

Answers to your top questions about post-acute performance analytics in CarePort Insight

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Since the COVID-19 pandemic began, healthcare has transformed immensely as both acute and post-acute care (PAC) providers adapt and evolve. With staffing shortages, shifts in discharge patterns, and higher-acuity patients being referred to post-acute organizations, it's more important than ever for hospitals and health systems to build and maintain a high-performing network of PACs.

[In a recent webinar](#), Jeremy Buck, a Client Relationship Executive at CarePort®, powered by WellSky®, explored how **CarePort Insight** can help evaluate and grow your PAC collaborative in a way that saves time and resources and helps ensure the best patient outcomes.

Below, Jeremy answers the top questions from the webinar.

Q: How can CarePort Insight help my organization build a high-performing network?

Because of COVID-19 and the changing landscape of healthcare, it's more critical than ever to have quality metrics. CarePort Insight uses real-time, risk-adjusted data to guide you as you build and maintain a high-

performing post-acute network. CarePort Insight allows acute providers to easily see how different PACs perform by evaluating length of stay and hospitalization rates and by comparing CMS ratings, CarePort Quality Scores, and other critical measures. These aggregated ADT metrics can then be used to evaluate if a PAC facility should be included in your network.

CarePort Insight allows users to dig deeper into specific patient outcomes at skilled nursing facilities (SNFs) and home-health agencies, both in and out of network. Additionally, it displays a curated table of measures pertaining to different settings of care to put the most relevant data in front of decision makers for the building and maintenance of collaborative networks.

Q: I already have a collaborative network; can CarePort Insight still help?

While CarePort Insight certainly can help build a high-performing collaborative network, it's also an incredible tool for maintaining and managing your existing high-performing PAC network. It allows you to monitor the performance of your provider partners in real-time — eliminating the need for self-reporting and

enabling faster identification and intervention when problems arise. By tracking measures that impact your costs, such as 30-/60-/90-day readmission rates, length of stay (LOS), and timely start of care dates for at-risk patients, you can monitor your current PAC network and intervene and adjust when needed.

Q: How do post-acute performance analytics help with patient care?

CarePort Insight provides the most relevant and up-to-date information in a clear and comprehensive way, to guide decision makers in building, monitoring, and optimizing a post-acute provider network. This can ultimately lead to better patient outcomes. CarePort Insight data shows that patients who visit SNFs in a network built using that platform have lower hospitalization rates, return to the community more often, and utilize fewer skilled days compared to the market at large.

Q: Can my navigator staff use these analytics?

While anyone at your hospital can use CarePort Insight, the most common users are hospital administration and leadership. Other hospitals have implemented a model where analysts use CarePort Insight to research and recommend changes. Another CarePort solution, CarePort Connect, works hand in hand with CarePort Insight to assist frontline staff, like navigators or ACO care coordinators, with monitoring, tracking, and alerting on specific patients.

Q: Can I see patient details and data related to outcomes in CarePort Insight?

Yes. CarePort Insight lets you explore how different cohorts of patients (BPCI, DCE, etc.) have fared across your programs. Patient-level details are always available to download as a CSV file, which includes key demographic data — in addition to outcomes data such as readmissions, LOS, and diagnosis. This dataset can then be used with your current business intelligence workflows.

CarePort Insight

Build and manage high-performing post-acute collaboratives through real-time, risk-adjusted data.

Clients using CarePort Insight see that their network performs better than the market for the following SNF quality measures:

- Risk-adjusted average length-of-stay: 3.9 day reduction on average
- Risk-adjusted rehospitalization: 11% lower than average
- Discharge to community: 4% higher than average

\$4.5M

Estimated annual value of building and maintaining a high-performing SNF collaborative with CarePort*

**Estimates based on CarePort client averages*



Q: What is the difference between CarePort's post-acute analytics and the CMS 5-Star ratings on Care Compare?

While CMS provides a star rating system, the data is delayed by six months or more and is skewed toward the custodial population. CarePort Insight allows you to monitor post-acute performance in real-time, which is often months ahead of claims data. Insight receives ADT feeds from providers across the United States and then calculates LOS, readmission rates, hospitalization rates, and more. Additionally, CarePort Insight provides risk-adjusted calculations for patient acuity, which can help level the playing field for your PAC partners that treat more complex patients.

Q: How can a post-acute provider contribute data to CarePort Insight?

Becoming a CarePort data contributor is free — PACs don't pay anything to become contributors. There may, however, be a small one-time fee from the EHR provider to enable the feed to be sent to CarePort. CarePort works directly with your PAC partners to make the integration process as smooth as possible.

Data contributors also receive logins to CarePort to allow PACs to view the same data and information as their acute provider partners; this enables more productive, transparent conversations about patient care.



About the author



Jeremy Buck is a registered nurse with 11 years experience providing care at the bedside. He also brings with him an extensive history of developing and implementing EHR tools in the hospital setting. He obtained his BSN of Nursing at Drexel University in Philadelphia, is currently working on completing his MBA, and is certified with several Epic modules. He works closely with our clients to help them define and meet their workflow Metrics.

A recent survey on care coordination

Respondents to a [2022 Care Coordination Survey](#), echoes many of the shifts and trends Jeremy discussed in the recent webinar. Hospitals say their top challenges in securing post-acute care are declined referrals and more complex and higher-acuity patients, while a third of PAC respondents reported they're facing delays in sending referral responses back to hospitals due to staffing shortages. However, both acute and post-acute providers agree that the biggest barrier to care coordination is inadequate communication between settings of care. By choosing CarePort, both acute and post-acute providers can see a shared view of patient data, which enables better communication and helps bridge the gap between settings of care.



Transform your post-acute network with CarePort.

Watch the [on-demand webinar](#) to learn more or contact us at careport@careporthealth.com.