This will enable CMC to gain insights into their patient population and identify any trends related to certain diagnoses and conditions so that they can better tailor their services for those high-risk patients.

For more information on how MX can help you improve care transitions, visit us at www.manifestmedex.org or contact us at info@manifestmedex.org.

"Having access to Manifest MedEx has significantly improved our ability to care for our patients efficiently, including getting medication lists and referrals to specialists."

- Ginger Manss, Chief Nursing Officer, Community Medical Centers