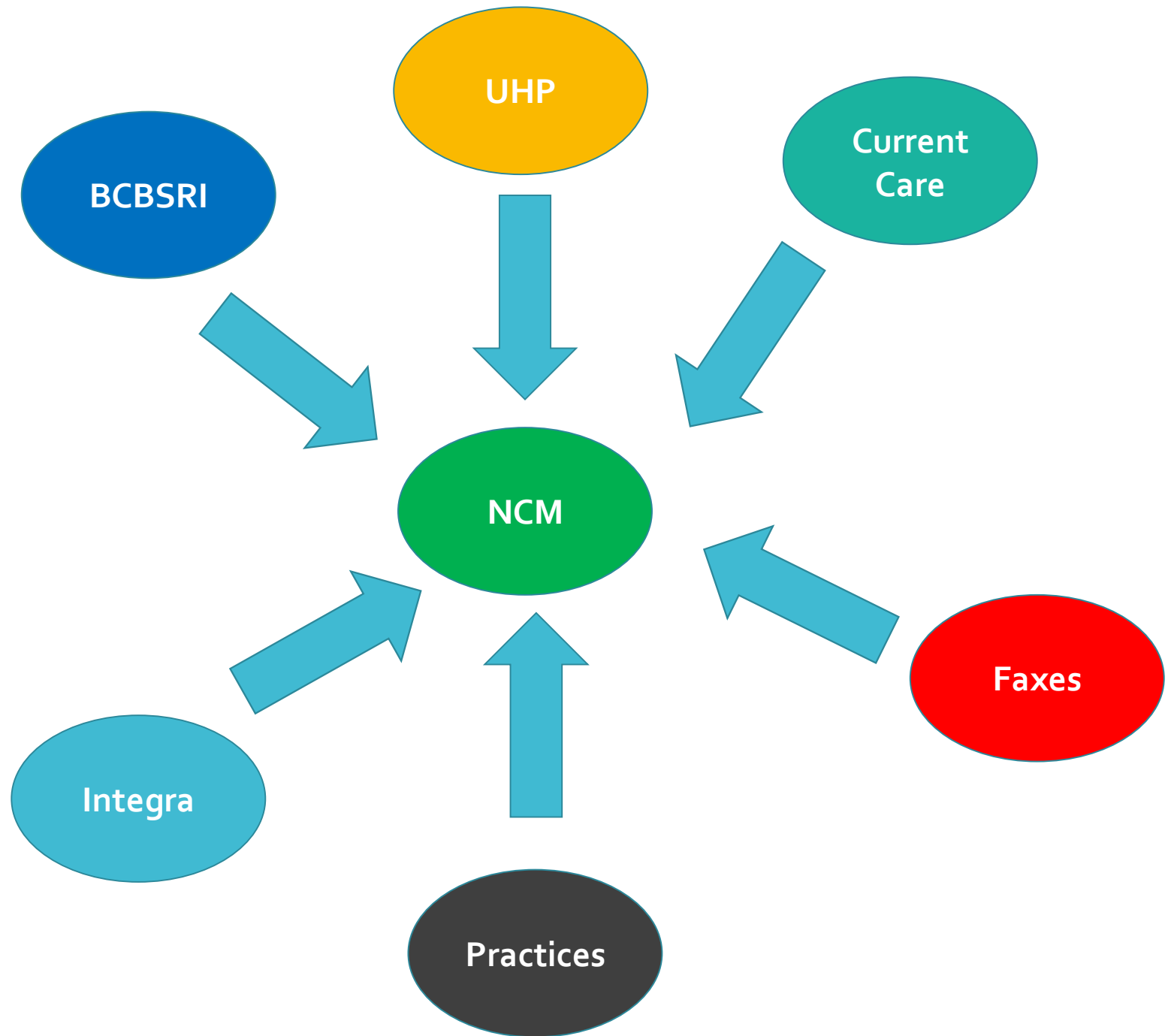


Implementation of RIQI Dashboard and Care Alerts

Discharge Notification Sources Prior to Alerts



Discharge Notification Process After Dashboard /Alerts

RIQI

Panel of ~ 140,000 Integra members provided to RIQI

Dashboard populated and refreshed every 45 minutes

InBasket Messages fed into Epic

RIPCPC

Export of dashboard extracted every hour into centralized database

Alerts bumped against EHR and panel generated metrics (diseases, high risk status, care team assignments)

