



Case Study

Carilion Clinic

Improved referral management, reduced avoidable delays, and optimized resource utilization.

Challenge

Carilion Clinic wanted to ensure quality and timely transitions for patients in acute care with post-acute care needs. The Care Management department sought to reduce avoidable delays and improve throughput to support efficient Patient Choice processes. Additionally, the Hospital wanted to reduce administrative tasks by using real-time technology and data to return time to care for Social Work and Case Management teams.

Solution

- In 2022, Carilion Clinic created the Carilion Clinic Post-Acute Referral Center (PARC), powered by TeleTracking's Operational Platform. The PARC provides:
 - Real-time communication with front line Case Managers and Social Workers on the status of referrals and placement availability.
 - Authorizations for all skilled nursing facilities across Carilion Clinic's seven hospitals with real-time authorization status shared across all hospitals.
 - 7-day coverage from 8:00am - 6:00pm with nine designated Referral Coordinators on the team.
- Shared collaborative workflows such as:
 - Compiling consistent referral packets from the Electronic Medical Record to the appropriate and anticipated level of care.
 - Assisting with provider search via Regional Searches.
 - Supporting bidirectional updates between Carilion Roanoke Memorial Hospital and post-acute agencies.
- TeleTracking's Data and Analytics solution is utilized to continuously review trends, analyze referral metrics, and reinforce the benefits of a centralized PARC.

Results

Since the launch of the Post-Acute Referral Center, Carilion Clinic has experienced:

1 day

LOS reduction for patients requiring prior authorization (Jan '23 vs Jan '24)

129,625 referrals

managed for approx. 18,899 patients at their CMC Campus in CY '23

19.39 hours

improvement across all post-acute levels of care by reducing referral to review/acceptance time CY '22 to CY '23

13.38 hours

improvement of referral to response time

140 minutes

improvement of response to patient acceptance

Referrals Out Prior to Discharge (PTD) Performance:

85.95%

of referrals in place greater than 48 hours PTD

70.05%

PTD 72+ hours

15.90%

PTD 48-72 hours

14.03%

PTD < 48 hours

Lessons Learned

from the Carilion Clinic Leadership Team



You can achieve true situational awareness with real-time availability of post-acute status, insurance authorization, and patient care progression visually available across multiple levels of the organization.



Technology can give Nurse Case Managers and Social Workers back time to care, which supports staff retention and recruitment by allowing staff to practice at the top of their skillset.



Real-time overview of volume and status of cases has allowed the Care Management team to flex staffing based on active needs. This supports team accountability and fair coverage based on true volumes.

Carilion Clinic Overview

Carilion Clinic is a not-for-profit health care organization based in Roanoke, Virginia. As a nationally ranked integrated healthcare delivery system with seven hospitals, Carilion Clinic provides quality care close to home for nearly 1 million Virginians through their comprehensive network of hospitals, primary and specialty physician practices, and other complementary services.

Operational Platform: TeleTracking

EMR: EPIC

Referral Engine: WellSky Careport
(Formerly NaviHealth)

Total System Acute Beds: 1,041 plus 60 Neonatal ICU Beds

TeleTracking Partner Since: 2004

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I am incredibly proud of the curiosity and collaboration that has advanced our workflows related to the post-acute space. It is clearly beneficial to the patient, our community, access to care needs, and operational efficiencies for the organization.

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Carilion Clinic