



# Your Guide to Hospice Care Management Tools

Everything you need to get the most from Acclivity



# Table of Contents

Identify Patients for Referral	4
Know Your Patient Well	6
Stay Connected	8
Enhance Your Workflows	10
Maintain the Right Care Setting	11
Increase Revenue for Your Organization	12

# Acclivity's Connected Care Platform gives your hospice access to a complete 360° view of seriously ill patients in your area.

Our goal is to help you promote timely, high-quality care, improve patient experiences and outcomes, overcome staffing challenges, and educate patients and their loved ones about their prognoses and end-of-life care journey. We provide consultation services to help you establish partnerships with primary care providers and create connections with all levels of the healthcare network, including payers and vendors. We also give you the most up-to-date data and technology to build healthcare networks, identify hospice-ready patients earlier, and manage your hospice's workflows.

The Acclivity Connected Care platform offers easy-to-use software tools that set your hospice organization up for success. This guide introduces you to all the ways Acclivity supports your day-to-day work.

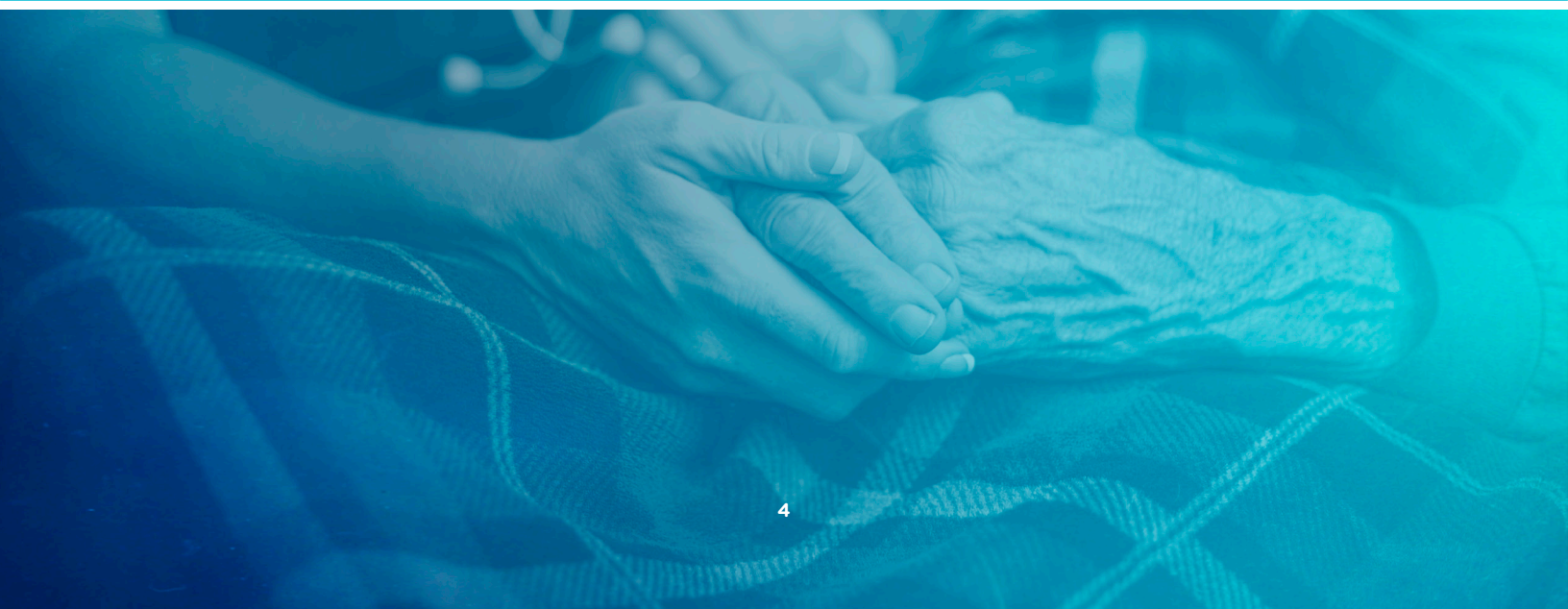


# Identify Patients for Referral

The Acclivity platform is designed to help you identify hospice and palliative care eligible patients in your area and facilitate referrals earlier.

