



# Questions

**Online Questions:** At any time, submit your questions in the Q/A box at the bottom of your screen. We will take questions at the end of the presentation.



California Hospital Association

# Presenter





### Jeffrey Echternach, MBA, AAS, NRP Technology Consultant The Center for Case Management

Jeff Echternach is a Technology Consultant with The Center for Case Management and is the founding creator for the Center's Dashboard and Data solutions, "CARTBoard". Jeff has worked in health care since 2005, where he has worked in a variety of capacities, including Business Development, EPIC Developer, Senior BI Developer, and Solutions Architect. Jeff specializes in understanding how clinical staff interface with technology and designing optimal workflows to maximize staff efficiency while improving the capture of quantitative data. Additionally, Jeff is a practicing Paramedic, Firefighter, and Paramedic Educator. He also supports his Local Fire/EMS department as an IT expert. Jeff holds several certifications, including EPIC's Clarity, Caboodle, and Cogito developer.



# Presenter





### Molly Shane, DNP, MS, BSN, RN Executive Director of Care Management and Patient Transitions UCSF Medical Center Adult Services

Molly Shane is a Health System leader at the University of California San Francisco (UCSF) with a focus in Care Management and Patient Transitions. As a nurse of 21 years, she has found a passion in supporting transitions of care for patients and families that are seeking the complex care that UCSF provides. She prides herself on creating and implementing innovative care delivery models to enhance and support patient movement across the care continuum.

# Disclosures

There are no conflicts of interest contained in the information presented today. All materials are prepared based upon our experience and opinion, or the source of the material has been cited.

We have not received any compensation support or remuneration from any corporation or sponsor in conjunction with the following presentation.

Any products referenced are for the purpose of providing examples and should not be considered as an endorsement or recommendation.



- Understand how care management value can be demonstrated through data
- ✓ Justify the enterprise need for a care management analytics solution (e.g. a "Dashboard")
- Determine what data elements you need for your organization
- Understand what is required to successfully sustain an Enterprise Care Management Dashboard































# UCSF Current Topic Areas

# In production

- Length of Stay (LOS) LOS with benchmarks
- Expected Discharge Date (EDD)
- IMM Important Message from Medicare letter compliance
- Utilization Management Utilization Review, IP appropriateness
- Denials Summary of determined denials, Revenue, Denied Dollars
- Discharge Timing- e.g., Discharge by Noon
- **Dispositions** Disposition volume, Readmission, Transfer Back Agreements (TBAs)
- Post-Acute Referrals and Placements Agencies and facilities patients discharged to
- LOS SDOH LOS analysis with social drivers of health dimensions

# In development

- Assessments Total/High Risk/Assessed populations, Homeless, Transportation Assistance, Social Determinants of Health (SDOH)
- Appeals Deep dive into the denials process, productivity and success rates of the denial appeals process
- Ambulatory Volume with Care Management Assessments















Grouping     Metric	Discharge Service		Cardiology	General Surgery	¥ Kid Tra	nsplant	FY23
If reduce LOS by 0.5 days Opportunity Days Reduced: 3,733		Opportunity Days Reduced: Incremental Cases	1,629 306	If reduce LOS by 0.4 days: Opportunity Days Reduced: Incremental Cases		ays: luced:	629 114
Incremental Cases	485	Orthopedics	Liver Transplant	Critical Care Q Medicine Q	Synecologic Oncology	Vascular Surgery	
		If reduce LOS by 0.3 days: Opportunity Days Reduced: Incremental Cases	883 240	Colorectal Surgery	Thoracic Surgery Metric: 320 Avg Opp:	EMU Epilepsy	
Obstetrics		Malignant Hematology	Otolaryngology, Head i Neck Surpery Urology	Neurovascular     Opp     Neurology Incr      Plastic Surgery	o Adult Serv portunity D remental Ca	ices targete ays Reduced ases	d improvemen 1: ( 2





















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39

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