Interoperability thru the use of CommonWell Health Alliance results in improvements to the patient experience and outcomes at ARcare and affiliated organizations.

Interoperability improves Patient experience and outcomes

Greg Wolverton
greg.wolverton@arcare.net
(870) 374-2534

ARCARE
117 South 2nd Street
Arkansas, AR 72006

PHONE
(870) 374-2534

WEB
arcare.net

HIMSS: Kathy Shaw
kshaw@himss.org
(312) 590-0853

As ARcare began the journey to become a HIMSS Stage-Seven organization we began with a financial redesign to evaluate and prioritize the high value areas for improvement. One step was to be a part of the Million Hearts Initiative. There are tools and protocols in this initiative to help save 1 million lives in 5 years, and expanding on these we also used algorithms to identify patients that are in our chronic care programs so we could develop a community on what they should be doing to improve and how to engage them.

We started with contacting the patients by phone with reminders and giving them a menu to select from i.e. select 1) did you take your medications, or 2) would you like to speak to a provider now.

But we needed to improve the information on the visits of our patients from other than ARcare. We found CommonWell Health Alliance thru our Greenway Exchange that provided no cost connectivity with our five regional hospitals as partners. Sharing patient information and identification and facilitates creation of a common ID.

This provides information on admits and visits in real-time and improves data on our targeted populations. Once this is in place staff can view if appointments are scheduled or send an order for appropriate visits across the continuum even outside of our organization to provide a continuum of and better care.

As reimbursement is changing from volume to value this provides a clear step in that direction. The next step in this one example is placing PACS orders and returned results.

For further information or questions, contact: Greg Wolverton.

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