

FREE WEBINAR

3 Steps for Network Success

PRIORITIZE PATIENT SATISFACTION
OPTIMIZE REFERRAL MANAGEMENT
DRIVE NETWORK GROWTH

June 24, 2021

1:00 pm - 2:00 pm EST



Speakers



Salient Healthcare

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Salient Healthcare

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Proficient Health

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VP, Client Alignment



Cone Health Ventures

David Heenan
Principal

Agenda



Assess Your Network to
Ensure Patient Satisfaction



Grow Your Network



Analyze Your
Network Leakage



Q and A



Assess Your Network to Ensure Patient Satisfaction

Baseline Data Around Quality and Cost



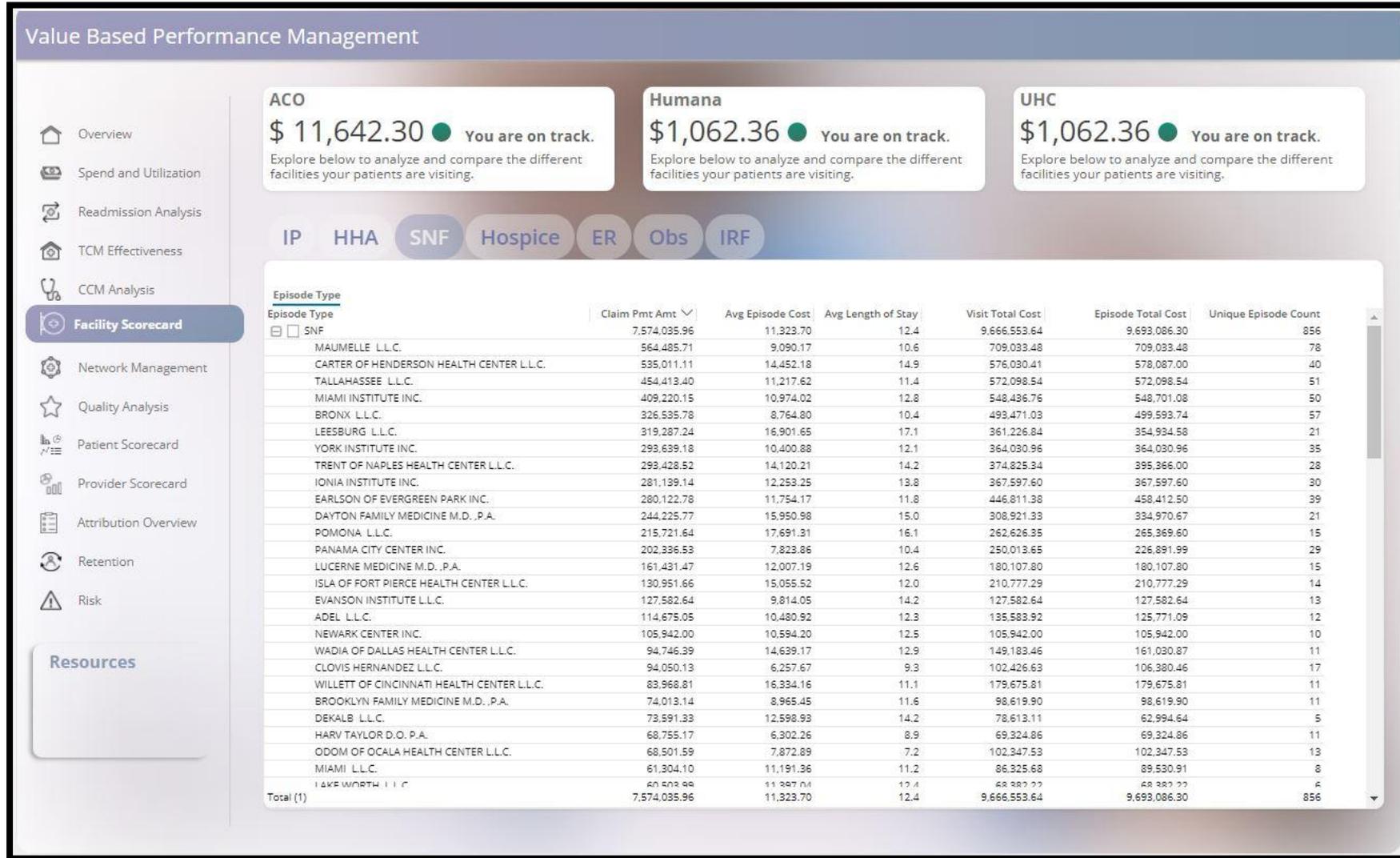
Identify Potential Partners by Creating Scorecards

