



CASE STUDY

How CarDon Is Leveraging Live Analytics & Data To Deliver Better Patient Outcomes

KEY TAKEAWAYS

- Real-time insight into patient admissions and discharge has led to more proactive and efficient staffing strategies.
- Better understanding of readmission root causes has helped reduce the overall number of resident readmissions.
- A clear picture of the entire patient lifecycle – from inpatient, to outpatient, to skilled nursing facility (SNF) – allows CarDon to expertly manage the flow and care of patients they serve on a daily basis.

THE CHALLENGE

CarDon & Associates is a family owned and operated skilled nursing facility (SNF) based out of Bloomington, IN. With over 2,000 patients cared for on a daily basis across 20 communities, the CarDon managing team needed a way to better visualize key patient metrics and data without sacrificing employee productivity and efficiency. Furthermore, CarDon wanted to consistently deliver quality patient experiences – without increasing overhead costs.

THE SOLUTION

The managing team at CarDon realized that a culture of analytics-backed decision making across all of their various facilities would enable them to deliver quality and compassionate care to their residents and community. CarDon turned to hc1.com, a healthcare CRM platform adopted by over 1,100 client sites across the globe, to create CarDon Analytics, a proprietary, in-house analytics package that facilitates better decision making and strategy. hc1 and CarDon analytics have made it possible for the CarDon team to identify where processes are lagging, strategize new workflows, and implement solutions that directly impact patient satisfaction.

ABOUT CARDON:

Website: <https://cardon.us/>

Headquarters: Bloomington, IN

Services:

- Independent Living
- Assisted Living
- Rehabilitation
- Skilled Nursing
- Memory Care

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THE RESULTS

Proactive Staffing for a Seamless Admission/Discharge Process

When residents are admitted or discharged from a CarDon SNF, there are multiple processes, employees, and solutions that are part of this lifecycle. Before hc1 and CarDon Analytics, CarDon had no way to prepare for high-traffic days. Now, the CarDon team is proactively tracking the days of the week and time of day that generate the highest amount of traffic. CarDon managers can then manage staffing needs -- such as RNs, LPNs, and even housekeeping -- in advance, making the transition in and out of the facility as smooth as possible for the resident. CarDon referral managers are also leveraging the data from hc1 and CarDon Analytics to educate referring physicians and hospitals on the best processes for transitions of care.

Fewer Readmissions & Better Managed Care

With hc1 and CarDon Analytics in place, CarDon can also track exactly how many patients are being readmitted to specific facilities, why these readmissions are occurring, and even when the highest amount of readmission traffic is occurring. If, for example, facility managers see that an abnormally high number of a specific facility's patients with COPD

and Heart Failure with Diabetes are being readmitted to the hospital within a week of their discharge from the facility, they can take a step back and ask critical strategic questions such as:

- What is happening with the facility residents during these specific times or on these specific days?
- What steps can facility leaders take to eliminate these readmissions?
- Which hospital are these residents being admitted from? Is there a pattern?

CONCLUSION

With hc1, CarDon has successfully created a culture of analytics-backed decision making that makes it possible to deliver quality and compassionate care to their residents and community. "With live analytics at our fingertips, CarDon is able to focus on proactively managing the flow and care of patients and residents we serve on a daily and routine basis," says Brian Peters, CIO of CarDon. "By highlighting trends and potential issues, we're able to proactively address virtually every aspect of our operations, including staffing, admissions, and discharges -- ultimately creating the highest level of care."