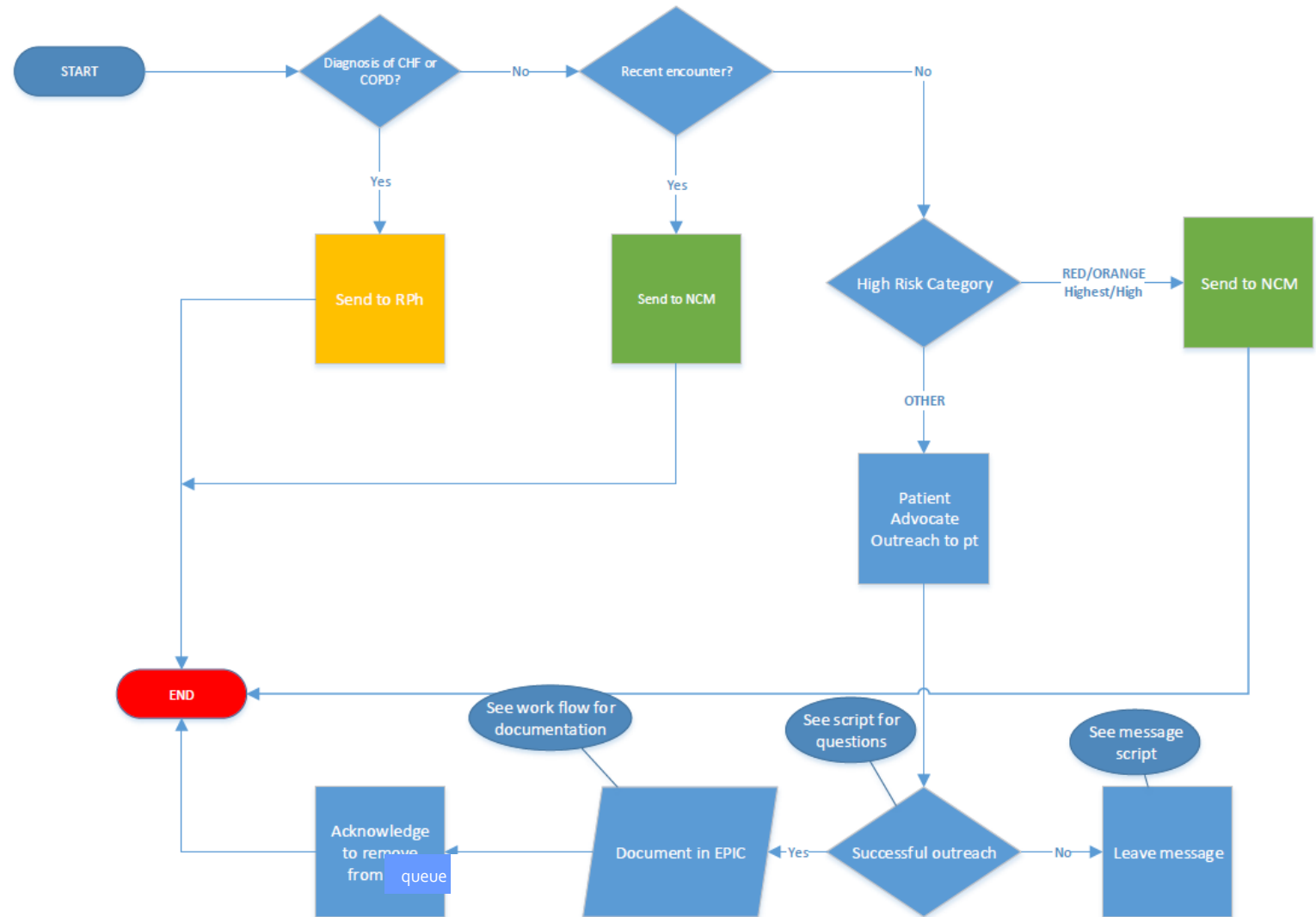
Deployment to Care Team

Workflow established to triage discharges to appropriate care team member

Epic practices can run daily report of all discharges received

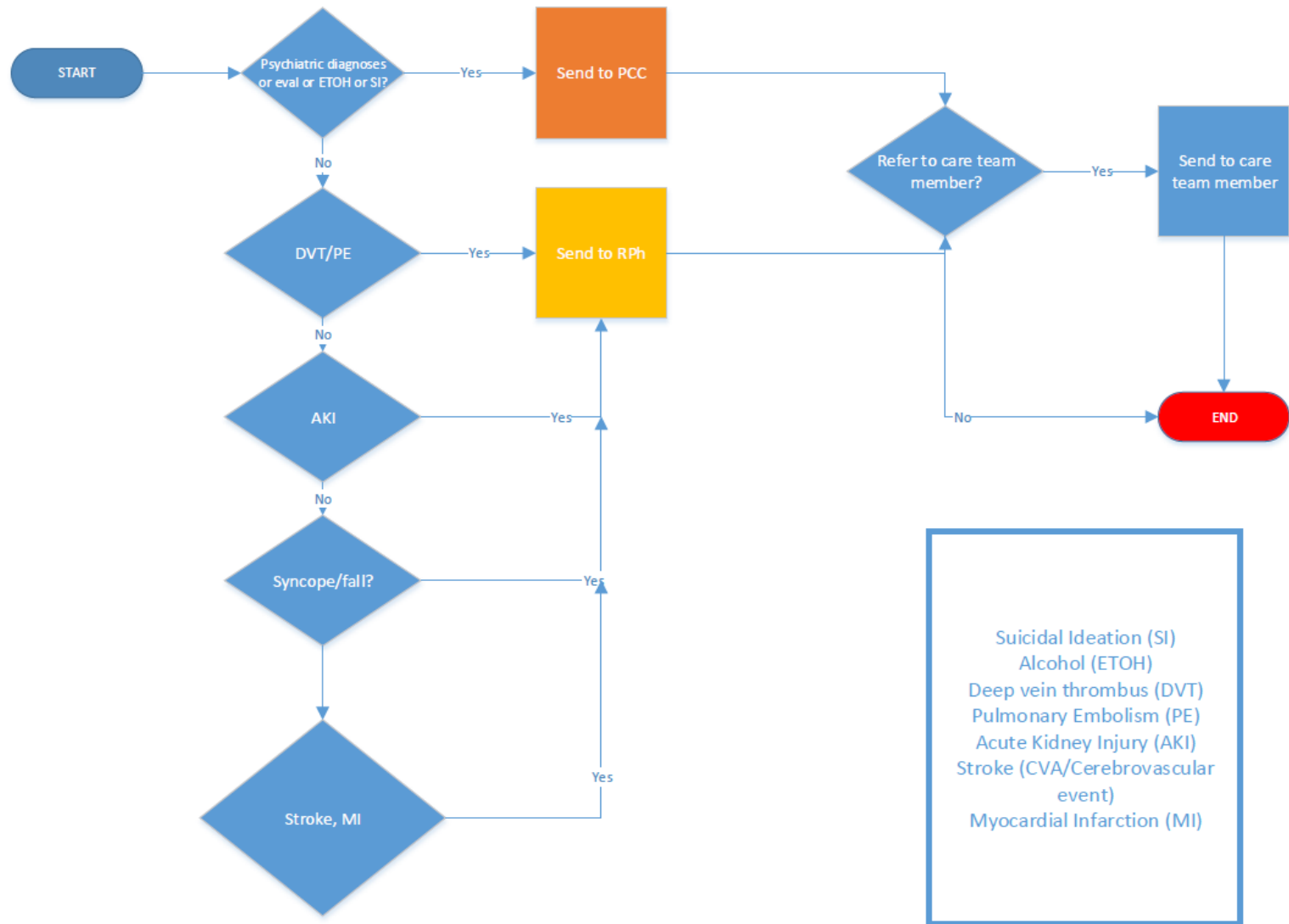
Patient Advocate Triage Process

