

# Prime Healthcare Promoting Health Equity Successfully With The Power Of Persivia CareSpace®

## Challenge

Promote SDoH at System Level by engaging community partners, and developing digital workflows that allows real-time patient monitoring and patient data capture

## Platform

Persivia CareSpace®

## Results

Reduced readmission rate

Lower mortality and complications rate

Improved cost alignment with the Centers for Medicare & Medicaid Services payment reforms initiative and value-based care

Recognition at the National Level, Prime won the 20th Eisenberg Patient Safety & Quality award, presented by the JC and NQF.

Achieving health equity, eliminating disparities, and improving the health of all groups is an overarching goal and a top priority for policy makers and healthcare organizations today.

In an effort to expand access to care and promote health equity, Prime Healthcare, one of the most prestigious healthcare systems in the US, with a presence in multiple regions, launched an initiative called **"Improve and Promote SDOH at the System Level."** The initiative aims to monitor, evaluate, and improve health equity in the United States.

## Delivering An Equitable Care Delivery Approach At The System Level

In 2018, Prime Healthcare Services launched a cohesive and system-wide approach to link SDoH with patient outcomes, enabling providers to deliver effective patient care and reduce healthcare disparities.

Before launching this project, Prime Healthcare participated in Centers for Medicare & Medicaid Services (CMS) value-based care initiatives from the early 2010s and recognized the need to target patients' SDoH needs. The aim was to arm the existing care coordination network with digital workflows and processes to deliver all-around care

Prime devised a 3-step roadmap to address the SDoH needs of patients

- Identify SDoH needs based on an opportunities index.
- Design and implement care interventions.
- Establish a bidirectional flow of information.



# Blazing A New Trail With Persivia CareSpace®

Persivia's long-standing partnership with Prime Healthcare as their key technology enabler, helped Prime a systematic process and workflows in the CareSpace® platform that facilitated the entire initiative smoothly.

## Putting SDOH into Action

Persivia developed a screening tool that enabled care navigators to have a comprehensive view of the patient's situation during care delivery. Through the CareSpace® screening tool, Prime Healthcare was able to evaluate patients' Financial Resource Strain, Food Insecurity, Housing Stability, Physical Activity, and Depression, facilitating a more systematic identification and resolution of patients' SDoH needs outside hospital settings.

## Care Coordination Done Right

By leveraging its 3rd generation care management capability, CareSpace® enabled community resource partners to monitor patients' well-being in real-time. This was made possible through the capture of bidirectional information from Prime's EHRs and community partners, which allowed for the creation of highly personalized care plans, and ensured that patients receive the appropriate care at the most optimal time.

## Patient Engagement Redefined

To screen patients upon discharge, a questionnaire was administered to them. After being discharged, the CareSpace® platform enabled care navigators to communicate with patients through calls, text messages, and emails to address any additional SDOH needs that may arise. This assessment process enabled care navigators to assign a risk stratification score to each patient, which helped in predicting the level of resource utilization needed.

CareSpace® helped keep track of patients and their care trends outside the hospital walls while keeping both the hospital staff and community providers in the loop. This approach demonstrated how an integrated digital workflow enables data transparency, proactive patient management and bidirectional exchange of information between stakeholders.

"The CareSpace® platform has been instrumental to our success. It helped us achieve our goal of having a systematic practice to screen patients for SDoH needs by a 'patient-centered-care' approach and connect them to the right resources for better outcomes." **Ahmad Imran, MD, MBA, CHC, CPHQ, CHCQM, Corporate Vice President Quality and Value Base Care, Prime Healthcare**

