It Takes a Community to Provide Good Health Care
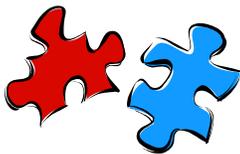
Current Care Delivery System

U.S. spending on healthcare per capita continues to be the highest in the world by huge margins, with little evidence of improved health outcomes.

Our outcomes in the U.S. are poor because the current service delivery system is fragmented.

Healthcare providers are focused on caring for individual patients within the confines of their own facilities, and not coordinating care throughout the community.

It is difficult to track patients as they move from one provider to another. As a result, services are often duplicated as patients are seen by different providers.

Providers recognize the inefficiencies and the effect on quality because of the lack of information, but feel unable to remedy the situation.

As an example, a patient may be referred from a community clinic to a hospital for an echocardiogram, but the clinicians in the hospital would generally repeat all tests because they have no information about the patient's clinic visit.

The patient is then referred from the hospital to an internal medicine clinic, which then refers the patient to a specialist. Once the patient has the echocardiogram or is treated, generally the physician at the community clinic who referred the patient to the hospital in the first place does not know the final outcome.

As a result, the clinicians' inability to effectively communicate between the hospital and the community clinics has resulted in duplicated tests, inefficient care, and indirectly, reduced quality of care.

Fragmented care delivery.

Current care delivery

- Fragmented and inefficient.
- Providers caring for patients within their facilities only.
- Wasteful, duplicated tests due to a lack of patient information.
- Falling short of giving continuous care to those who need it.

Best Practices in Collaboration

Project Access in North Carolina: A physician-led initiative to coordinate all aspects of health care under one grand scheme. Participating hospitals have reduced ER usage for non-acute, non-emergency and preventable cases by 9 percent.

Consequently the cost of uncompensated care decreased by $120,000 in the first year of the plan. The county realized a reduction in health care spending from $600,000 per year to $350,000. Participating clinicians have also decreased their non-paying patient load in the process.

24-hour Nurse Advice Line in New Mexico: A public-private collaboration helps uninsured patients and reduces healthcare costs by providing relief to overcrowded ERs. It answers healthcare questions and directs callers to local community resources.

SKYCAP in Kentucky: An intensive care coordination model where health workers are trained to reduce service fragmentation for at-risk individuals.

The number of subsequent ER visits declined by 41.2 percent for the two covered facilities. Aggregate ER visits declined for all diagnoses, but most importantly for psychiatric conditions (45.7%) and asthma (including other pulmonary conditions) (46.4%).

Collaboration yields better health for more people at lower cost.

Exemplarily collaborations

- Reduce ER use.
- Decrease uncompensated care.
- Lessen non-paying patient load.
- Better health for patients.
- Lower healthcare costs.

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Your Direct Line to Collaborative Care

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Treat as many conditions as possible in primary care facilities, and then use ERs appropriately for emergency cases.

Brookline Technologies was founded in 1997. Since inception, it has been developing and maintaining innovative enterprise software solutions for a variety of industries including healthcare.

Working with healthcare organizations, the company has found that the most commonly cited barriers to further adoption of information technologies (IT) are initial investment costs, followed by lack of interoperability with current systems, acceptance of technology by clinical staff, and availability of well-trained IT staff.

Leveraging its years of successful software innovation, the company has defined a vision for its healthcare software solutions.

Its solutions are designed to overcome the cited barriers while enabling healthcare organizations to achieve their strategic objectives of increased revenues, operational efficiency and improved community relationship.

Community Health Connect
A BROOKLINE TECHNOLOGIES SOLUTION

Proven Solution, Customized Service, Monthly Subscription Fees Only

We provide Community Health Connect solution (CHConnect), a HIPAA-compliant patient cross-referral, scheduling and electronic health information system. It helps redirect patients from hospital ERs to community health centers and physician offices for follow-up primary or specialty care.

Studies have shown that patients who have access to regular primary care are less likely to visit ERs for health care.

Such access leads to patients living longer, healthier lives as well as lowering costs.

With CHConnect, on average an ER can reduce subsequent non-urgent patient visits by 30%, thus saving millions of dollars annually. Additionally, ERs are able to handle in-

creased urgent cases for higher revenues, while referred health centers and physicians can deliver services to more patients from referrals.

Proven Solution. CHConnect is a proven solution as it has been used successfully for several years by a community consortium consisting of multiple health clinics, serving a target population of 100,000 people.

Customized Service. Unlike other costly healthcare information systems, the CHConnect solution is offered affordably as a web service, customized and hosted specifically for each community healthcare consortium.

Pay as You Use the Solution. We are entirely responsible for the hardware, software, mainte-

nance, upgrades and network operations. There is no need for your organization to hire additional technical personnel nor incur any up-front investment for software licensing and computer server hardware. There is a reasonable monthly subscription fee for the service.

Contact us. We can offer you advice on different aspects of forming or building a healthcare consortium. Best of all, we have a proven solution, CHConnect, to help increase the success of your efforts. Through an incremental implementation process, CHConnect can be demonstrated to bring together providers in the community through shared information. Contact us now.