Care Coordination and Clinical Social Work
Improving Transitions of Care - Leveraging Advances in Technology
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Presented by:

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Learning Objectives

1. How UCLA implemented performance improvement initiatives that allow post-acute care providers access to critical information; and offer patients access to a quality care post discharge.

2. Outline the key operational elements when implementing technology for a successful transition of care.
Challenges and barriers for our Patients, UCLA Health and Community Providers

**Patients**
- Limited options offered to patients
- Compromised quality
- Unsatisfied patients/families

**Health System**
- Increased ALOS due to difficult placements
- Increased readmission rates
- No data to track performance

**Community Providers**
- No access to real-time medical reports
- Using various communication methods caused errors
- Community outreach is time consuming
How did we overcome some of these challenges?

HealthLink

• UCLA HealthLink provides secure, remote access to UCLA Health Electronic Health Record (EHR) for community providers and their administrators.

Aidin

• Aidin is the referral management system utilized by Care Coordination to facilitate safe discharges and care transitions.

How did these tools improve patient outcomes?
Improving Patient Outcomes - HealthLink

HealthLink

UCLA HealthLink is accessed by providers through an internet browser and provides view-only access to patients' electronic health record for:

- Chart (view only)
- Lab and Imaging results
- Provider notes
- Medications
- LACE+ Score
Improving Patient Outcomes – Aidin

The Aidin system tracks patient referrals as they transition across various care settings. Its aim is to improve the overall quality of care offered to UCLA patients through:

- Increase transparency
- Reduce operational inefficiencies
- Enhance existing UCLA Health processes
- Discharge patients to the highest quality care providers
- Use of real-time data
Aidin System supports the following care types:

- Assisted Living
- Congregate Living
- DME
- Home Health
- Hospice
- Infusion
- Inpatient Psych
- Inpatient Rehab Facilities
- Long Term Acute Care Hospitals Outpatient Dialysis
- Recuperative care
- Skilled Nursing Facilities and Sub-Acute

Improving Patient Outcomes – Aidin
What did we offer our patients?

- Access to real-time reviews, metrics and quality ratings submitted by other patients who received services at a post-acute facility such as:
  - CMS star rating
  - Facility re-admission information
  - Patient Satisfaction scores
  - Patient reviews
- Exercise their freedom of Choice
What did we offer our community providers?

- Access to real-time medical reports
- Transparency
- Competition
- A standardized care transition workflow while keeping quality patient care at the forefront
- Identify the patients they can accept and care for.

**Clinical Reports**

- Face-sheet Display
- Readmission Risk Score (LACE+)
- H&P Notes
- Operating Room Notes
- Progress Notes (Last 3)
- NPH Psych Consult Notes
- PT/OT/SLP Consult Notes
- Lab results
- Vitals
- Med-list
- LDA Lines List
- LDA Other types
- LDA Drains List
- Trach Change
- Radiology Results
- ECG/EMG Results
Benefits to the UCLA Health

Access to real-time data, which enable UCLA Health to identify the facilities that provide high quality service to ensure that our patients are receiving exceptional care post discharge.

The data collected allow us to identify the healthcare facilities who are in need to create a better outreach programs or non-standard practices in order to provide quality care.

The data allow us to make procedural changes in order to improve discharge-planning strategies.
Improving Patient Outcomes

UCLA Health yield positive results

Patients
- Improved Patient Satisfaction
- Access to Quality Care Post Discharge
- Exercise their Freedom of Choice
- In 2018, 80% of our patients were discharged to an Above Average facility

Community Providers
- A streamlined referral process
- Effective Discharge Planning
- Education Opportunities
- Relationship Development

Health System
- Re-admission reduction
- ALOS reduction
- Advanced Discharge Planning
- Standardized referral process that is patient centric with focus on quality
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