



## Executive Summary

### Automated Patient Discharge, Post-Acute Scheduling System and Care Coordination Solutions for Veterans and Their Families

In partnership with Government Marketing & Procurement, LLC, (a CVE verified Service Disabled Veteran Owned Small Business) Ensocare and its staff share a deep and profound gratitude to Veterans for their service to our country. We believe that Veterans deserve high-quality, timely and respectful healthcare services. Ensocare can assist the Veterans Health Administration in achieving this through:

#### Better Care and Access for Veterans

- » Efficient referrals to Certified Post-Acute Providers (PACs) by dramatically reducing response time and time for scheduling placement
- » Matching clinical and psychosocial needs of Veterans with PACs along with matching by payer type such as TriCare or Medicare
- » Provide profiles of post-acute facilities for patients and families to compare services, photos, videos and document patient choice in post-acute care decisions
- » Accelerates communication to the receiving facility so they are prepared to start therapy and appropriately care for the Veteran patient, ensuring there are no lapses in care or delayed or duplicated treatments
- » Reduces time to discharge and reduces burden of clerical functions on VHA staff, allowing more personal interaction with Veterans and their families
- » Efficiently transitioning Veterans through the care continuum and reducing length-of-stay (LOS) increases bed availability and access for other Veterans
- » Scale up plan includes Ensocare supporting the VECL initiative with preference for qualified Veterans

#### Efficiency/Effectiveness

- » Improved productivity of Discharge Planners/ Case Workers
- » Timely transfer of patients to post-acute care improves patient flow and reduces ED placement delays and patients staying in the hospital longer than necessary
- » Increases capacity and ability to admit new Veteran patients
- » Operating cost reduction by more efficiently moving Veterans to the next most appropriate level of care
- » Continuous validation and 85-90 percent readiness on day one with Certified Post-Acute Providers. We will also help uncertified facilities seek accreditation, further increasing the options available for Veterans and their families.

#### Results:

- » Before using Ensocare, one VA hospital's PAC response time was nearly an hour – 58.23 minutes. One year after implementation, it's less than 30 minutes – 26.65 minutes.
- » Within completion of implementation, one VA hospital achieved a 4-minute median referral response time.
- » A VA Hospital using Ensocare has seen an increase in its provider facility engagement – moving from a 37.50 percent to 74.31 percent response rate.
- » Ensocare clients experience an average reduction of 0.2 percent in annual operating expenses, which can translate to an ROI of more than \$1 million.

#### According to users:

*“Ensocare has cut referral time in half and expedites our discharge process. A definite asset to our system.”*

*“It would probably take 20 minutes to gather all documents and fax to multiple facilities. Now it takes about 5 minutes to copy and paste the documents and send referrals.”*