1 Cost

2 Quality



Baseline Data Around Quality and Cost



Preferred Provider Cards



The image shows a three-panel layout for a Preferred Provider Card. The left panel is dark blue with the Salient Healthcare logo and text. The middle panel is white and contains contact information for a home health agency and two skilled nursing facilities. The right panel is dark blue with a message about the Preferred Provider Network and a small logo.

Salient Healthcare
Preferred Provider Network

12 YOUR BUSINESS ROAD
CITY, STATE
90210

561-262-0000

mydoctor@bestpcp.com

mypcpsocialmedia

mypcpsocialmedia

HOME HEALTH AGENCY #1
Address:
Phone:
Fax:

HOME HEALTH AGENCY #2
Address:
Phone:
Fax:

SKILLED NURSING FACILITY #1
Address:
Phone:
Fax:

SKILLED NURSING FACILITY #2
Address:
Phone:
Fax:

Preferred Provider Network

Our Primary Care practice has partnered with several high quality providers in the area to provide you with an increased level of care coordination. If you are in the hospital, present this card to your hospital care team when selecting a post-acute care provider or specialist.

Why is Referral Management Important

Benefits:

- Network utilization
- Care coordination
- Standardized processes
- Network-wide reporting
- Patient appointment adherence



Referral Management

The screenshot displays a web application interface for 'Referral Management'. The browser address bar shows 'phealth.proficienthealth.net/exchange/referrals/sent'. The page title is 'Referral Dashboard - Sent'. A search bar and 'QUICK FILTERS' (ANY ASSIGNEE, OLDEST, ALL) are at the top. The main area is a Kanban board with seven columns: NEW, SENT, IN REVIEW, SCHEDULED, CONSULTED, DECLINED, and DONE. Each column contains referral cards with patient names, dates, specialties, and reference numbers. A left sidebar shows navigation options like Home, Sent Referrals (10), Received Referrals (29), Search Referrals, Search Patients, Document Triage, and Analytics. A bottom right corner features a blue '+' button.

NEW	SENT	IN REVIEW	SCHEDULED	CONSULTED	DECLINED	DONE
<p>Andrews, Julia 04/17/2001 Created 4 months ago Behavioral Health Outpatient ADDICTION MEDICINE REF-184492</p>	<p>Longacres, Jo 05/15/1955 Created 4 months ago Proficient Health Specialist GENERAL SURGERY REF-183102</p>	<p>Jones, Miranda 03/03/1973 Created about 1 month ago Proficient Health, Inc (do not Consult date: 03/31/2021 FAMILY PRACTICE REF-212590</p>	<p>Sim, Darby 07/26/1979 Created 4 months ago Test AWS Faxing GENERAL SURGERY REF-179627</p>	<p>Jones, Miranda 03/03/1973 Created 11 months ago Proficient Health Specialist (do not Consult date: 12/03/2020 GENERAL SURGERY REF-103203</p>	<p>King, Milton 09/26/1966 Created 4 months ago Alamance Gastroenterology GASTROENTEROLOGY REF-184489</p>	<p>Reid, Kristin 11/12/1981 Created over 1 year ago Practice name AUDIOLOGIST REF-30792</p>
<p>Jones, Miranda 03/03/1973 Created 2 months ago Alamance Gastroenterology GASTROENTEROLOGY REF-201452</p>		<p>Ballast, Tony 07/30/1981 Created 26 days ago Proficient Health Specialist (do not Consult date: 07/30/2021 GENERAL SURGERY REF-220069</p>		<p>Smith, Susan 03/11/1909 Created 7 months ago Proficient Health, Inc (do not Consult date: 01/05/2021 FAMILY PRACTICE REF-147972</p>		<p>Fries, Kiontaye 04/17/2006 Created over 1 year ago Test Fax Practice ADDICTION MEDICINE REF-51775</p>
<p>Reid, Kristin 11/12/1981 Created about 1 month ago Burlington Surgical Associates GENERAL SURGERY REF-214498</p>				<p>Hopkins, Sarah 08/24/1976 Created 26 days ago Proficient Health Specialist (do not Consult date: 04/15/2021 GENERAL SURGERY REF-220020</p>		<p>Smith, Susan 03/11/1909 Created about 1 month ago Reidsville Clinic for Gastroin GASTROENTEROLOGY REF-216513</p>
<p>Smith, John 05/07/1966 Created 6 days ago Triad Cardiac and Thoracic S CARDIAC SURGERY REF-229764</p>						<p>Jones, Miranda 03/03/1973 Created 8 days ago Alamance Gastroenterology GASTROENTEROLOGY REF-228495</p>
						<p>Test, Susan 05/05/1955 Created 6 days ago Triad Cardiac and Thoracic S CARDIAC SURGERY REF-229862</p>

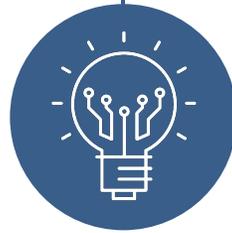
Customer Use Case

Improving Patient Satisfaction



Challenge

Fragmented communication causes delays in appointments and negatively impacts patient satisfaction



Solution

Sharing information and managing referrals online with PH Exchange



Results

Reduction in scheduling delays, improvement in patient satisfaction and better patient care

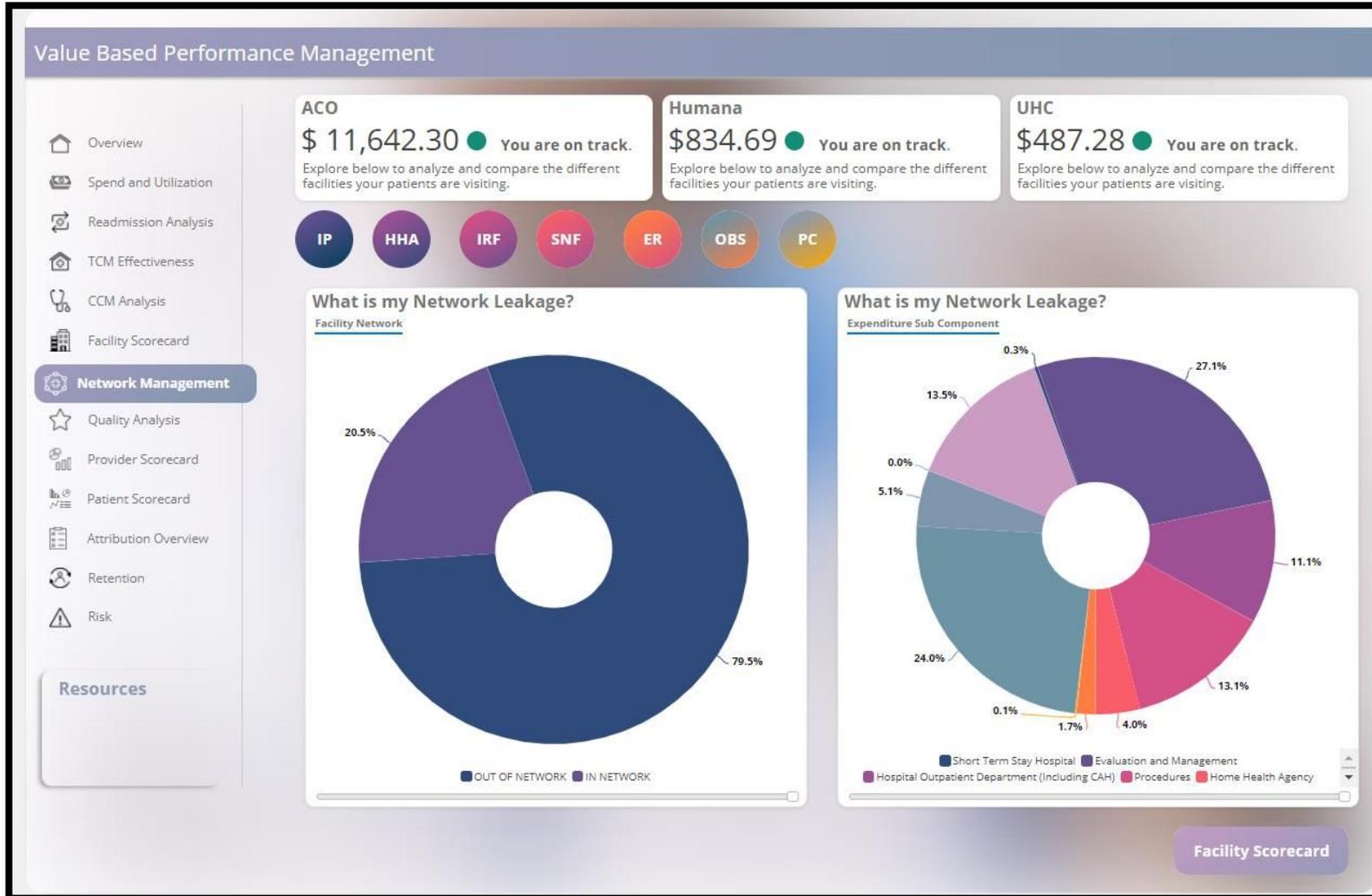


Analyze Your Network Leakage

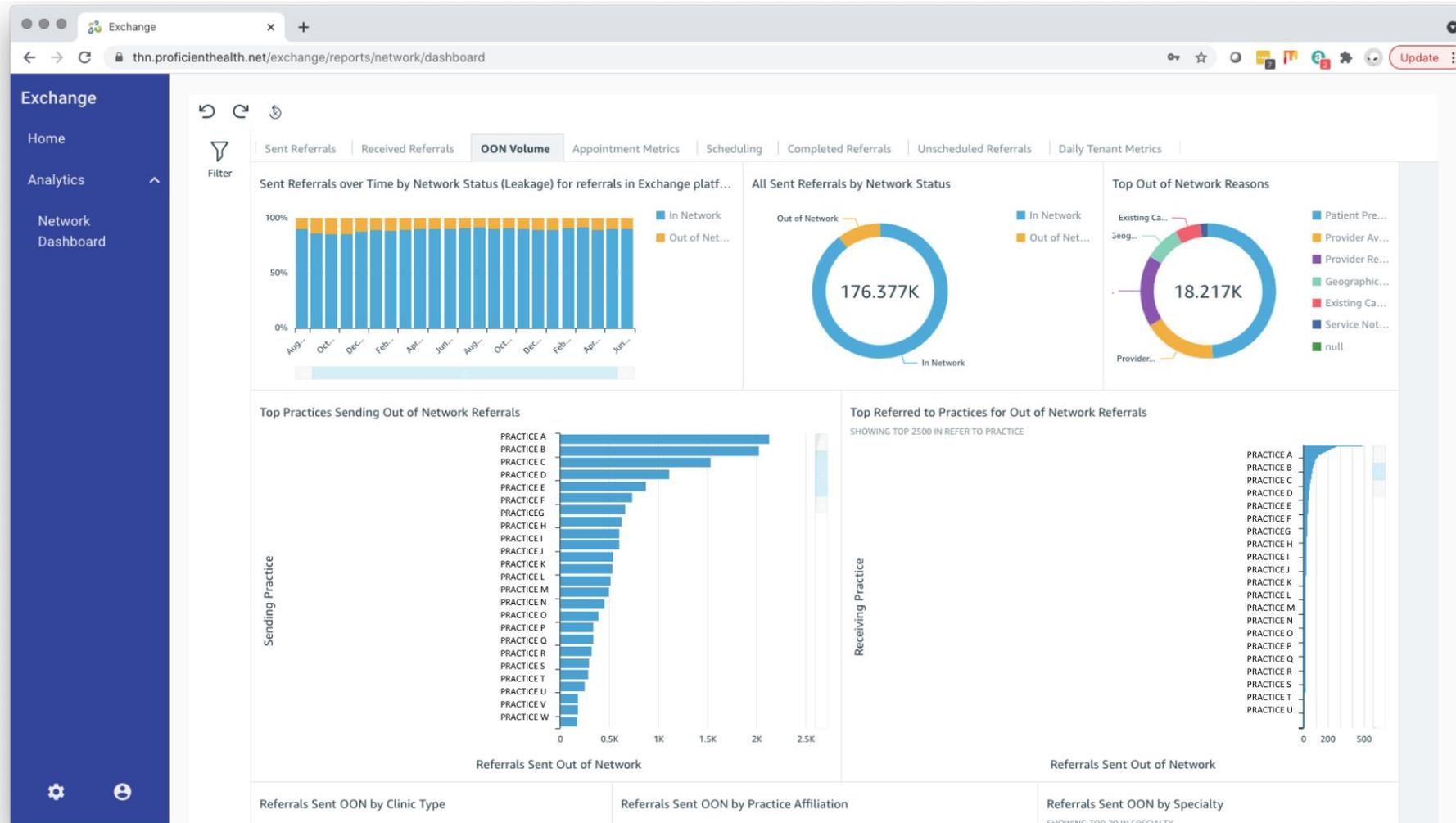
Network Utilization Benefits Doctors, Patients and ACOs



