



WISHIN HIE SUMMIT 2020

January 29, 2020

PATIENTPING

**PatientPing is an
Enterprise Care Collaboration
Platform
for your organization**

*powered by
the largest, most engaged
care-coordination network
in healthcare.*

WHAT WE DO



An enterprise care collaboration platform that supports your most important priorities

HOW WE DO IT

We connect providers across organizations to share relevant patient information in real-time at every transition of care across the care continuum.

More In-
Network Care

2x

Number of patients receiving in-network post-acute care



Reduce
Readmissions

24%

Reduced readmissions



Manage ED
utilization

14x

Increase in ED high-utilizers identified

Multi-state Health System with >40 hospitals

Deliver Shared
Savings

66%

NextGen ACO customer success rate vs non-customers

Across our customer base of ~1/3 of NGACOs nationally*

Improve Quality
& Revenue

26%

Increase in TCM visits billed

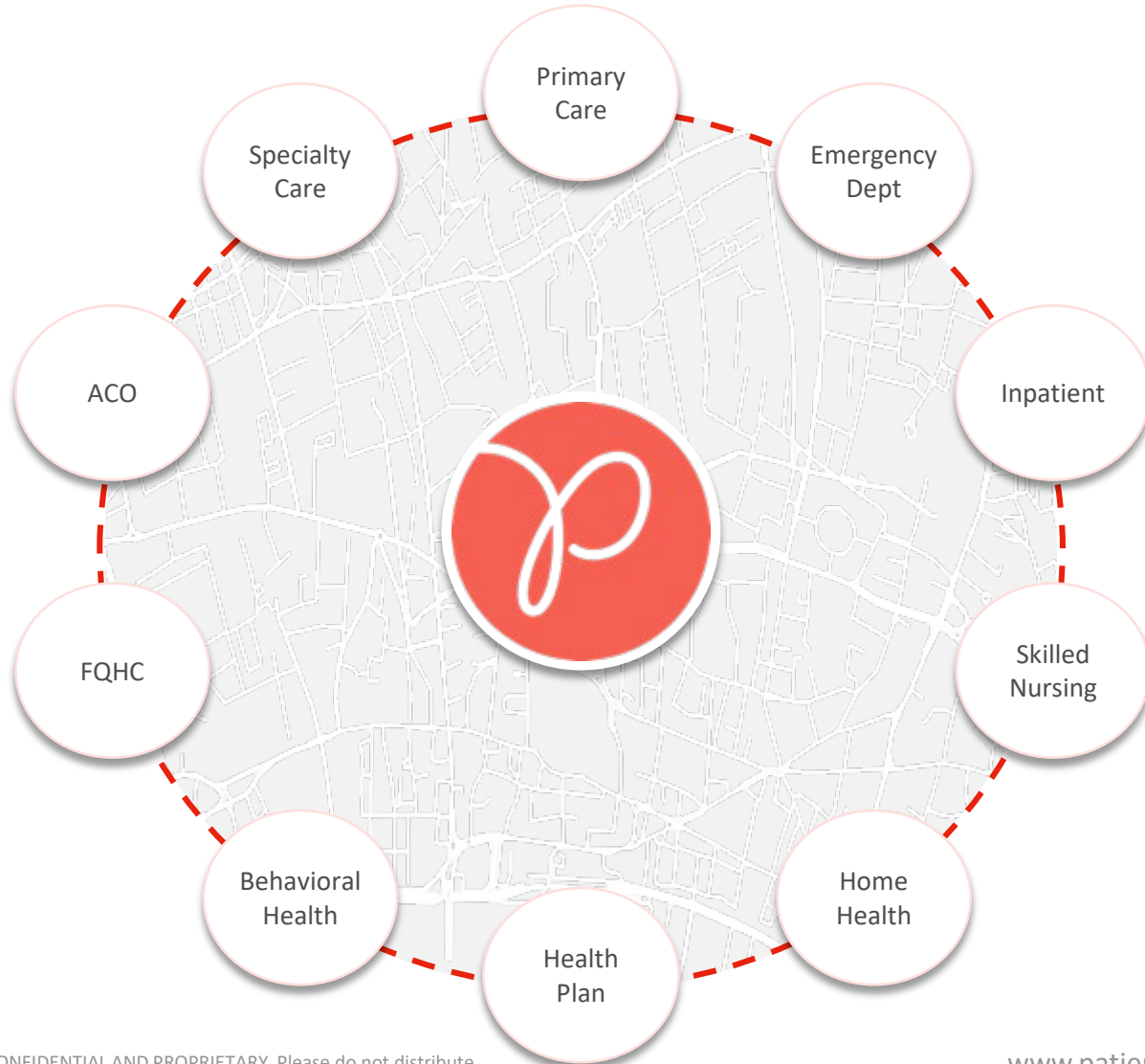


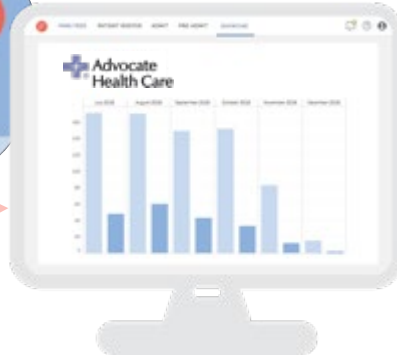
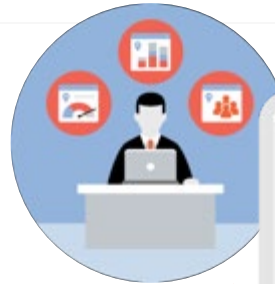
Embedded in your care team's **existing workflows**

OUR APPROACH



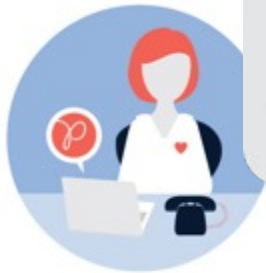
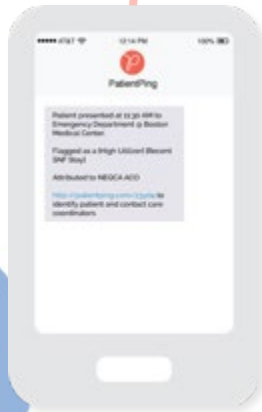
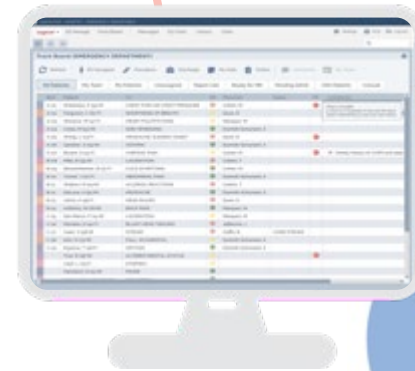
Connected providers enable seamless care transitions across the community





