



Proficient Connect
Helps ACO Move
Past Communication
Silos To Create Cost
Efficiencies and
Improve Care

CHALLENGE

Continuing to create
efficiencies that improve
Total Cost of Care

realized that in order to reach their full potential, they needed to move beyond their own walls and outside their silos. That meant enabling better communication and coordination of care across the entire health system, including primary care providers to specialists, primary care providers to the ED, primary care to inpatient care and more. To achieve a more seamless line of communication, WKCC turned to Proficient Connect to improve physician-to-physician communication, and streamline access to its on-call specialists and services.

“There is too much siloed care in healthcare, and the way primary care providers interact with hospitals and specialists has changed over the years,” explained Brian Klausner, MD and WKCC Chief Medical Officer. “Primary care providers no longer use pagers, and are seldom still managing patients in the hospital and talking with specialists regularly. We need to communicate better—in an efficient and provider-friendly way. We are all used to texting in our daily lives, but Proficient Connect offers providers a secure way to communicate and collaborate easily and efficiently.”

SOLUTION

Better urgent communication
contributes to ED avoidance

For any hospital, the ED is considered a large cost driver. Avoiding even a fraction of those visits would ensure that patients get better care while positively impacting costs for patients and hospitals. With that in mind, WKCC decided the ED was a perfect place to start. They set out to drive down the number of unnecessary ED visits by improving direct access to specialists, using Proficient Connect.



Help ACOs reduce
unnecessary ED
visits and lower
operational costs



DESIGNED FOR
PHYSICIAN ADOPTION



SUPPORTS HEALTH
SYSTEM INTEGRATION



DELIVERS
IMMEDIATE VALUE

“From a primary care standpoint, especially in an emergency room situation, there is a lot of disconnect,” expressed Klausner. “If you send a patient over to the emergency room, there could be a lot of miscommunication about why you are sending them over. This can result in efficient, incomplete or redundant care. The ability to immediately share details about the specific concerns that resulted in a provider sending a patient to the emergency room is important and equates to better patient care and patient safety.”

“I had a patient in my exam room experiencing chest pain. I was able to Proficient Connect a cardiologist with the patient in the room and review his case and EKG with him and develop a plan. The patient was extremely grateful he did not have to go to the emergency room – it saves him the cost, inconvenience and possible risks of an unnecessary ED visit” shared Klausner. “Proficient Connect allows providers to create a much more patient-centered and cost-effective experience, while delivering more efficient and expedited care.”

Queued Messaging Makes Care Management Easier

Case managers and care advisors at WKCC are a critical resource as they, like many ACOs, seek to improve the health of managed populations while controlling costs. A case manager’s ability to provide impactful intervention is often dependent on his or her ability to get timely feedback from collaborative providers in the ACO. The delivery of timely and accurate communication is often complicated by disparate EHRs, layers of security required to access systems from mobile devices, ever-changing call schedules, answering services and antiquated modes of communication.

Proficient Connect’s Queued Messaging helps WKCC case managers better leverage access to the hundreds of PCPs already engaged on Proficient Connect throughout the WakeMed network, without interrupting days off and/or hours away from work. The sender of a queued message retains complete visibility into the status of a message and has the opportunity to engage other

RESULTS

Non-emergency care is delivered by the appropriate level of provider, resulting in better resource utilization; improving patient care

resources, if time is of the essence.

“Proficient Connect Queued Messaging has been so helpful for me as a care advisor. Many times, I would go into Proficient Connect after hours to send notes to providers to find them unavailable. I would then have to create a reminder to go back into Proficient Connect the next day, to send the message during the providers’ available time. With Queued Messaging, I save so much time. I love it!” expressed Emily Temple, Care Advisor, WKCC.



Queuing messages in Proficient Connect saves time by allowing Care Advisors to send messages after hours without interrupting providers with non-urgent information that we are required to send



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ABOUT PROFICIENT HEALTH

Proficient Health is a healthcare information technology company specializing in solutions for the secure exchange of referrals and other private data. Our affordable, online services and mobility solutions connect physicians, hospitals and other healthcare providers – helping them easily share and manage information, improve service and care delivery, drive down costs, speed reimbursement and get more out of their electronic medical records platform.



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