In/Out of Network Utilization

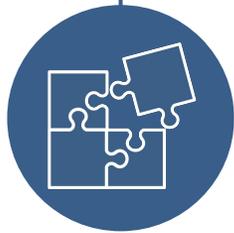


In/Out of Network Utilization



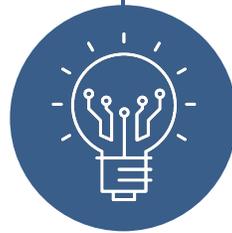
Customer Use Case

Keeping Referrals In-Network



Challenge

Out-of-network referrals that decreased revenues by an estimated \$200 million



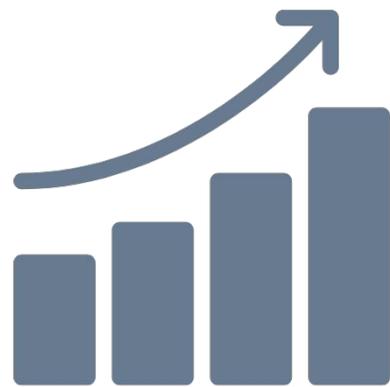
Solution

Using PH Exchange to retain and manage referrals across incompatible EHRS



Results

Improvement of over \$2 million in keepage associated with adoption in just six months



**Grow Your
Network**

Continuous Process Improvement



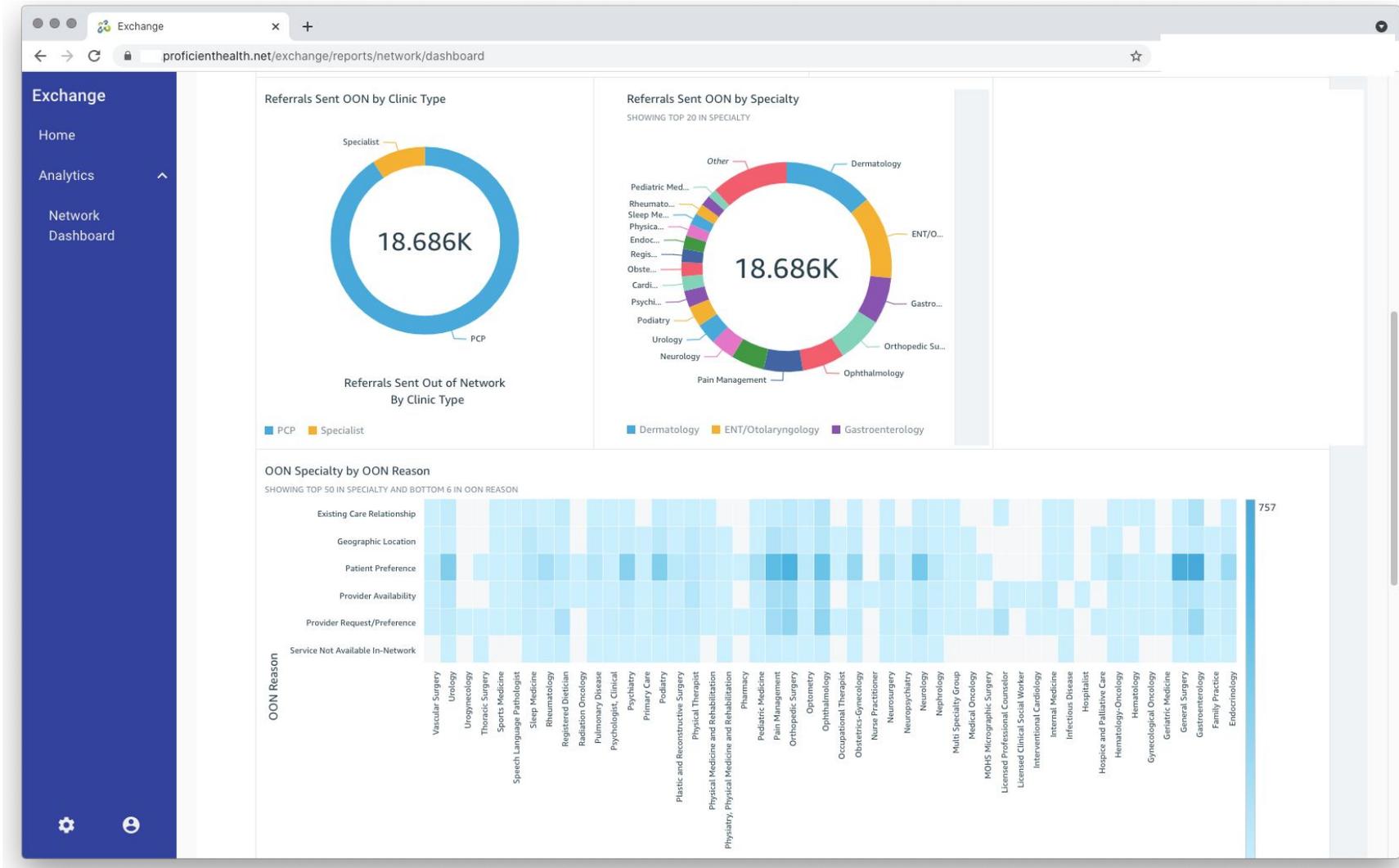
Common Reasons for OON Utilization

1. Conflicting Incentives

2. Requiring Out-of-Network Specialty

3. Patient Preference

Overcoming Challenges for Network Growth





Q & A

Visit our Virtual Booth at ACOExhibitHall.com

Proficient Health
THE COMMUNICATION BEHIND THE CARE

Proficient Health offers an integrated suite of solutions designed to support better patient care, easier consults, improved operational efficiencies, & enhanced in-network optimization for ACOs.

Proficient Health
sales@proficienthealth.com
www.proficienthealth.com

- Proficient Health Overview
- eBook: Bridging the EHR Divide
- Helping ACOs Bypass Communication Silos
- Helping an ACO Keep Referrals In-Network

Request Demo

COMPANY OVERVIEW

ACO NEWSSTAND FLASH INTERVIEW: Proficient Health
ROBB HUTCHISON – CEO

5 MIN FLASH INTERVIEW

ACO NEWSSTAND FLASH INTERVIEWS
HOSTED BY GLENN PEARSON
AUTHOR OF: THRIVING IN THE HEALTHCARE MARKET

Watch on YouTube

VENDOR HALL

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Salient's value-based care solution helps you achieve shared savings by giving you a clear view of your data allowing for continual process improvement all the way to the beneficiary level.

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www.salienthealthcare.com

- Solution Overview
- Salient ACO Brochure
- Latest Insights

COMPANY OVERVIEW

5 MIN FLASH INTERVIEW

Flash Interview 04-27-21: Salient Health...
JACK BLOISE, JD - GENERAL MAN...
Watch later Share

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A Division of Salient Management Company

HOSTED BY
JOHN P. SCHMITT, MBA, PHD
EVP & CO-FOUNDER - ACOEXHIBITHALL.COM

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Thank you!



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