Understanding patient referrals as a first step

As organizations shift their focus to clinical integration or take on shared risk and reward models such as Accountable Care Organizations (ACOs), the key to success is managing referrals. According to a recent article in the Journal of the American Medical Association (JAMA), “The success of accountable care organizations under global payment may depend in part on a common yet poorly understood clinical decision: the patient referral in the outpatient setting."

The problem is, as summarized in the JAMA article by Dr. Zirui Song, “We don’t have an accurate understanding of how frequently referrals occur, we know even less about who refers to whom and for what conditions, and we know even less about the care that a referral leads to.”

The high costs of care transitions

Healthcare providers and organizations are now burdened with the high costs of network leakage. Based on an internal case study conducted by Allscripts, only 35% to 45% of patient referrals stay within network. The rest represents leakage—and a missed opportunity to capture revenue and provide patient care across the entire continuum. In addition, an estimated 26% of referrals are sent to an inappropriate specialist while 50% of the overall referral cost is incurred on only 5% of the patient population—thereby showing a massive proof of inefficiency.

Without tools to understand patterns and optimize internal resources, the issue with leakage will only be exacerbated and the high costs associated with this conundrum will continue to soar.

Connecting patients to the right resource at the right time

PROVIDER NETWORK OPTIMIZATION

Allscripts CareInMotion provides the consulting and advisory analytics necessary to make sense of transitions of care data. These actionable insights allow health systems to construct the right network and workflows to achieve clinical and financial objectives

SYSTEM-WIDE TRANSITIONS OF CARE

Allscripts has partnered with par8o to provide a dynamic referral management solution to succeed in new value based care deliver models

REAL-TIME TRANSITIONS OF CARE DECISION SUPPORT

Allscripts CareInMotion connects the insights derived from our advisory services to frontline personnel making transition of care decisions, delivering providers dynamic information in their referral workflow and empowering them connect the right patient to the right resource at the right time.

Industry Needs:

- Understand referral patterns
- Quantify costs of leakage
- Manage referrals more efficiently
- Keep patient within network
- Build the right care team

Key Benefits:

- Keep patient within network
- Maximize the resources in place
- Drive appropriate and profitable care

1. Referrals: A Linchpin for Increasing the Value of Care, JAMA August 13, 2014
2. The Kyruus Physician Referral Survey, 100 U.S.-based specialist physicians across 11 medical specialties
Why Allscripts CareInMotion?

• Connect Anywhere: Acute + Post Acute + Community + Ambulatory
• Connect Now: EMR integrated, robust and active referral network
• Connect Fee for Service (FFS) & Fee for Value (FFV): Simultaneously address FFS and FFV objectives

Improve care transitions and go beyond MU2

KEEP PATIENT WITHIN NETWORK
The first step in improving care transitions is understanding network referral patterns. CareInMotion provides analytic capabilities to understand referral data from any EHR system (e.g. TouchWorks) or through Care Management and Referral Management solutions based on direct messaging protocol. Our solution provides configuration management offerings to drive care to providers within network, and create system footprints to ensure repeatable processes and leverage expertise.

MAXIMIZE THE RESOURCES IN PLACE
CareInMotion provides resource utilization capabilities that enables users to view and analyze utilization rates of healthcare organization assets. Implementation configuration rules can be established based on custom requirements allowing providers to deliver care and organizations to increase resource efficiencies. Regular health checks, coaching, and support are also available on a per-module basis—thus driving appropriate and profitable care overall.

CareInMotion allows Decision Makers to simultaneously accomplish FFS & FFV
The responsibilities of Population Health Decision Makers (PHDM) continue to grow as FFV accelerates. While pursuits of FFV are critical to long term success, health systems cannot loss focus on the FFS objectives. As key stakeholders, PHDMs utilize technology to achieve outcomes, and CareInMotion provides the best-of-breed capabilities to simultaneously deliver FFS & FFV results Allscripts has the only solution for precisely controlling referrals across your entire health system.