



Summit Series: Capital Area



WHO IS CLARK...?

Moderate sized (500 beds in 2 locations)

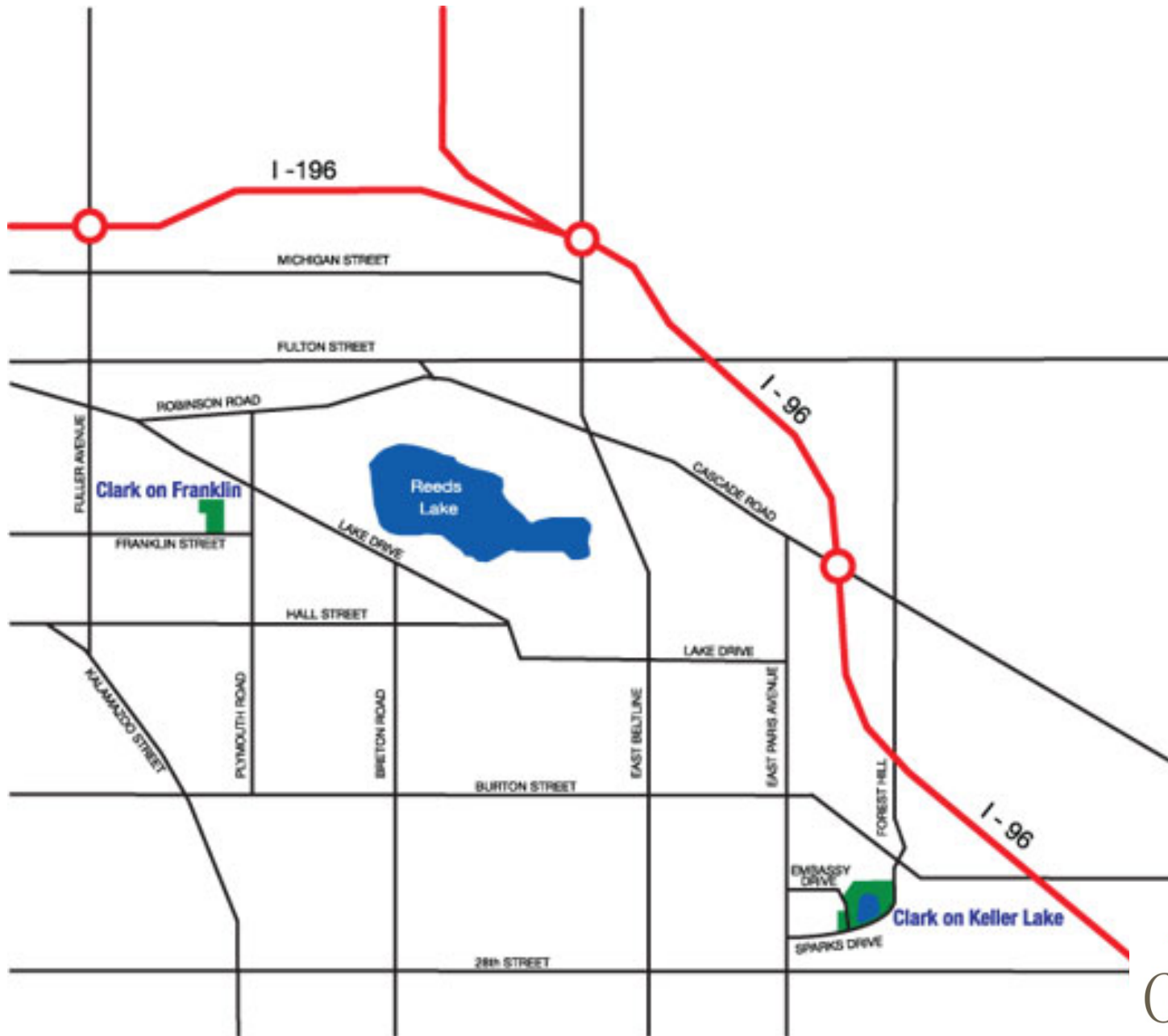
Independent, 3rd Party provider

The Clark Continuum

- Independent Living (220 Townhomes/Apartments)
- Assisted Living (150 accommodations)
- Skilled Nursing (111 accommodations - Private/Semi-Private)
- Rehabilitation (27 rooms)
- Dementia Services (2 secure areas)