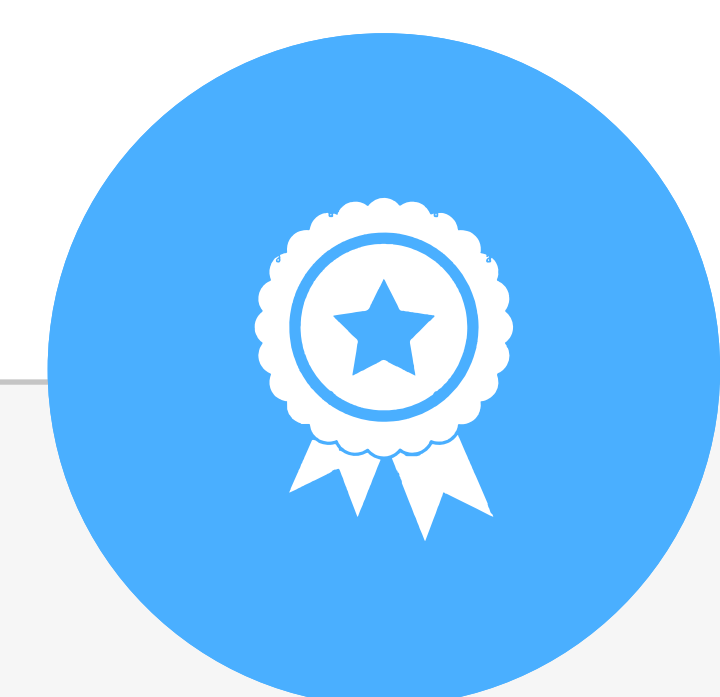
## The Results Are Tremendous



Physicians and administrators made use of the most meaningful data in real-time, resulting in **reduced readmissions, mortality, complications, optimization of cost of care.**



Through this collaboration the SDoH needs of more than **50,000 patients** were met annually.



The Joint Commission and National Quality Forum (NQF) recognizes Prime Healthcare's efforts and honored the organization with the prestigious **20th John M. Eisenberg Patient Safety and Quality Awards** at the National level for developing and implementing a cohesive and system-wide approach to addressing social determinants of health (SDoH) and leading the way to a more equitable future in healthcare.





“Dr. Imran and the Prime team continue to deliver on their mission of reducing healthcare disparities to deliver compassionate, quality care to patients and better healthcare for communities. We are honored to be part of this equation,” said **Mansoor Khan, Sc.D., and CEO of Persivia**. “I’d like to congratulate Prime Healthcare on their success, and we’re excited to help evolve their social determinants of health initiatives to achieve health equity and a healthier bottom line.”

**Mansoor Khan, Sc.D. CEO Persivia Inc.**



## Leverage CareSpace® In Your Pursuit Of Health Equity

The Persivia CareSpace® platform is an industry-leading end-to-end population health platform that acts as a catalyst to enable Personalized Care for All®. CareSpace® collects and integrates data from all sources, including EHR, claims, HIE, ADT, patient-reported, home devices and SDoH to build a continuously updating longitudinal patient record and presents a true picture of the patient right at the point of care. It harnesses the power of AI to give richer insights into social and economic factors impacting health than traditional healthcare encounters do. The platform also provides 3rd generation care management capabilities and supports multichannel communication with telehealth options to improve patient engagement and overall health outcomes.



## About Prime Healthcare

Prime Healthcare, headquartered in Ontario, California, is the largest for-profit operator of hospitals in California based on several facilities and has been named “The Fastest Growing Hospital System” by Modern Healthcare. Prime Healthcare is a unique physician-founded and physician-driven health system with doctors and clinicians leading the organization. Prime Healthcare and the not-for-profit Prime Healthcare Foundation employ nearly 40,000 staff and own and operate 46 acute care hospitals in 14 states, including Alabama, California, Florida, Georgia, Indiana, Kansas, Michigan, Missouri, Nevada, New Jersey, Ohio, Pennsylvania, Rhode Island, and Texas. Prime Healthcare was recognized as a Top 15 Health System in the nation in 2008, 2012, and 2013.

Learn more at [www.Primehealthcare.com](http://www.Primehealthcare.com)

## About The John M. Eisenberg Patient Safety & Quality Award

The **2021 John M. Eisenberg Patient Safety and Quality Awards** recognize those who have made significant and long-lasting contributions to improving patient safety and healthcare quality. Established in 2002 by The Joint Commission and the National Quality Forum (NQF), this annual awards program is named after former Agency for Healthcare Research and Quality (AHRQ) Administrator John M. Eisenberg. This award program, now 20 years ongoing, is an annual reminder of Dr. Eisenberg’s legacy and measurement’s critical role in the US healthcare system’s continuous improvement.

### The Joint Commission

Founded in 1951, The Joint Commission seeks to continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value. The Joint Commission accredits and certifies more than 21,000 health care organizations and programs in the United States. An independent, nonprofit organization, The Joint Commission is the nation’s oldest and largest standards-setting and accrediting body in health care.

Learn more at [www.jointcommission.org](http://www.jointcommission.org)

### National Quality Forum

The National Quality Forum (NQF) works with members of the healthcare community to drive measurable health improvements together. NQF is a not-for-profit, membership-based organization that gives all healthcare stakeholders a voice in advancing quality measures and improvement strategies that lead to better outcomes and greater value.

Learn more at [www.qualityforum.org](http://www.qualityforum.org)