Spotlights Dashboards

Real-time dashboards and reporting for end users and administration



Pings

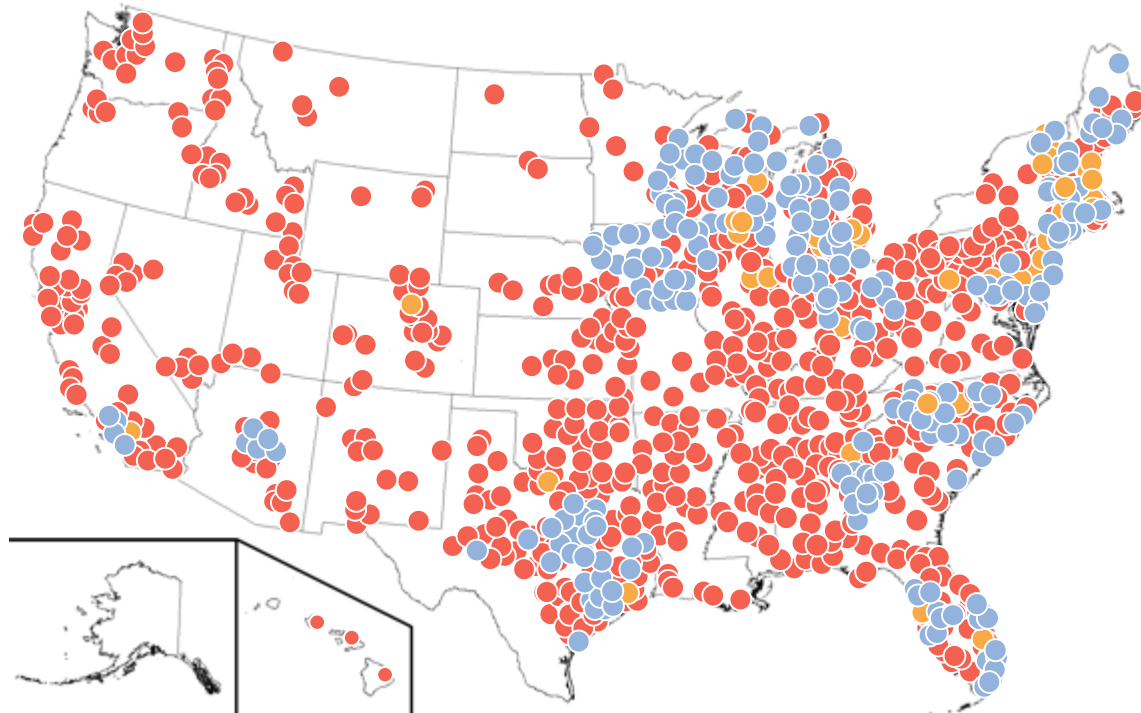
Real-time, customized and stratified messages about a patient's events delivered to the care team

