



CentraState Medical Center – Inscribe Hospital Discharge Case Study

Situation

CentraState Medical Center, a 284-bed hospital located in Freehold, New Jersey, discharges over 2,000 patients every year to various skilled nursing facilities, rehabilitation centers, and home nursing services.

The social workers responsible for discharging these patients were facing a never-ending struggle using an outmoded system, where a bundle of discharge documents for each patient needed to be faxed to all potential sub-acute facilities for every discharge.

The process took 90 minutes on average, was causing efficiency strains on the social workers and delays in placing patients with the appropriate sub-acute care facility.

Carl Ausfahl, MS, RN, CPHQ, Assistant Vice President of Quality and Performance Improvement at CentraState, was determined to find a better way to match discharge patients' needs with the sub-acute facilities that are best equipped to serve them at the time of discharge.

Solution

Mr. Ausfahl and his team engaged Authentidate Holding Corp. (Authentidate®), of Berkeley Heights, New Jersey, to deploy their Inscribe® Hospital Discharge solution.

Hospital Discharge Planners, Case Managers, and Social Workers can find the perfect aftercare provider for their patients quickly and easily with the Inscribe Hospital Discharge web-based software solution. Inscribe's rule-based electronic forms, intelligent routing and transaction management automatically notifies the discharging facilities via fax, email or SMS text message that there is a patient referral waiting on the secure Inscribe Hospital Discharge website. After they logon to Inscribe from any computer with an Internet Explorer web browser, it allows them to accept the patient referrals online in seconds.

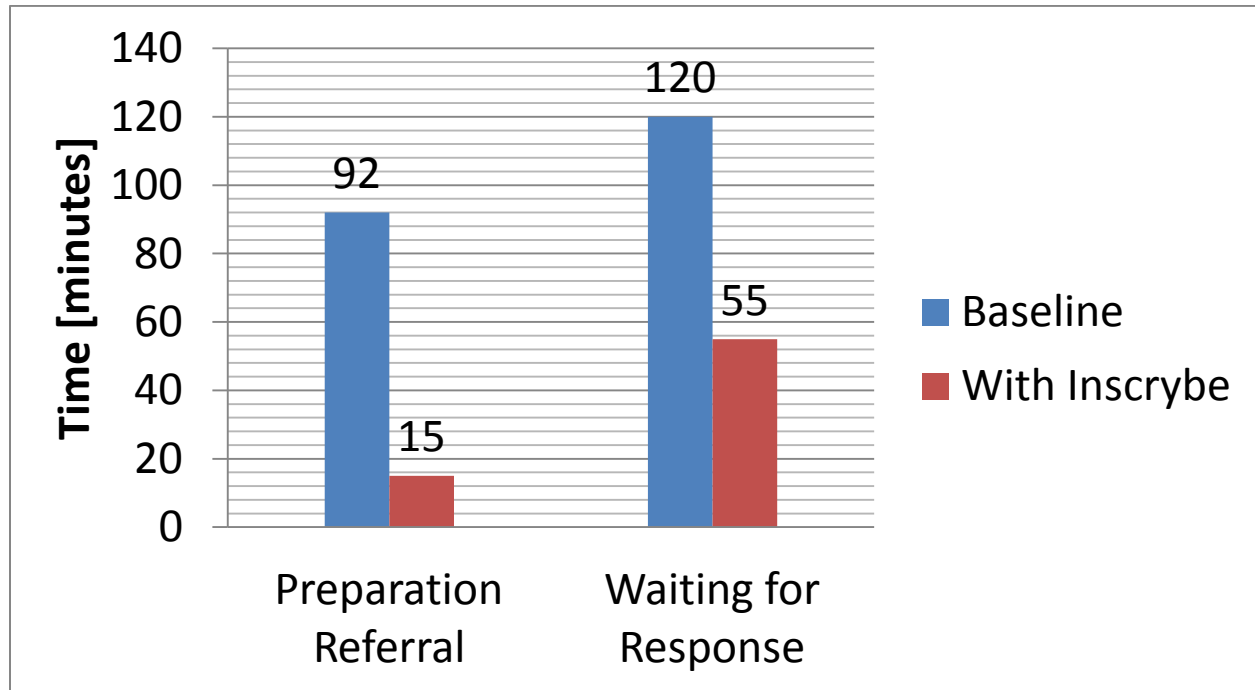
The new automated system unifies electronic and fax communications into a simplified electronic process. It eliminates paper, reduces patient placement time for discharge planners and simplifies management and reporting. In addition, it is delivered on a proven HIPAA compliant platform with zero software installation.

Inscribe Hospital Discharge integrates seamlessly with most Hospital Electronic Medical Record Systems (EMR), Accountable Care Organization (ACO) Information Systems or other Electronic Patient Record Systems, resulting in a more efficient and cost effective discharge planning process.

CentraState Medical Center's goals:

- 1) Reduction in time to prepare referral
- 2) Reduction in time to placement of discharged patient from baseline
- 3) Reduction in manual fax processing costs

Inscribe Efficiencies for Social Worker in Preparation of Referral and Response Turn Around



Receiving facilities were eager to register for Inscribe for several reasons: first, to support CentraState's workflow preference for patient referrals; second, Inscribe Discharge online solution is much faster with less paper management for the facilities; and third, there is no charge to facilities receiving Inscribe's electronic discharge documents. Facilities simply click a button to accept or decline a referral at no cost to them.

Inscribe Features:

- Defines workflows for hospital discharge referrals and acceptance
- Automates email or SMS text notifications to care facilities or home care providers
- Unifies electronic and fax based communications into one dashboard for hospital staff
- Provides family member facility search to participate in placement of patient

Results

Following onsite training, the social workers began routing discharges through Inscribe. Being able to send one discharge bundle electronically to four, five, or more potential receiving facilities, with one click, seemed like a dream come true.

Results for all metrics surpassed expectations:

- **85% + improvement in creation/send time overheads**
- **54% + improvement in patient placement time**
- **93% + reduction in fax costs**

These savings have enabled the social workers to focus more of their time on direct patient care and less on administrative processes.

In addition, CentraState has found other workflow areas that have benefitted from the Inscribe solution, such as insurance authorizations.

“The Inscribe Hospital Discharge solution has exceeded our expectations since we implemented it at CentraState. We’ve recognized sustained, measurable improvements in our patient placement times and simultaneously reduced our fax costs. We’ve also gained significant improvements in our social workers’ overhead time that we have been able to reemploy for other important tasks. We are very pleased with our deployment of Inscribe,” commented Carl Ausfahl, Assistant Vice President of Quality and Performance Improvement at CentraState.

The new automated system provides a winning solution for both patients and medical staff. If you need more information or if you would like to receive a demo please contact us by calling 1-877-467-2792, or visiting our website www.authentidate.com.