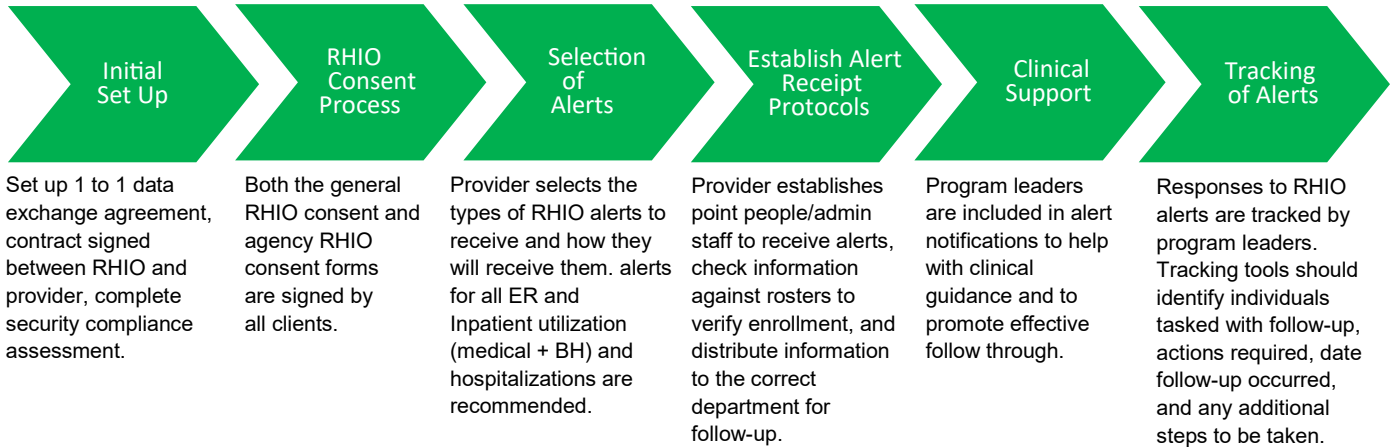


Finger Lakes Southern Tier (FLST) BHCC RHIO Alert Response Implementation

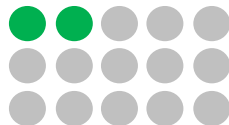
FLST BHCC focused on Regional Health Information Organization (RHIO) alerts generated when clients were admitted or discharged from the ER or inpatient services. Agencies that are subscribed to RHIO alerts receive these notifications in real-time, allowing providers to maintain ongoing awareness of changes in their clients' health status. Beginning in February 2019, the FLST BHCC made a focused effort to implement RHIO alert response processes across all member agencies to engage these clients in the services they need.

High Level Process Overview:



Network Implementation:

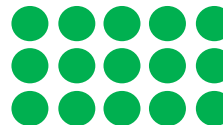
Beginning: December 2019



2 out of 15 member agencies had implemented some form of RHIO alert response system.



End: January 2021



All 15 member agencies had implemented detailed RHIO alert response systems.

Network-Wide Response Verification:

In August 2020, the FLST BHCC began to verify a sample of RHIO alerts from each member agency by taking a random selection of alerts for 10 unique clients currently enrolled with each agency. Each agency then validated whether a client engagement took place within 7 days of each alert.

By implementing a RHIO alert follow-up effort:

Clients will...



Receive improved clinical follow-up after experiencing an emergency or inpatient stay.

Agencies can...



Utilize the results to build or improve upon current CQI processes related to RHIO alert follow-up.



Identify barriers that may prevent clinicians from making contact with clients following a RHIO alert.

The Network can...



Communicate network level results on activities that support improved client outcomes and reductions in cost of care.



August 2020 - December 2020:

Within the random sample of 10 unique-enrolled clients, the percentage of alerts resulting in client contacts increased 8% across the network

Percentage of alerts Resulting in Client Contact:

