

## ACO Practice Utilizing Notifications to Improve Care for Elderly Patients

### THE CHALLENGE

VIPcare, specializing in care for individuals aged 65 and above, grappled with a crucial challenge: timely alerts to their primary care team when patients were admitted to the emergency department (ED). Their patient demographic, often complex and vulnerable, faced frequent ED visits and hospitalizations. This compromised care coordination, increasing rehospitalization risks.

### SOLUTION

VIPcare implemented MyHealth's Care Fragmentation Alerting (CFA) service to strengthen care coordination and improve patient outcomes. CFA provides timely alerts that help ensure patients receive appropriate care at the right time, reducing unnecessary emergency room visits, avoiding duplicative testing, lowering costly medical bills, and supporting better overall outcomes.

#### Initial Alert and Follow-Up

When a patient was discharged from the ED, a Care Fragmentation Alert was triggered. VIPcare promptly contacted the patient for a post-ER follow-up. During a two-week follow-up, the patient expressed renewed health concerns and contemplated calling 911. The provider recommended an in-office evaluation as an alternative, allowing for a more comprehensive assessment of the patient's condition.

#### Addressing Transportation Barriers

The patient highlighted transportation as a barrier to visiting the clinic, which was why they preferred the ER. The provider collaborated with Uber Health to facilitate transportation to the clinic.

#### Comprehensive Evaluation and Intervention

Upon arrival, a clinical evaluation determined that the patient required intravenous (IV) fluids. The provider administered the necessary treatment. After treatment, the patient was transported back home via Uber Health.



### AT A GLANCE

#### About VIPcare

**Clinical Setting:** Post-acute care, Care coordination

#### Benefits

- Opportunity to provide better communication between providers and patients
- Helps speed patient experience within the facility
- Improving patient outcomes through population health and analytics
- Lowering hospital readmissions
- Improving patient care and outcomes



*"We're getting the care fragmentation alerts and our teams are implementing various health services programs for our patient base. This is a huge improvement over what we've had to work with in the past."*

**R. Scott Vaugh**

Better Health Group CEO,  
Oklahoma