

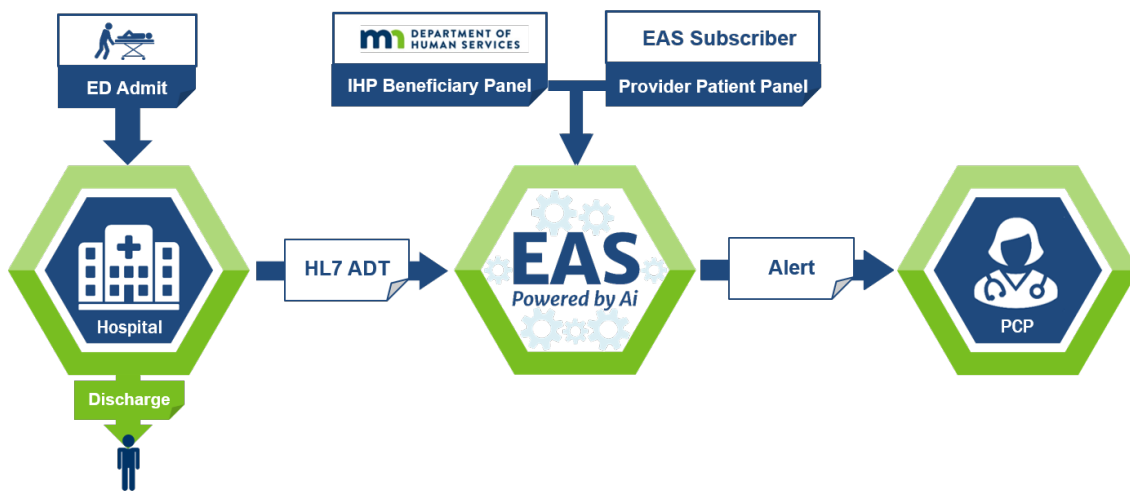
DEPARTMENT OF HUMAN SERVICES MN Encounter Alert Service (EAS)

Background

In the spring of 2017, the Minnesota Department of Human Services (DHS), issued a Request for Proposal (RFP) to provide admission, discharge and transfer (ADTs) notification services for Medicaid beneficiaries. In partnership with DHS' vendor, Audacious Inquiry (Ai), the Encounter Alert Service (EAS) was launched in 2018 and initially focused implementation efforts to providers participating as an Integrated Health Partnership (IHP), the state's Medicaid ACO program. Presently, the EAS has agreements with most of the IHPs in the Twin Cities (covering 90% of the IHP beneficiaries in the metro area) and is now working to onboard IHPs in greater Minnesota, along with other providers who benefit from alerting such as mental health and Long-Term Post-Acute Care (LTPAC) providers.

How it works

When a patient is admitted, discharged or transferred (typically from a hospital or emergency department), notifications are sent from the Electronic Health Record (EHR) to care coordinators and providers. The EAS uses provider-beneficiary panels to push the alert to the right care team so that they can engage immediately in care planning needs. Without this service, this type of notification only happens if the admission occurs within the provider's own care system, or learned too late to be helpful. While hospitals are an important source of ADTs, other providers are recipients (subscribers) to the notifications issued by the hospital. The following diagram depicts a high-level view of how EAS works:



Benefits

- Eases burden on providers to communicate when a patient seeks care at a variety of health systems
- Allows care coordinator to intervene immediately following an adverse event (admission), which improves the quality of care for the patient
- Potential to reduce avoidable readmissions, and as a result, both improves the care for the patient and reduces wasteful costs
- Makes it easier for providers using various Electronic Health Record systems to communicate with one another; streamlining connections between Epic and non-Epic community providers

For more information visit mneas.org, or contact:
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