

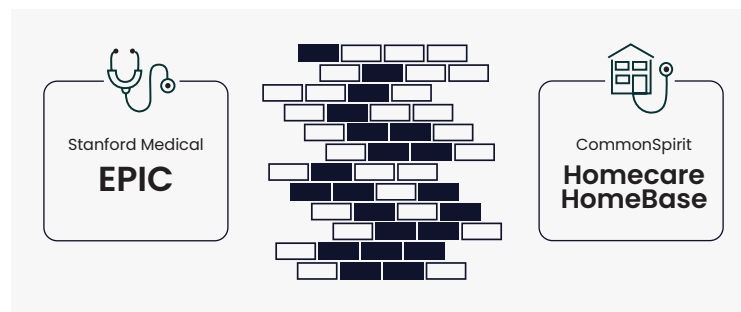
CASE STUDY CommonSpirit™

CommonSpirit Health at Home Enhancing Post-Acute Care with WellBeam



The Challenge at CommonSpirit Health at Home

CommonSpirit Health at Home, a leading post-acute care provider, plays a crucial role in ensuring patients receive quality medical care in the comfort of their homes after being discharged from acute institutions like Stanford Healthcare. However, traditional analog workflows, relying on faxes and phone communication, hindered the efficiency of care coordination between home care clinicians and following acute providers. The lack of seamless communication resulted in delayed responses, administrative burden, and missed revenue opportunities.



Barriers between EMRs hinder timely communication.

The Solution to Streamlining Post-Acute Care

Recognizing the need for transformative change, CommonSpirit Health at Home adopted WellBeam's innovative platform to establish direct digital pipelines between Stanford Healthcare's EMR, Epic, and CommonSpirit Health at Home's system, HomeCare HomeBase. This revolutionary approach aimed to optimize care coordination, improve patient outcomes, and enhance the provider experience, amongst multiple other benefits, detailed in the following text –



WellBeam
Connected Care

Accelerated Turnaround & Improved Cash Flow:

One of the most remarkable improvements was the acceleration in the turnaround time for orders. Before implementing WellBeam, **orders took an average of 14 days to be signed.** With WellBeam in place, this turnaround time was reduced to an impressive 4 days. This efficiency gain allowed for quicker decisions and care adjustments, enhancing patient outcomes.



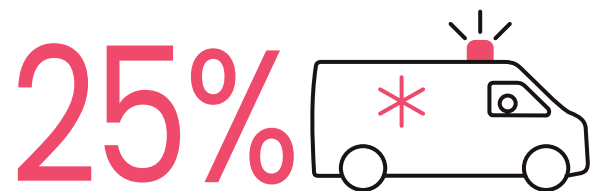
Additionally, unlike acute health systems, post-acute agencies don't get paid until orders sent to acute care facilities are signed. WellBeam's ability to reduce the turnaround time for signatures from 14 to 4 days had a profound impact on the cash flow of the agency. By accelerating the receipt of signed orders, WellBeam effectively reduced cash cycle times, ensuring that accounts receivable were no longer tied up for extended periods.

Efficiency and Provider Satisfaction:

WellBeam's integration streamlined administrative workflows for post-acute providers at CommonSpirit Health at Home. The platform significantly reduced the time spent on manual tasks, such as phone tag and fax exchanges, as well as charting of those exchanges, allowing providers to spend more time focusing on patient care. Administrative overhead associated with the acute-to-post-acute care coordination workflow was drastically reduced (up to a 90% decrease observed on the health system side), resulting in enhanced provider satisfaction and decreased burnout.

Improved patient outcomes:

The implementation of WellBeam had a significant positive impact on patient outcomes. The improved communication channels enabled CommonSpirit Health at Home to contact acute care providers seamlessly and within their own operating environments (Epic), rather than through a fax line or clinic phone. This streamlined communication resulted in faster response time, thereby preventing avoidable hospital readmissions. By swiftly addressing issues arising from patients' conditions, CommonSpirit Health at Home successfully reduced readmissions, leading to better patient recovery experiences and cost savings. Post-acute care providers estimated **a 25% decrease in the number of patients they needed to transfer to acute care facilities due to deteriorating conditions** (e.g., unplanned ED visits and readmissions). This improvement was attributed to their ability to triage and administer patient care more effectively with the prompt sign-off of acute physicians facilitated by WellBeam. This not only enhanced patient care but also contributed to significant cost savings.



**PATIENT READMISSION
TO ACUTE CARE REDUCED**

With WellBeam's implementation, CommonSpirit Health at Home successfully transformed its post-acute care coordination approach. The partnership between WellBeam and CommonSpirit Health at Home exemplifies the potential of digital innovation to reshape the landscape of post-acute care. By enhancing communication, optimizing workflows, and prioritizing patient-centric outcomes, WellBeam empowered CommonSpirit Health at Home to deliver superior care experiences while realizing substantial financial gains, particularly through improved cash flow management.



Our back office support and intake team have **reduced workflow time with WellBeam's intuitive document management solution** reducing our follow up and tracking time thanks to the Epic InBasket delivery of documents requiring signature.

Additionally, with **WellBeam Instant messaging** capabilities our back office team has **dramatically reduced their phone and hold times with Stanford Healthcare Physicians on WellBeam.**"

- Jeannine Roberts, Director of Administrative Operations
CommonSpirit Health at Home/Pathways



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