Stories

A Care Transitions Assistant for point-of-care clinicians

NATIONAL FOOTPRINT WITH TRUSTED PARTNERS

A market-by-market approach to building a national network



4000+
POST-ACUTE
FACILITIES

200+
PHYSICIAN
ORGS

1000+
HOSPITALS

Select Health System Partners

YaleNewHavenHealth



OUR NETWORK

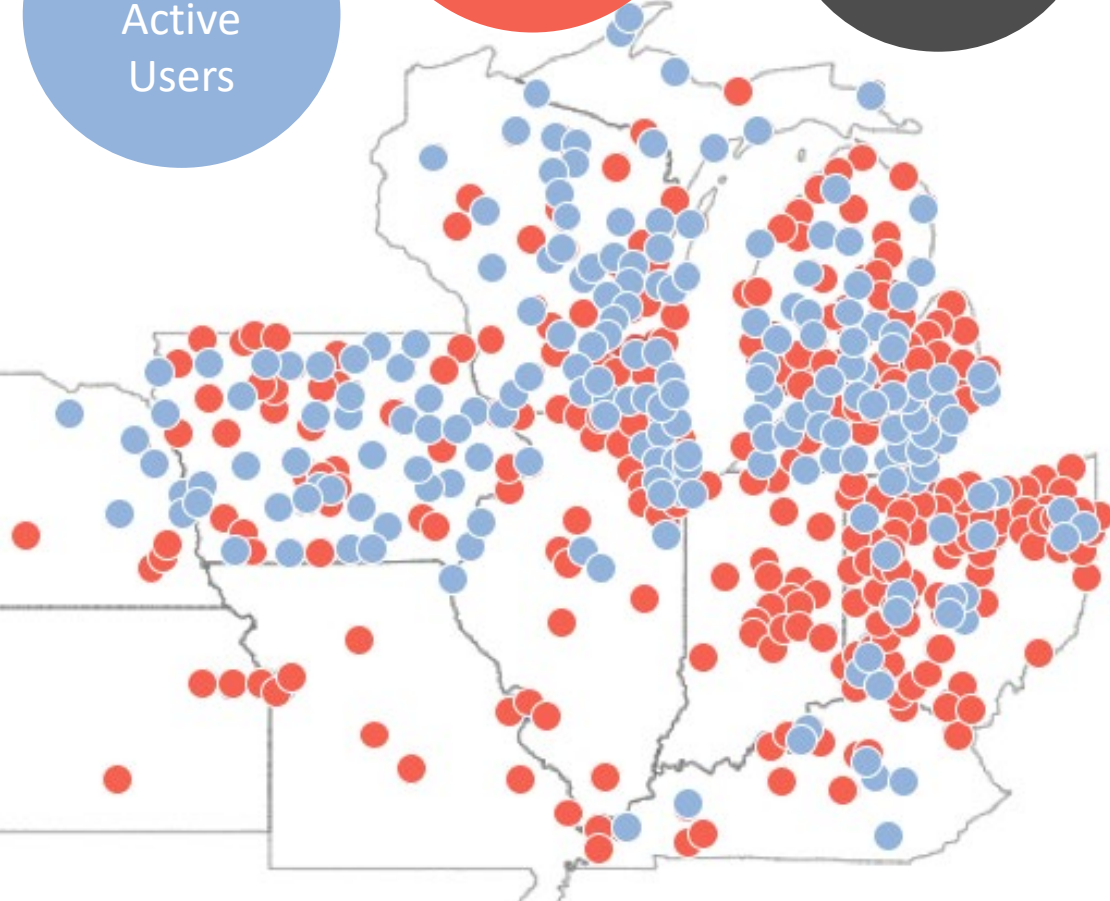


1,000+ Post-Acute Facilities • 350+ Hospitals

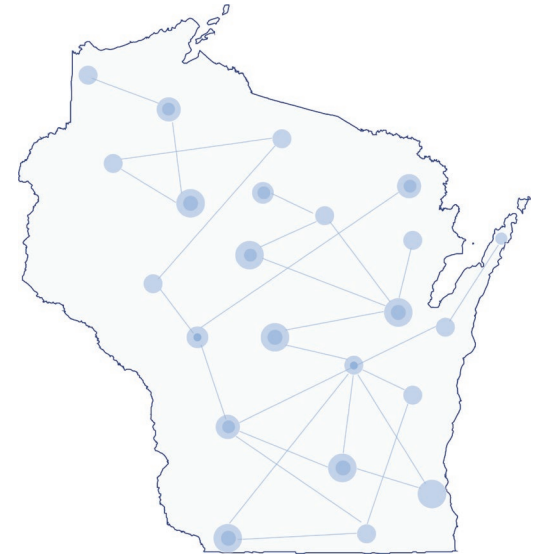
730+
Active
Users

1+ Million
Lives
Monitored

331k +
Pings
Received



The Wisconsin Network



✓ 2+ Million
patients
supported

✓ 720+ Pings
Received

✓ 20+ Owing
Organizations

✓ 85+
Hospitals

✓ 110+
post-acute

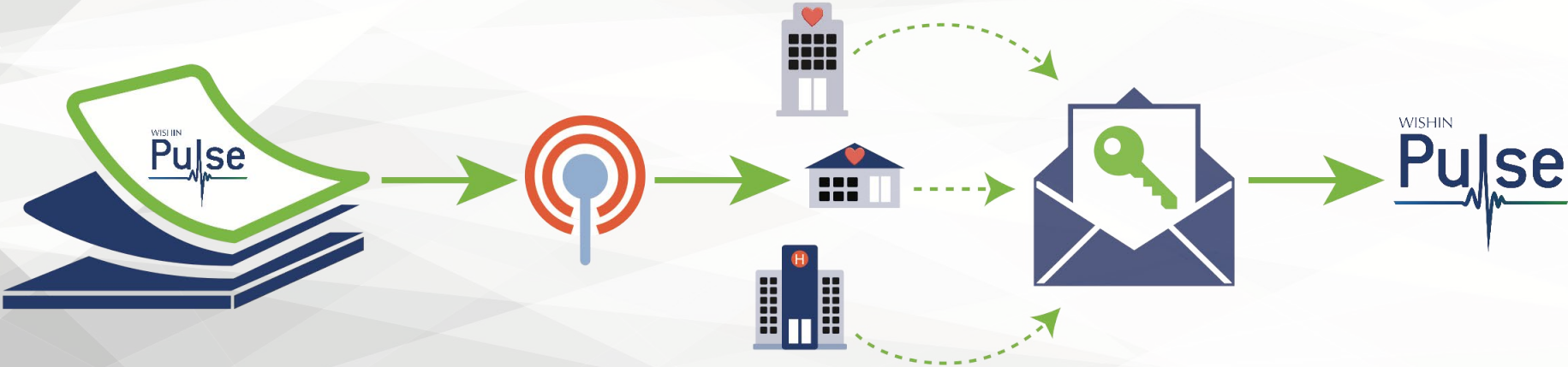
THE PATIENTPING WISHIN PARTNERSHIP



Improving outcomes and enabling better care coordination throughout the state of Wisconsin through our shared network



PatientPing: Real-time regional care coordination platform



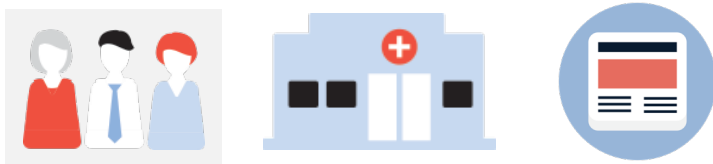
WISHIN: Important clinical data from 1,000+ sites across Wisconsin

PINGS: EMBEDDED WORKFLOWS

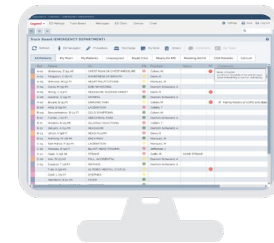


