

SIMPLIFYING PATIENT TRANSITIONS FROM URGENT CARE TO SPECIALTY PROVIDERS

Beaumont Health is Michigan's largest health care system (based on inpatient admissions and net patient revenue) and provides patients with compassionate, extraordinary care, no matter where they live. With eight hospitals, 167 outpatient locations, nearly 5,000 physicians and more than 38,000 employees, Beaumont's commitment to patient and family-centered care contributes to the health and well-being of residents throughout the community and beyond.

BUSINESS OBJECTIVES

Beaumont Health brought in Blockit to help solve patient access and subsequent high leakage challenges associated with their rapidly growing Urgent Care presence in the region.

CHALLENGE

Urgent care is all about efficiency, productivity, and ability to guide patients to wellness through well-aligned, regional relationships with speciality providers and resources. With nearly 60,000 patients requiring referrals a year, offering simple, thorough, and effective care in a high-volume, fast-paced setting was a huge opportunity.

RESOLUTION

Blockit provided a highly integrated referral management system that brought together Beaumont's multiple Epic instances and nearly 3,900 affiliated providers with their own scheduling and EMR solutions. This resulted in a seamless process for transitioning patients from the urgent care location to the right provider at the right time.

RESULT

Blockit's referral platform has now captured over 6,000 referrals with a consistent follow-through rate of 75% and an average of 4 days to visit. Both provider and patient satisfaction has grown with the user-friendly, efficient process. Referrals are completed in 3.2 minutes and the success of the offering has now become a physician recruiting tool for hiring new providers. Success due to the initial deployment has led to an expanded scope that includes all employed ambulatory providers, acute (ED and InPatient) discharge care coordination, call centers, and online patient self scheduling.



ABOUT BLOCKIT

Blockit enables high performing healthcare networks to attract, engage, and retain the right patients, caring for 50% more of them in half the time. Leveraging existing EHR investments Blockit's digital care coordination platform significantly improves healthcare outcomes by seamlessly closing the referral loop, significantly improving patient follow-through, and drastically reducing administrative overhead.

