



CASE STUDY '16

Referral Management using

 **Datashop**

Powered By

 **Datashop**

Overview

Coordinating care among in-service and out-of-network providers can prove difficult and time-consuming. Preventing patient “leakage” out of network requires data, analytics, and insight that can help health systems in three main areas: Patient Retention, Network Optimization, and Network Growth Planning.

Out of network referrals result in loss of revenue, lost chances to establish relationships with referring providers and patients and lack of coordinated and efficient care. One study of referral data showed that only 35% - 45% of adult inpatient care remained within a health system, which means that over half of a health system’s patient population receives care out of their own network.

ACO focused on effective Referral Management

Datashop Referral Management System has been designed for our customers to effectively manage referrals. Datashop connects clinics, hospitals, physicians, payers and other healthcare providers on a unified data platform, which enables a bi-directional exchange of referrals between different providers and also provides a scalable and reliable analytics infrastructure to give insights about the referral trends and source of leakages.

Assuming an organization has historical data, healthcare analytics can quickly pinpoint the providers in a network whose referral patterns are leading to patient leakage and serve as a guide to change this behavior

The ability to combine claims data from your payers with the visit and utilization data from your own source systems provides you with unprecedented visibility on both in and out of network utilization

Datashop is equipped to help the organizations to achieve success with:

Inbound & Outbound Referral Transfers

Leveraging Datashop gateway & routers, providers can send and receive referrals using our platform. Datashop send alerts & notifications to providers for new referrals in the queue.

Schedule Referrals

Using Datashop mapping tables, the practitioners can view best referral suggestions (based on - Proximity to the patient, Practitioner score, In/out network, fees) and share referrals to identified provider through Datashop routers. Provider staff can also receive referrals, as well as check the current status of the sent referrals and schedule if it is rejected.

Summary Dashboard

Datashop empowers the management with dashboards for summary level view highlights, key trends in network performance, including leakage PMPM and referral trends, and make decisions based on actionable insights.

Plug Leakages

Evaluate out-of-network service utilization, considering the total dollars going out of network by provider, facility, procedure, and geography and optimize their networks for optimum utilization.

Impact

After leveraging Datashop's referral management, the ACO witnessed following results:

- Identification of potential savings by improving intra-network referral rates. An increase in in-network referrals by 22%.
- Referral management and efforts to reduce network leakage lead to a reduction in PMPM by 4.8%.