

SOHO Health - SNF Network Harnesses the Power of Data

CEO Taps Past Experience with PointRight to Bring the Power of Real-Time Data Decision Making to a Newly Regionalized Network of Skilled Nursing Facilities



The Challenges

In early 2020, Lisa Trumble accepted the CEO role at SOHO Health, a newly formed clinically integrated network (CIN) that is part of a larger-scale strategy to regionalize care in Connecticut and Massachusetts. Charged with the primary goal of improving the quality of care for patients, Trumble faced several unique challenges related to Skilled Nursing Facility (SNF) clinical outcomes and utilization.

- The company was missing a consistent approach to post-acute care management.
- Caregivers needed guidance on how best to optimally provide care.
- The available data for targeted decision-making was predominantly anecdotal.
- There wasn't adequate standardization in the collection of data.
- Existing claims-based data was old and lacked clinical insight.
- There were limited protections in place to mitigate the vulnerabilities of self-reporting.

On top of all that, these challenges needed to be met while simultaneously streamlining the company's efforts to continue the transition to value-based care.



As a provider and as a network, we had no way of objectively evaluating anecdotal data. And with three different teams managing post-acute care in each market, there wasn't a consistent thread or approach to post-acute management."

Lisa Trumble
CEO of SOHO Health

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The Solution

While finding the necessary solution would be a tall order for any CEO, it was an exceptional challenge for a CEO brand new to the picture. However, Lisa Trumble had faced an identical challenge in her prior position with Cambridge Health Alliance (CHA). And thanks to successfully meeting and exceeding that challenge with years of sustained validation, Trumble knew exactly what SOHO Health needed—PointRight.

As a governmental organization, CHA was required to do extensive market research and collect bids from multiple potential solutions. And through this due diligence, Trumble found that no other options offered the robust suite of resources, tools, and solutions that came with PointRight.

PointRight provides:

- Advanced analytics for post-acute performance
- Data tracking for an extensive list of key performance indicators (KPIs)— weighted benchmarks to optimize network performance.
- Quality measures, length of stay, rehospitalization, care process metrics, staffing measures and impact, performance aggregated by clinical cohorts and risk level, and facility rankings.
- Outcome and quality data needed for actionable decision-making in real-time.

Backed by over four years of successful utilization of PointRight at CHA (and still being used today), Trumble knew that this was the right solution to meet and exceed SOHO Health's post-acute strategy needs.

The Results

SOHO Health is now fully equipped with all the PointRight Network Management tools that provide real-time SNF performance data to set critical targets for network monitoring and quality improvement. Equipped with the data analytics power PointRight brings to the table, SOHO Health is ready to:

- Leverage standardized data to benchmark its facilities across the network, find opportunities to improve and areas to double-down and capitalize on wins!
- Better allocate resources to empower individual facilities to meet unique challenges.
- Streamline a data-driven and consistent approach to care planning and management across the network.
- Align key decision-makers to identify optimal solutions to provide better care confidently backed by data.

“

PointRight brought so much transparency to a part of a patient's care continuum that was really not well understood by hospitals or providers. If you are thinking about getting PointRight, don't even think twice. To manage and produce outcomes from a cost and quality perspective, you need the data. And PointRight gets you the appropriate data to make reasonable decisions around performance and where to place your patients to get the best care.”

Lisa Trumble
CEO of SOHO Health

Ready to learn more about PointRight?

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