



# Baystate Medical Center

## Case management's pursuit of post-acute quality with CarePort

### About Baystate Medical Center

**Location:** Springfield, Massachusetts

**Solution in use:** CarePort Guide

**Profile:**

- 716-bed academic medical center
- Medicare Bundled Payment participant
- 100,000+ ED visits annually
- 38,000+ discharges per year

Baystate added **CarePort Guide** to its discharge planning process in 2013 to provide a richer patient experience and improve post-acute patient outcomes. The CarePort solution enables patients to choose clinically appropriate, high quality providers at discharge.

### The situation

- Baystate recognized a need to improve post-acute outcomes by engaging patients in discharge planning and helping them select high quality post-acute providers with lower readmission rates.

- However, case managers lacked an up-to-date provider directory that accounted for a provider's quality scores, clinical capabilities, and ever-changing insurance contracts.
- Thus, in practice, patients primarily chose providers using a generic paper list of names and addresses without any information on quality of care.

### The opportunity

- CarePort Guide includes a searchable database on all Medicare-certified providers, including skilled nursing facilities (SNFs), home health providers, long-term acute care hospitals (LTACHs), and inpatient rehabilitation facilities (IRFs).
- CarePort collects and maintains up-to-date information on post-acute providers including bed availability, accepted insurances, clinical services, virtual tours, amenities, and quality scores.
- 16 preferred skilled nursing providers – vetted by Baystate – are highlighted in the search results.

## The implementation

- Because CarePort Guide does not require any integration with a hospital's information technology system, Baystate's implementation was seamless and unobtrusive.
- CarePort's implementation team works with the post-acute providers to collect thousands of data points on insurance contracts, clinical services, amenities, photos, and other important information.
- Post-acute providers can update their profile at any time through the tool.
- Prior to kickoff, case managers were trained on CarePort Guide in a one-hour group session.

## How CarePort is used

- Case managers access CarePort Guide through existing technology including a referral management tool; no additional logins or passwords are required.
- Case managers search for care based on a patient's insurance, desired geography, and necessary services.
- In a few minutes, customized search results are generated and can be printed for the patient or shared via the preferred choice of web-enabled device, such as an iPad or other tablet. Search results can also be emailed to out-of-the-area family members.
- Patients and families are able to review all available options on their own and make informed decisions prior to the case manager returning to finalize the plan.

## The impact

For Christine Scibelli, RN, manager of case management at Baystate Medical Center, CarePort has become a key component of the discharge process.

- Case managers share vetted and high-quality preferred providers with patients while complying with Medicare patient choice and the IMPACT Act.
- Baystate delivers a richer patient experience at discharge that empowers the patient.
- Including information such as bed availability accelerates discharges, which will become increasingly important with ACO waiver patients in the emergency department (ED).



“CarePort is the first of its kind – it's really patient driven. The patient can picture themselves eating in *that dining room*. They can picture themselves in *that rehab facility*.”

In the ED, they have hours to do what we may have days to do in discharge planning [on the floor]. This maximizes their time – they won't even consider a facility if they don't see a bed available.”

**CHRISTINE SCIBELLI, RN**  
Manager, Case Management  
Baystate Medical Center



**Learn more!** Contact a CarePort® representative for more information.