Patient Advocate Triage Discharge Process



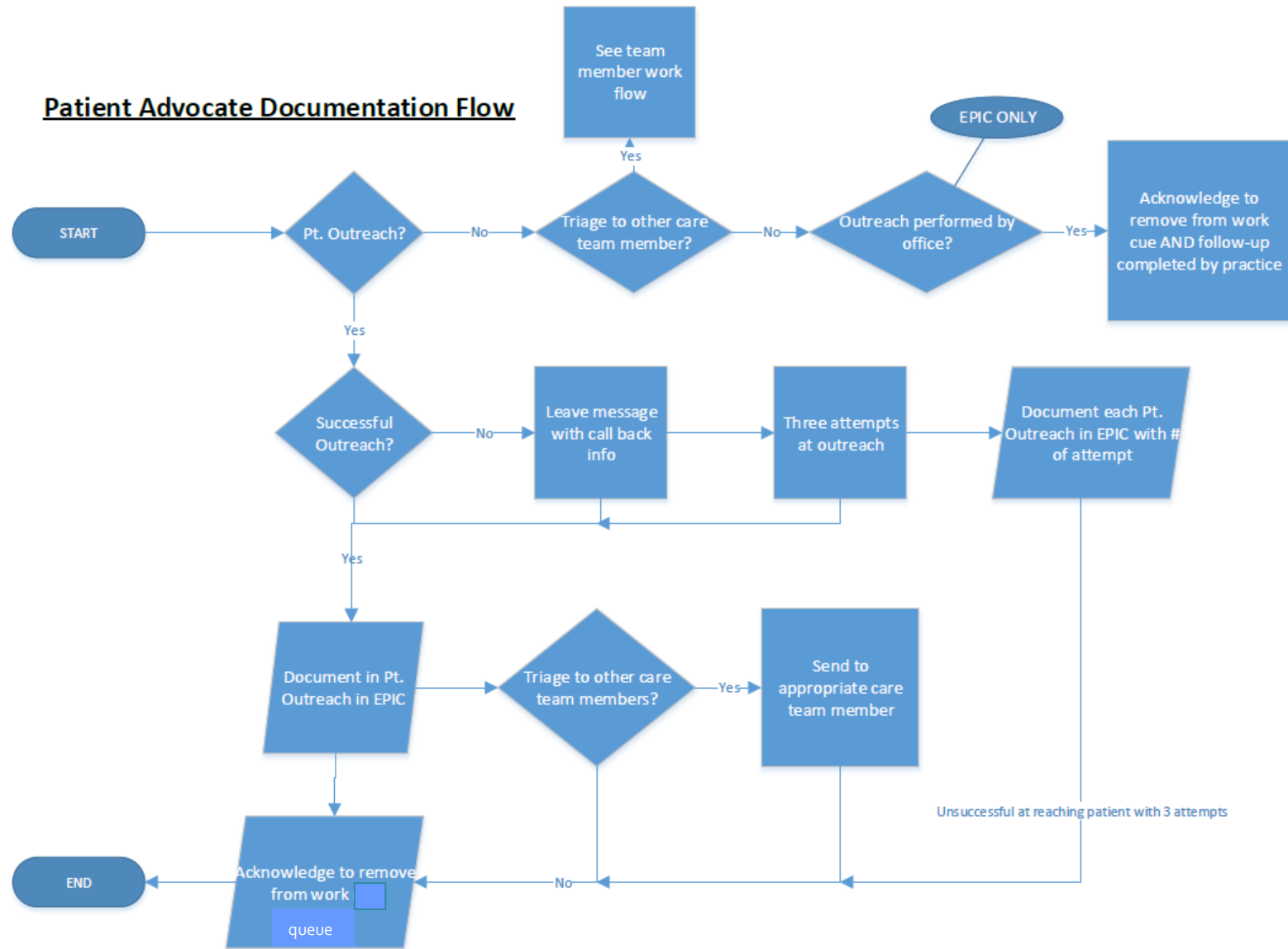
Disease Specific Approach

Other Diagnoses Discharge Reason



Documentation

Patient Advocate Documentation Flow



Successes to Date

- In one month, approximately 800 discharge follow-up calls were handled by the Patient Advocate, freeing up valuable NCM time
- Patient Care Advocate has scheduled numerous post-DC follow up visits for patients through three-way call with office
- Patient education on PCP access and proper use of ED (e.g. not to return for suture removal)
- NCMs are elated!!