

# AdmissionCare Case Study

## At a glance:

AU Health partnered with EvidenceCare to implement its admission criteria software, **AdmissionCare**, into its EHR to drive appropriate bed status decisions and ensure compliant documentation.

## Hospital Profile



- Academic medical center
- ~20,000 discharges annually
- Adult and Children's hospitals
- 600 doctors and 800 residents

## Challenges



Like most health systems, AU Health was struggling with bed status determinations and physician documentation.

They had a high rate of patients placed in observation (OBS) status, which was costing the hospital money through missed revenue. Inpatient (INPT) denials were also costly to the hospital.

AU Health also has a large number of residents who typically don't have exposure to learning bed status criteria in their medical training, which contributed to the problem.

## KPI Methodology



All KPIs are normalized per Admit Diagnosis and compared to a baseline period of 20 months:

- INPT vs OBS %: measured on initial determination, conversions (up and down), as well as post discharge downgrades
- OBS LOS: measured across average hours, % over 48 hours, and % converted to INPT
- Denials: on codes specific to medical necessity
  - (CARC 39, 50, 150, 186, 197)

## Results\*

**0.8%**

Reduction  
in Denials

**\$1.2M**

Annualized  
Financial  
Impact

**5.2%**

Increase in  
appropriate  
INPT status

**\$8.9M**

Annualized  
Financial  
Impact

### Other Key Success Metrics:

- AdmissionCare is configured in the physician's EHR workflow at the time of bed status order
- Utilized on **65%** of hospital admissions
- **1.6 hour** reduction in OBS average Length of Stay
- Average financial impact of **\$633** every time AdmissionCare was used

*\*results reflect a 6 month period*



See implementation  
methodology  
on the next page

Dr. David Fallaw (Chief Medical Information Officer) and Dr. Phillip Coule (Chief Medical Officer) of AU Health explain the value of a thoughtful approach to implementing EvidenceCare's AdmissionCare software in their EHR.

Through internal ownership of various stakeholders and close collaboration with EvidenceCare, AU Health is seeing significant impact to their admissions.

Below is a summary of the methodology.

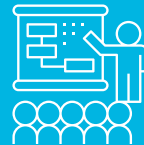


## 1) INTERNAL CHAMPIONS

A dedicated project manager, physician champion, and engaged informatics team played vital roles in testing, training, and leading the implementation of AdmissionCare.

## 2) EDUCATION

Training sessions emphasizing the "why" behind AdmissionCare to ensure end users understand the value to their patients.



## 3) REQUIRED

AdmissionCare was configured to be used at the time of bed status order in the physician's workflow with documentation synced back to their clinical notes.

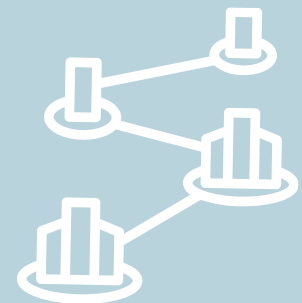
## 4) PILOT USER GROUP

Implementation started with a pilot program involving the hospitalist group and different clinical scenarios. Insights were gained on user engagement strategy to refine the alerts system and streamline the admission order process.



## 5) EXPANSION TO SPECIALTIES

AU Health expanded AdmissionCare to cover NICU, pediatrics, surgeries, and behavioral health, customizing the system to cater to their unique needs as a tertiary care center with various subspecialties.



## 6) ONGOING TRAINING

Planned ongoing training and proficiency assessments were designed to ensure continuous adoption and compliance with AdmissionCare, ensuring its long-term success.

## 7) KPIs

EvidenceCare tracks metrics on software usage, accurate guidelines, denials, and revenue impact.

