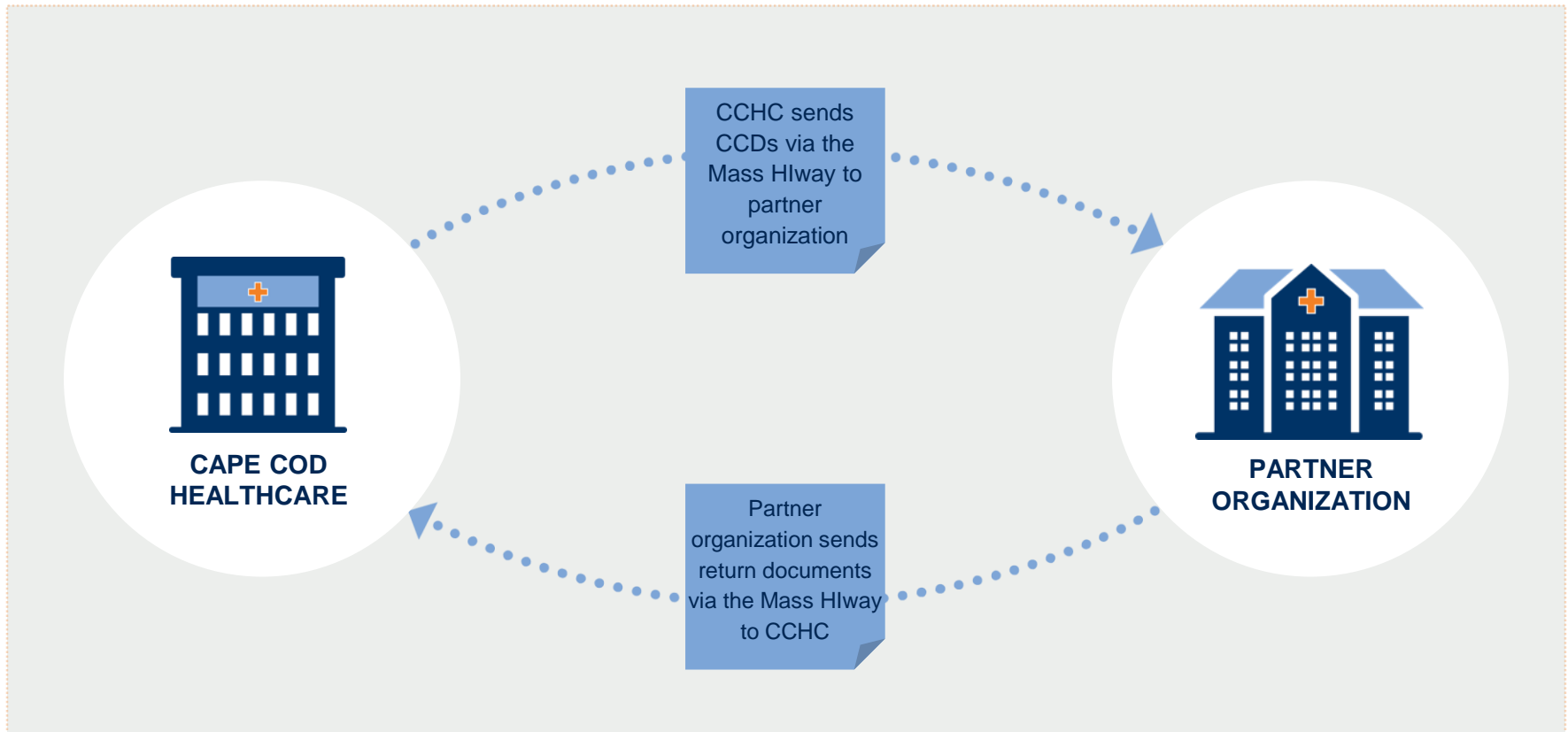


# CLOSED LOOP REFERRALS USE CASE

## REFERRAL AND DOCUMENT EXCHANGE BETWEEN PARTNERING HEALTHCARE ORGANIZATIONS



### GOAL

Improve patient care by enhancing exchange of patient information between partner organizations.

## REFERRAL AND DOCUMENT EXCHANGE BETWEEN PARTNERING HEALTHCARE ORGANIZATIONS

### ORGANIZATION

Cape Cod Healthcare (CCHC)

### GOAL

Improve patient care by enhancing exchange of patient information between CCHC and their partner organizations. Reduce delays in patient care due to manual document exchange.

### TRADING PARTNERS AND SYSTEMS

- Cape Cod Healthcare (CCHC)
- Partner organizations

### DATA TO EXCHANGE

- Continuity of Care Documents (CCDs)
- Discharge Summaries

### STORY

CCHC connected to the Mass Hlway to develop new Health Information Exchange (HIE) workflows to manage and track the sending of clinical information to outside care providers electronically whenever a patient is discharged. The project required establishing electronic HIE connectivity, resolving bottlenecks and barriers surrounding Direct Messaging, and finalizing clinical documentation standards for all future information exchanges.

CCHC worked with multiple partner organizations separated into two groups: organizations with an active Mass Hlway connection or other HIE technology were included in the first wave, while organizations that required more time to prepare for the HIE implementation were handled in a second wave.

CCHC developed care coordination prototypes and reviewed and updated process improvements with an aim to enhance the performance and identify breakdowns in the process. Because the information is coming in from different data sources, CCHC needed to develop a custom report system to measure how well the workflows were being integrated. The new reporting capability is a valuable addition to the system, as CCHC can now determine which referrals didn't have CCDs sent electronically after patients were discharged, enabling them to troubleshoot transmission failures as necessary.

**READ  
THE FULL  
STORY**