Flexible options to supplement existing workflows for different user roles

Care Managers, PCP Offices, EHR Users



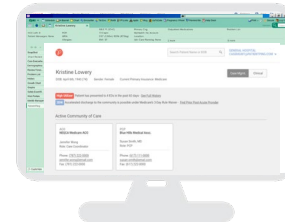
HL7 ADT delivered to Epic In Basket, Chart Review & Healthy Planet dashboards



Care Management Team



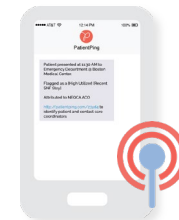
SSO integration into EHR for one click access to care coordination insights



High Risk Care Manager



Flexible Push Notifications to help the care team take quick action where it is needed most





STORIES: A CARE TRANSITIONS ASSISTANT

Make smarter, faster, and safer care transition decisions

Legend EHR - HOSPITAL - EMERGENCY DEPARTMENT

Legend EHR - HOSPITAL - EMERGENCY DEPARTMENT

Legend ED Manager Track Board Messages ED Chart Census Chart Settings Print Log out

Atwood, Glen

Atwood, Glen
Male, 9/29/1967 (50 YO)
Attending: Eddison, Chris
Outside Records: Available

Need Interp: No
Primary Prob: Shortness of breath
Allergies: Ace Inhibitors
Code: FULL

Speciality Comments: 08/08/2018
Admit Date: 08/08/2018
This patient:

PatientPing

ED SUMMARY PATIENT INFO VISIT HISTORY TRANSITION PLANNING Support About PatientPing

Readmission Risk. Last discharged from the inpatient setting 6 days ago at Downtown Medical. [See Events](#)

High Utilizer. 4 visits at 2 hospitals in the last 60 days. [See Events](#)

Recent SNF Stay in the last 30 days. The last qualifying Medicare day was on 10/20/18 (5 day ago). [See Events](#)

Encounters

- 4 ED Encounters in the last 30 days at 2 different facilities
- 2 Inpatient Stays in the last 30 days
- 12 ED Encounters in the last 12 months at 4 different facilities
- 4 Inpatient Stays in the last 12 months at 2 different facilities
- 2 Past Post-Acute Providers (all time)
Of those 2, there was 1 SNF and 1 HHA

Diagnoses

- COPD 6
- Pneumonia 5
- Chronic Emphysematous 4

Care Coordination

Palmer's FQHC UPON ADMISSION
CARE INSTRUCTIONS: Please call FQHC coordinator B Chin (978 433 8978 c) when patient admitted. Given patient co-morbidities, is at a high risk for delirium. They have intermittent housing and are known to Beaumont shelter.
Last updated 08/17/18

UPON DISCHARGE
Patient has a LTSS case manager, Jolene Parton @ (244 555 1253 c), who can help facilitate temporary housing services.

