



IN PARTNERSHIP WITH
Oregon Health Leadership Council and Oregon Health Authority

Emergency Department Information Exchange Newsletter (Updates on EDIE/PreManage Statewide Efforts)

Over the past five years, ED's, health plans and providers have leveraged the use of Collective Medical tools (EDIE/PreManage) to identify high risk, high needs individuals and work together to improve care coordination and communication. We hope you find the following updates useful.

Collective/PreManage Technical Assistance—Upcoming Events

The HIT Commons is continuing to **host webinars, meetings and collaboratives in 2019** to support and promote the adoption and use of the Collective/PreManage tools.

On April 12, over 50 individuals representing about 25 primary care clinics gathered to discuss and strategize how to get Collective/PreManage moving ahead in their clinics, including reviewing sample workflows and setting concrete action steps. See below for the favorite user tip participants shared!

Our next event will be the **Quarterly Webinar #2: Designing an ED Strategy to take place on May 14 from 1-2pm**. We'll hear how Providence Health Plan and The Portland Clinic worked together to reduce ED utilization by 13% while leveraging the Collective platform to support their work.

[Click here to register for May 14 webinar and view the full calendar of 2019 events](#)

Favorite user tip shared at April 12 PCP Collaborative:

- When reviewing a Cohort list, use Control+Click on the hyperlinked patient name to open the patient page in a new tab on your browser (*Right-Click and "Open in New Tab" also works the same way*).
- You can then refer to the previous tab in your browser window to view the next patient on the Cohort list.
- In this way, you don't need to keep re-loading the cohort as you review all the patients in the list.
- This tip has found to be super helpful for users who are triaging a cohort list for follow up.

Emergency Department Utilization/Content Creation

ED utilization has continued to decline overall in all categories (High utilizers, Patients with Co-morbid Mental Health and Substance Use Disorder and Potentially Avoidable ED visits). For high utilizers with a care guideline in place—**visits decreased by 28% in the 90 days following an initial care guideline.**

There is an average of 450 care guidelines created monthly, with nearly 14,000 active care guidelines available on the Collective Platform. In a recent survey of users, care guidelines were cited as providing valuable information that improves care coordination and patient outcomes.

Not all users are creating content or logging into the system and updating eligibility files on a regular basis. If you have specific issues related to the technology reach out to: support@collectivemedical.com.

For assistance in developing workflows, etc. you can take advantage of the technical assistance offerings identified above, and access additional tips and resources in the Collective Medical Customer Community accessible from within the Collective Platform off the "Help" link.

[Click here to view the full report](#)

Recent Enhancements in the Collective Platform

Post-Acute Care: New data in the Collective Platform

Collective Medical is continuing to expand its data network into the post-acute care space, including connecting facilities like SNFs, home health, hospice, and others on the platform work to help all avoid unnecessary hospital readmissions.

As of April 18th, Post-Acute Encounter data and content, like Care Insights and Security and Safety Events, went live in the Collective Platform.

There are four main sections where users can view Post-Acute data at this time:

- **Census Page:** The “**PAC**” tab will populate a rolling last three days of **Post-Acute Admits and Discharges for your patients**. Users can see who, when and where patients admitted or discharged from a facility.
- **Patient Page—Encounters:** **Post-Acute Admits and Discharges will populate with existing Hospital encounters** for a comprehensive view of patient utilization. “**Post-Acute Care**” will be the “Major Class” and there will be different types of encounter “Types” including “**Skilled Nursing**” and “**Intermediate Care**” within the **Encounter History Section**.
- **Patient Page—Insights/Security and Safety:** Any content added on a patient from a Post-Acute Care facility (or from other care team members) will be visible in the Insights or Security and Safety Section.
- **Care Team:** **Post-Acute Care facility contact information** will populate the care team box once the patient Admits to the facility.

For technical questions or needs relating to Post Acute Care, please email Collective Medical at support@collectivemedical.com.

POLST: Integration of Oregon ePOLST registry in Collective/PreManage

Through a partnership between Collective Medical and Oregon ePOLST registry, organizations using the Collective Platform can now request to see **POLST forms** (Provider Orders for Life-

Sustaining Treatment) **in the Collective Platform**. The Collective Platform receives a PDF of POLSTs directly from the Oregon registry. Twice daily, a process runs to search for updates and new forms and includes a data element linking the form to the patient and the effective date for the form.

Send an email request to Collective Medical at support@collectivemedical.com to have available POLST forms integrated into your Collective/PreManage platform.

Once enabled, POLST forms are found in the following location:

- View the Patient Page and scroll down to the bottom of the page to view the “Supplemental” heading, and view a new section, called “Advance Care Plans”.
- If the patient has a POLST in the ePOLST registry database, the end user will see a green dot next to "Advanced Care Plan."
- By clicking on the hyperlinked File Name, the POLST form will present on the screen as a sub window in PDF format.

Important note: Now that ePOLST is integrated directly into the Collective Platform, users should not upload into Collective any POLST forms they may have on file for patients in their care. The ePOLST registry is the ‘source of truth’ for these important forms and users should make use of this direct integration to access the information in the Collective Platform.

For questions about enabling or using the POLST feature, please email:

support@collectivemedical.com



HIT Commons is a public/private partnership designed to accelerate and advance health information technology adoption and use across the state, leverage public and private investments, and expand access to high value data sources. HIT Commons is co-sponsored by the Oregon Health Leadership Council (OHLHC) and the Oregon Health Authority (OHA), and is jointly funded by OHA, hospitals, and health plans.