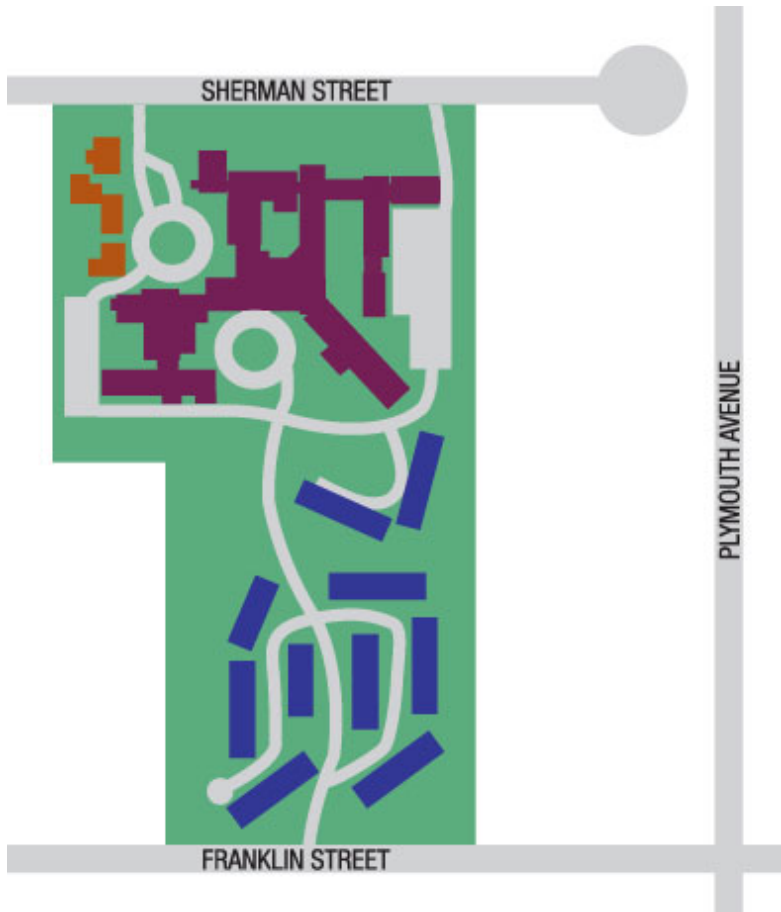
Partnerships:

- Emmanuel Hospice (St Ann's, Porter Hills, Sunset)
- Tandem365 (Holland Home, Porter Hills, Sunset, Life EMS)
- Atrio Home Health (Holland Home, Resthaven)



2 Locations

Franklin



Keller Lake



HIE CASE STUDY

Overview of Clark Technical Services:

*To provide cost effective, quality technical solutions and services to our Clark staff, residents and their **families***

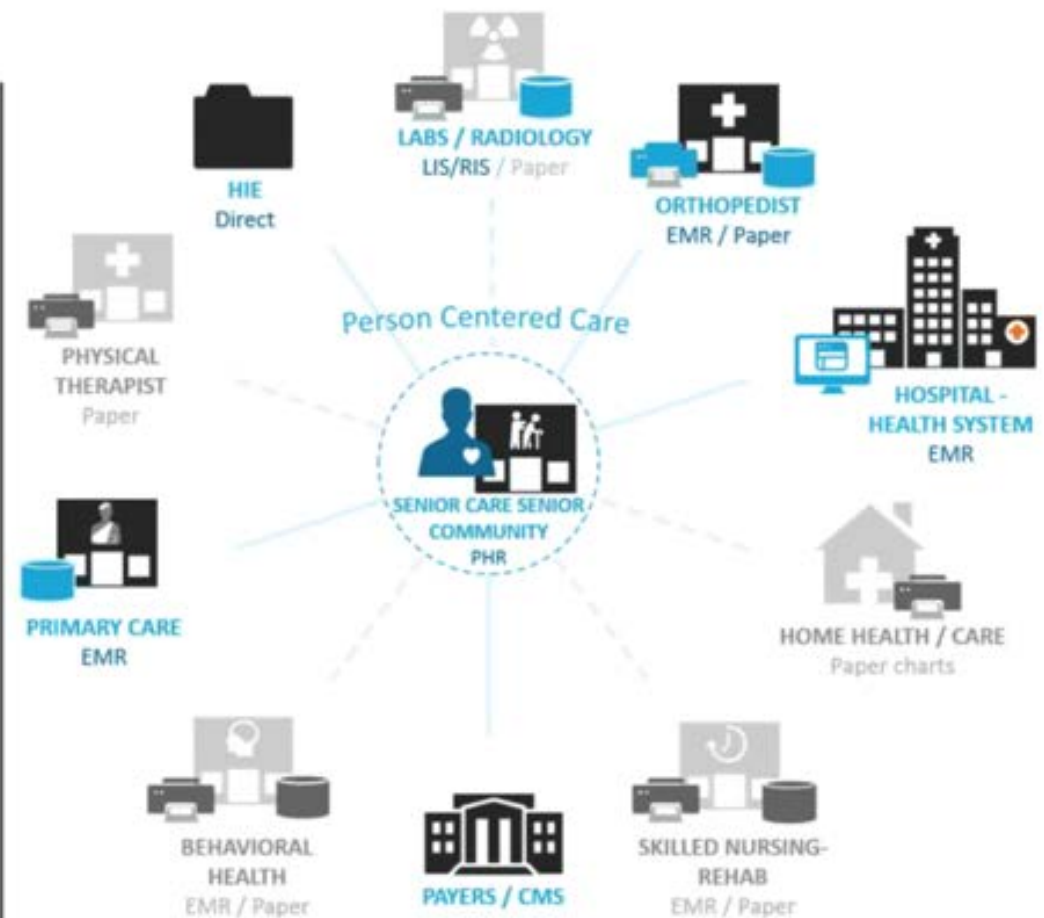
Why did we do this...?