Wellington ER WORKPLACE SAFETY
CARE NOTE: Pt presented inebriated and displayed physically aggressive behavior. Suggest rounding on pt in pairs.



Patient-specific contextual information delivered at the point of care



Up-to-date insights derived from our network:

- Both in-network and out-of-network visit history
- Program/Provider Group attribution
- Care team and contact info
- Care Instructions
- Prescriptions/CCD (as available)



Embedded EHR experience to accelerate existing workflows

PATIENTPING – WISHIN PULSE INTEGRATION



Deeper understanding of patient history through WISHIN

The screenshot displays the PatientPing interface for a patient named 'WishinTest3 Test3', a 58-year-old male. The interface includes a navigation bar at the top with 'PING FEED', 'PATIENT ROSTER', and 'REPORTING'. A 'BACK' button is visible on the left. The patient's information is presented in a grid format, including DOB (12/12/1960), SSN (XXX-XX-0934), Current Location (Unavailable), Patient ID (Unavailable), Currently Billing (Medicare), Last Encounter Insurances (Medicare), Patient Phone ((439) 479-5015), and Patient Address (718 Santiago Fall Apt. 989, Shayleebury, UT 27545-2725). A 'Collapse patient info' link is located at the bottom left. A red box highlights the 'LAUNCH Pulse' button in the top right area of the patient information section.

< BACK

WishinTest3 Test3 58yrs, Male

DOB: 12/12/1960 Current Location: Unavailable Currently Billing: Medicare Patient Phone: (439) 479-5015

SSN: XXX-XX-0934 Patient ID: Unavailable Last Encounter Insurances: Medicare Patient Address: 718 Santiago Fall Apt. 989 Shayleebury, UT 27545-2725

[Collapse patient info](#)

LAUNCH Pulse



Requests for e-notifications is now required as a part of CoP

CMS Advances Interoperability & Patient Access to Health Data through New Proposals

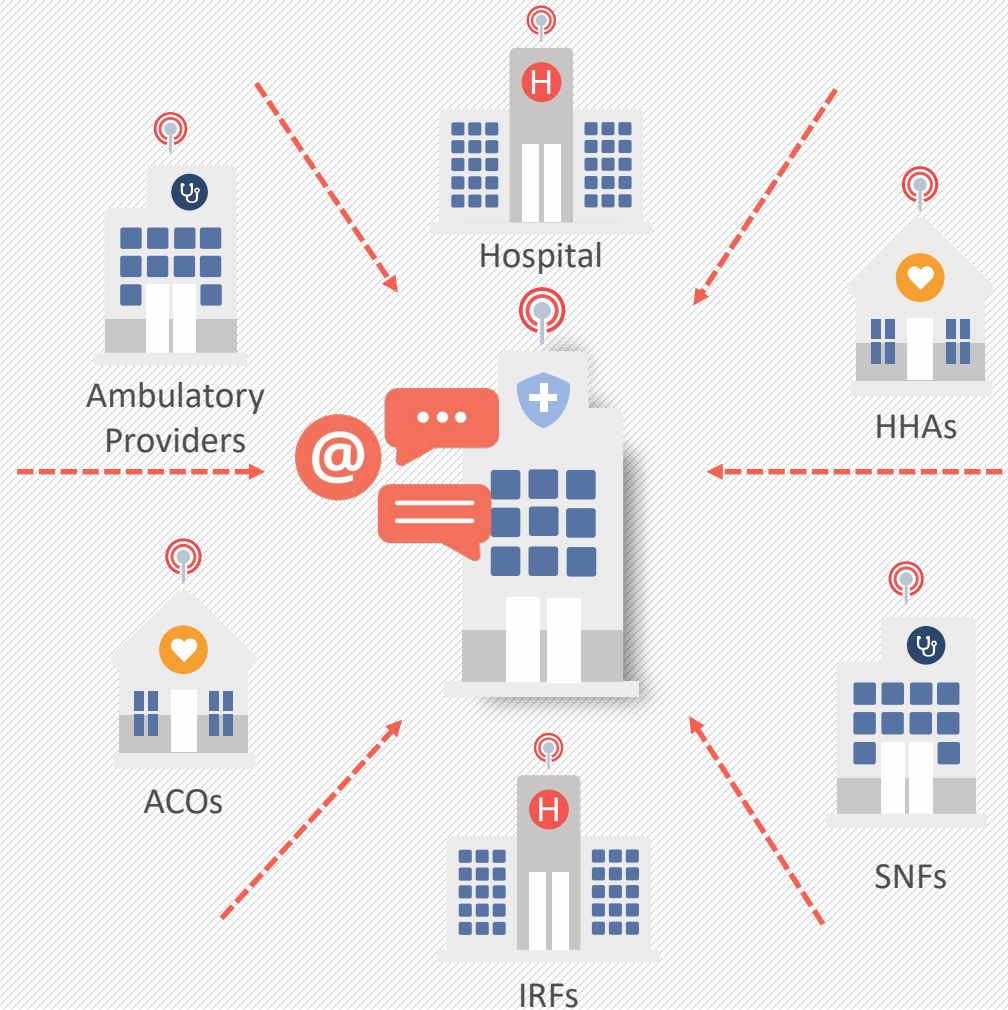
- Rule CMS-9115-P Section X (CMS e-notification requirement) requires Medicare participating hospitals, psychiatric hospitals, and CAHs to send electronic notifications when a patient is admitted discharged or transferred
- The rule requires hospitals to send inpatient ADTs to other community providers if requested in order to meet Medicare Conditions of Participation

