

Scripps Health

Improving patient care by
integrating technologies and
streamlining processes

About Scripps Health

Location: San Diego, California,

Solutions in use: CarePort Care Management,
CarePort Connect, CarePort Guide, CarePort Insight

Profile:

- Five hospital campuses with 1,463 beds
- 700,000 patients treated annually
- 3,000+ affiliated physicians
- 74,000 patient discharges per year

Scripps Health is a private, nonprofit, integrated health system in San Diego, California that is ranked as one of the nation's top hospitals by U.S. News & World Report. The organization encompasses five hospital campuses, four emergency rooms and three urgent care centers, home health care services, walk-in clinics, and a wide range of health education classes and support services. Scripps Health also includes a network of integrated facilities with specialists from more than 60 medical and surgical specialties at more than 28 outpatient centers and clinics.

Scripps Health case managers used several disparate systems in their discharge process, including CarePort Care Management to make referrals and Epic's electronic health record (EHR) to view relevant clinical data. To streamline the process – and to reduce time spent logging into multiple applications and improve patient identification accuracy – Scripps Health and CarePort Health partnered to develop a first-of-its-kind single sign-on (SSO) between CarePort Care Management and the Epic EHR.

The challenge: Separate discharge planning systems result in safety concerns

When a patient is ready to be discharged from the hospital to post-acute care, case managers are required to gather clinical and demographic data from multiple sources and create an electronic referral packet with relevant information for the post-acute provider. Because hospitals are held accountable for patient outcomes post-discharge, it is critical that hospital processes are streamlined to ensure accuracy and establish safe patient transitions.

Scripps Health uses CarePort to transition around 31,000 patients each year from the hospital setting to post-acute care – including skilled nursing facilities, home health, and many other service lines such as hospice, transportation, DME, wound care, and LTACH. Prior to the implementation of the single sign-on integration, Scripps Health case managers utilized two applications, each requiring separate logins and several clicks to access a patient’s chart – an inefficient and time-consuming process during the discharge process. Toggling between application windows also raised HIPAA and patient safety concerns, as it increased the likelihood that the incorrect patient information would be inputted into a referral.

The solution: Single sign-on creates seamless workflow

Scripps Health already leveraged the CarePort product suite – including CarePort Care Management, CarePort Guide, CarePort Connect, and CarePort Insight – for a host of care coordination and population health needs.

In early 2019, Scott Patterson, Senior Director of Case Management, and Susan Erickson, AVP Care Management, identified an opportunity to combine two technologies already ingrained in user workflows – CarePort Care Management and the Epic EHR. The two then met with the product and engineering teams at CarePort to determine how to integrate their workflows with Epic.



“The new single sign-on integration makes it virtually impossible for our staff to

transmit the incorrect patient information, eliminating the potential for HIPAA violations.”






Scott Patterson

Senior Director of Case Management



Results

Through streamlined efficiencies, Scripps Health **reduced average time** to access a patient chart within CarePort Care Management **from one to four minutes to approximately 30 seconds or less** and realized the following benefits:

-  **Increased productivity and efficiency** by navigating directly from the EHR to the CarePort platform for referrals.
-  **Enhanced clinician satisfaction** with fewer clicks required to access patient charts and only one confirmation of the patient’s identity at the beginning of the discharge process.
-  **Improved patient safety** and reduced potential PHI errors or HIPAA violations by sending documents electronically to complete the discharge and referral.
-  **Improved documentation timeliness** by providing direct access from the Epic EHR to CarePort Care Management to complete the discharge referral placement electronically.
-  **Reduced cognitive load** for case managers, discharge planners, physicians and other staff by minimizing login requirements and allowing them to prioritize their clinical expertise.



After several iterations and a pilot program, a cumbersome discharge process evolved into a seamless experience that minimizes clicks, reduces sign-on requirements, and minimizes the risk of user error and HIPAA violations. Since its implementation, the SSO integration has been used by nearly 50 active users at Scripps Health, with plans to expand the integration to all five Scripps Health facilities.

Increased clinical productivity and satisfaction, as well as improved patient safety

Leveraging the SSO integration between CarePort Care Management and the Epic EHR, Scripps Health has enhanced clinical satisfaction, increased productivity, saved time, and improved patient safety. Case managers appreciate having a solution that allows them to continue using CarePort Care Management while remaining focused on the clinical side of their role.



“The time-savings we have experienced from SSO has been remarkable... whereas accessing the patient referral page used to take up to four minutes, it now takes only 30 seconds – or even less.”

Scott Patterson
Senior Director of Case Management



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