- Connecting Community: Enhancing Care Coordination and Transition Management with HIE Technology
 - ...we should create an environment that we “easily DOCUMENT information and SHARE it...”
 - Healthcare Industry is built upon Sharing... How well do we do it?
- Similar MONTRA: Eat Healthy and Exercise...
 - Everybody knows this, but who actually does it...?

Life Plan Community – HIE View

Today's disconnected community

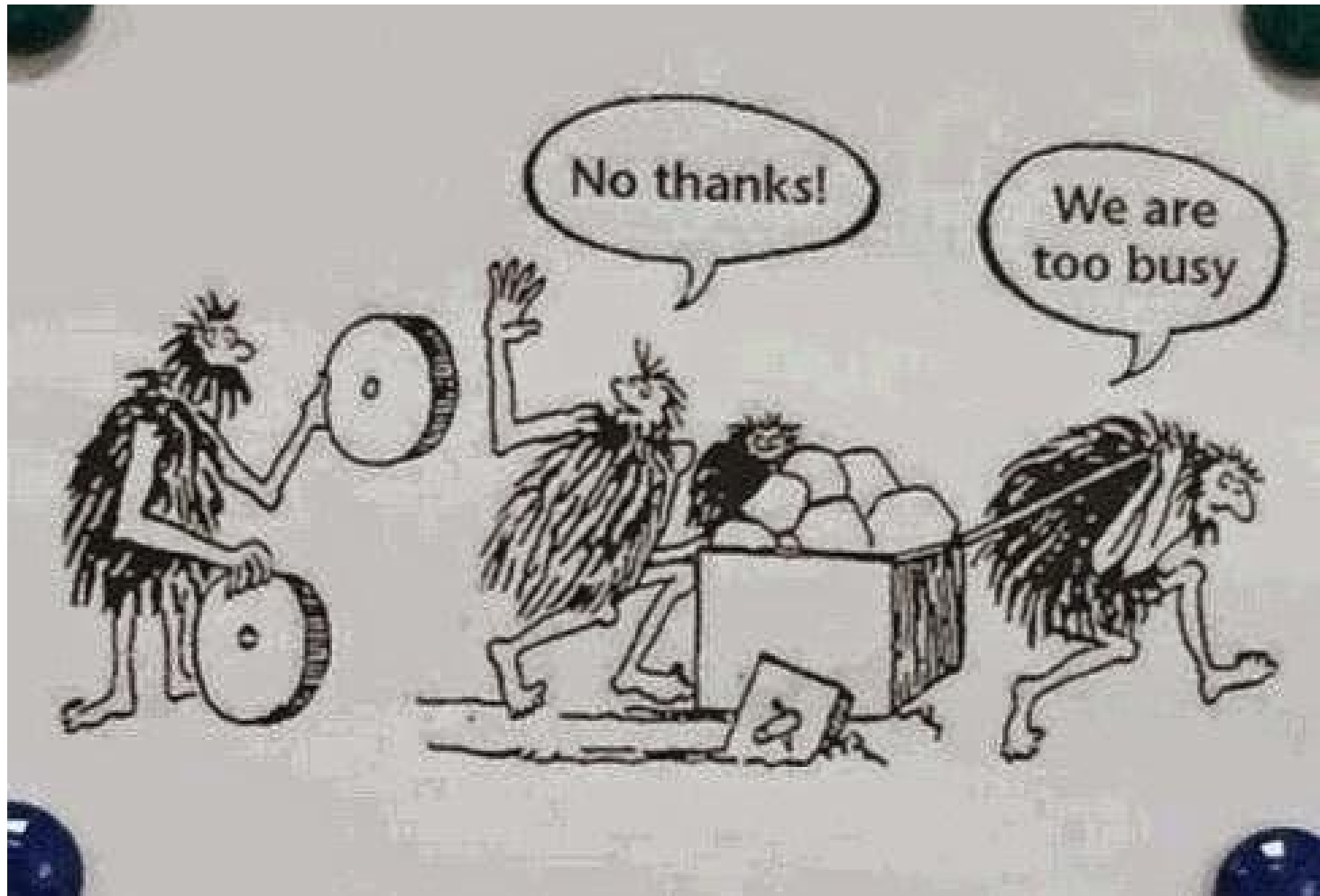
- Paper & inefficient exchange continues to dominate
- Different levels of technology adoption
- Multiple ways of exchanging patient information, including accessing other provider and hospital portals



Current Clark Problem... Paper

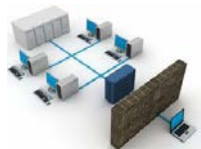


Sound familiar...



People want to delay the
disruption that comes with tackling
a major change...
It's Human Nature...

4 areas of Clark IT Spend



- **Infrastructure**

- The underlying technology infrastructure necessary to support the campus choices (Franklin & Keller Lake experience)



- **Customers/Residents**

- Those projects that ADD value to current and **future** residents
- Independent and Assisted Living, Rehab, SNF



- **Staff/Clinicians**

- Projects, tools, devices that aid clinicians, care givers, other staff in delivering the highest quality care, managed systems, & provide information for analysis and decision making



- **Community**

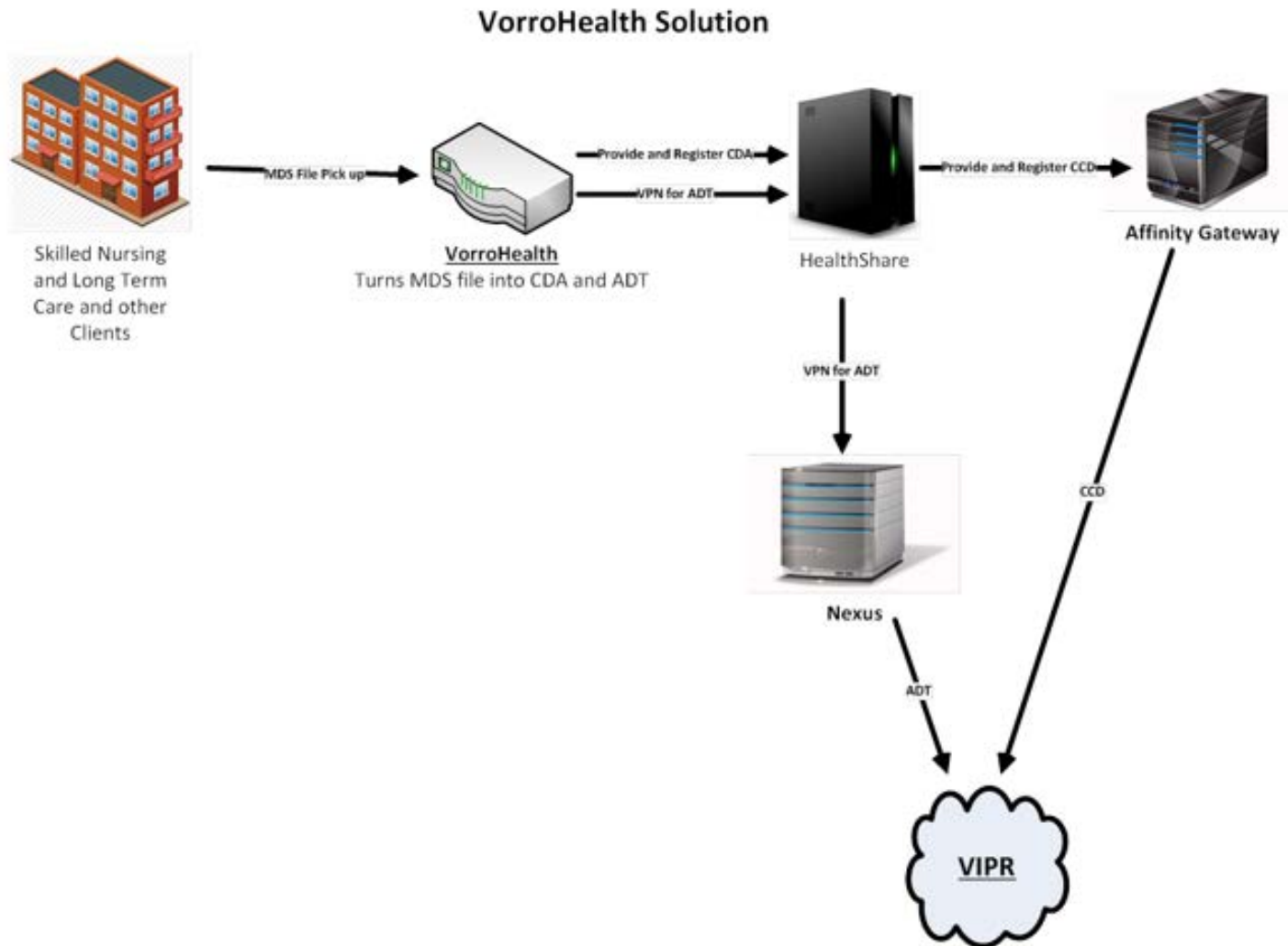
- Projects that include connection to the community – Health Information Exchange, Care Coordination (vs Management), Telehealth, Tandem365