Hospitals and Health Systems *must* have a solution in place (*pending final rule*)

CHALLENGES FOR HOSPITALS & HEALTH SYSTEMS



Eligible local, regional, or national requesters across diverse care settings and segments will expect e-notifications

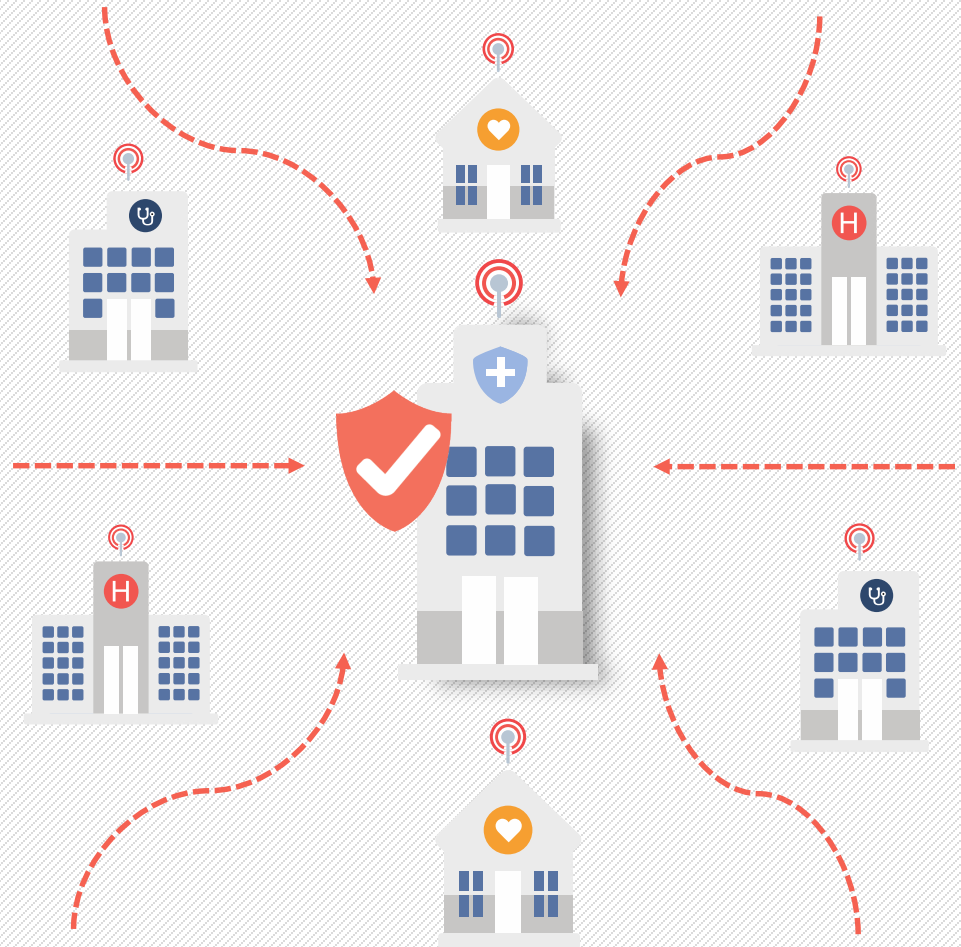




CHALLENGES FOR HOSPITALS & HEALTH SYSTEMS

Meeting e-notification requests require complex data matching and routing

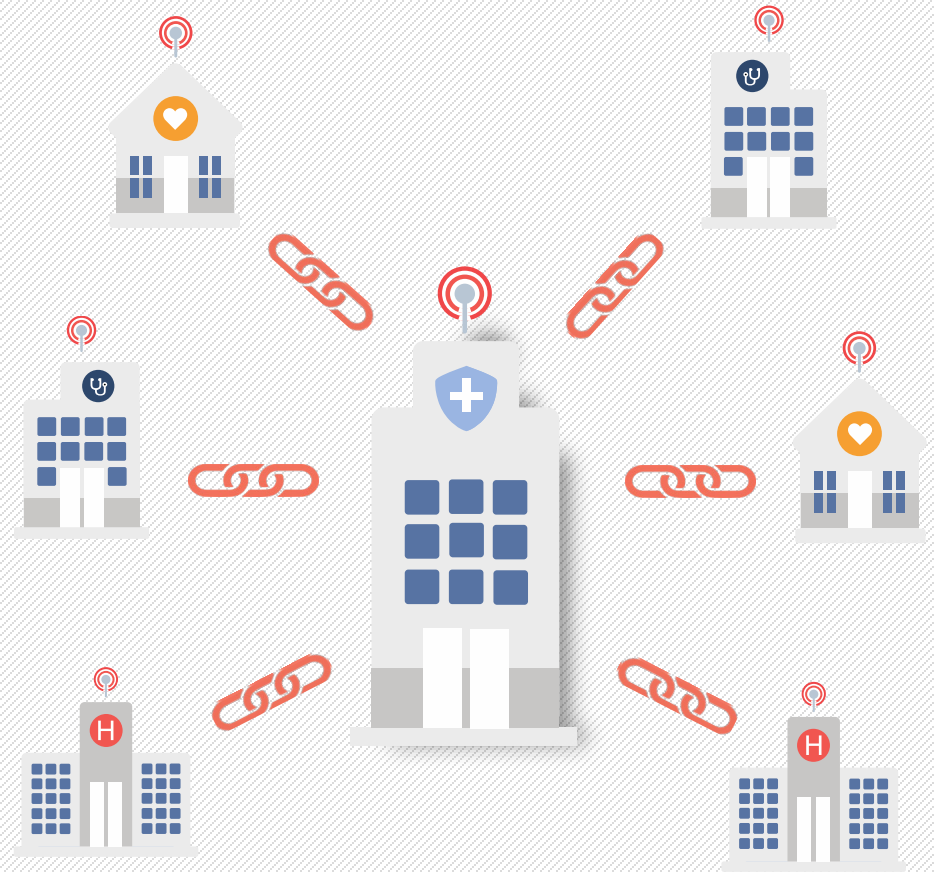
The expected volume of requests can strain internal IT and administrative resources and increase the risk of security incidents and data breaches





PATIENTPING & WISHIN

PatientPing and WISHIN will manage and route e-notification requests to minimize burden on your organization





“The promise of real-time connectivity and coordination of care has been elusive until now and I’m excited to see the impact PatientPing will continue to make across the nation.”

JOHN HALAMAKA