Focus: HIE Community

- Great Lakes Health Connect - Access to Results
 - Trinity Health, Spectrum Health, Metro Health & others
- Referral Module
 - Clark (Overall)
 - Clark Sub-Acute Rehab Services (same building)
 - Clark @ Home Services (Now Atrio)
- VIPR Access
 - Admissions/Marketing staff
 - Assisted & Skilled Nursing staff
 - Medical Records (Advance Directives)
- Advance Directives
 - Workflow Pilot with GVSU School of Nursing/GLHC
- Send MDS Results to VIPR

Pilot with GL-HC/VorroHealth



Topics (barriers) to implementation...

- Leadership Buy-in...
- Overall Privacy Statement altered...
- Mechanics to sending MDS information as a CCD
 - Vendor Road Maps slowly defined for Interoperability (MatrixCare-KNO2)
 - Can be COSTLY with Interoperability Modules
- Operations/Clinical Workflow
 - Marketing/Admissions (10x/week) for extra coordination
 - Clinical Access to results for review of treatment plans/discharge planning
- Technology Culture (or lack of...)
 - Digital Footprint (or TOE...?)
 - Adoption of “Fax-Free Philosophy”
- Future CCD discussions with Hospitals
- Single Sign On (SSO) access

Where are we now...?

- Hurry up and WAIT methodology...
- View VIPR Results at Admission
 - Review underlying care issues up front
 - Clinical workflow still struggles (staffing)
- MDS submission includes VIPR (Extract, Transmit, Load)
 - Occurs automatically with the MDS billing process steps
- Referral Module being implemented with our newly formed @Home Partners (Atrio Home Health)
- Having significantly DIFFERENT kind of conversations
 - St Mary's Hospital, Clark, GL-HC discussion for CCD instead of fax
 - Positioned for strategic discussion with Health Systems

Clark Summary Statement...

- The increasing role that technology plays in our business and in the lives of our residents has been a real game changer.
- Being part of a community health repository such as VIPR makes strategic sense for Clark as it offers seamless, secure, and real-time information that helps us maintain closer ties with our residents across multiple service areas and locations.
- This enhanced access means we can deliver better care in a timelier manner with fewer errors, which translates to happier and healthier residents.

What can you do now...?

- Think about your Technology Roadmap
 - Did you take into account the COMMUNITY of effort or are you still looking within your 4 walls...?
- Review options with your Electronic Medical Record vendor for interoperability between systems
- Look for the small QUICK WINS and keep the momentum
- Some “technology mechanics” are set it and forget it while others are People & Process steps
 - Training and Education (* nurse educator position)
- Don't forget... Eat Healthy and Exercise