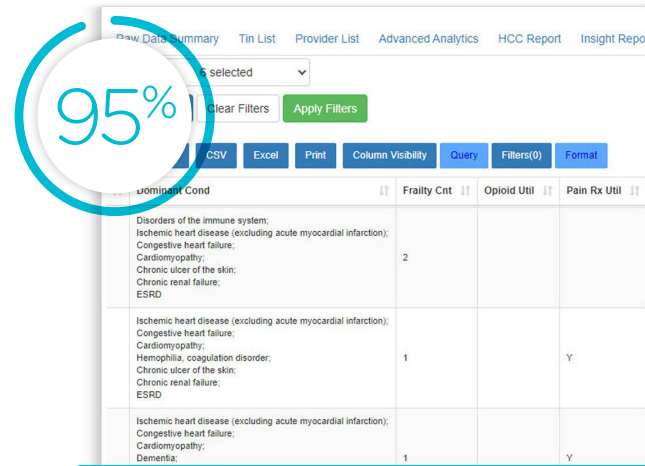
## **BUILD YOUR NETWORK**

We will work with you to develop collaborative and contracting opportunities with healthcare groups that have aligned incentives — typically local and regional health plans, Accountable Care Organizations, and independent provider organizations that deliver Primary and Oncology care. We continuously aggregate fluid patient data and combine it with providers' EHR data to create a 360° view of the patients in your network.



**GAIN CLARITY**

With up to **95% accuracy**, the Acclivity platform predicts when a seriously ill patient has 10 days to 12 months left to live. Unlike other data programs that analyze medical cost history, Acclivity’s assessment tool takes into account frailty indicators, ambulatory status, emotional, social and spiritual factors, and other aspects that are hard for humans to recognize and quantify. The platform computes a Palliative Performance Score that allows you to estimate hospice eligibility overall and aids in transitions from home health and/or palliative care programs. Use this high level analysis to build referrals, better manage patients, increase service intensity in the last week of life, overcome staffing challenges, and improve your financial performance.



**GET REFERRALS IN MINUTES**

With Acclivity’s prognostication tool, providers have the answers they need to make really good decisions about end-of-life care. When patients are ready for hospice, you have the data you need to onboard them in a timely, proactive manner. Using the Acclivity Connected Health app, providers can instantly refer patients with the required signatures so patients never have to wait for care.





# Know Your Patient Well

Acclivity gives you access to 3+ years of all-source claims data through data at the point of care for an up-to-date view of the patient in front of you. We also include built-in communications, remote patient monitoring, and workflows that help you manage care more effectively.



## **BUILD YOUR NETWORK**

Acclivity gives you up to 3 or more years of Medicare FFS patient claims data through Data at the Point of Care (DPC). Add this to the data in your EHR system to better inform patient care.

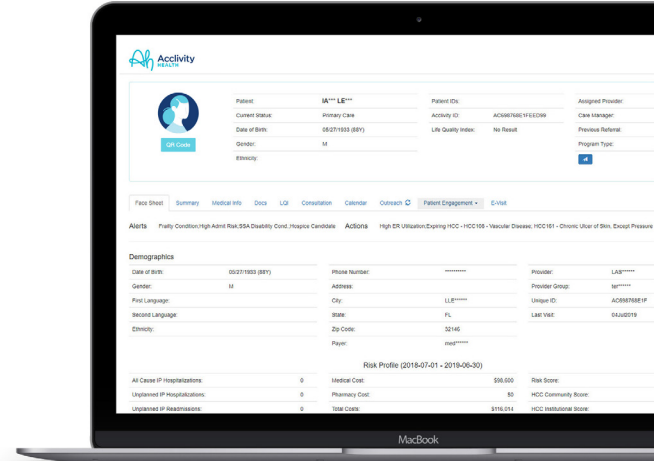
## **DATA AT THE POINT OF CARE**

DPC helps you quickly identify the best Medicare beneficiary referral candidates. With help from Acclivity, here are some ways you can leverage DPC to build growth and improve quality:

- 1 We get DPC from your external partners so both Medicare FFS claims history and real-time claims feed into your workflows and reports – making for easier, more accurate referrals.
- 2 Acclivity uses patient rosters from internal partners, such as palliative care, primary care, and home health, to access the Medicare FFS claims history and real-time claims data, which empower workflows and maximize timely internal referrals.
- 3 A holistic view of your patients' medical journey provides the data you need to make eligibility decisions, drive care planning, build provider collaboration opportunities, and inform coding.
- 4 Detailed insight into resource utilization over time for your served population can bring your business development and network building to the next level.
- 5 With up-to-date knowledge of services and spend outside of the hospice benefit, your quality assurance and compliance efforts are maximized, meaning you can avoid red flags that can trigger audits. Additionally, DPC data can drive quality metric dashboards, which can proactively prepare your hospice to succeed in the new quality metric landscape.

## STAY CONNECTED WITH PATIENTS & THEIR PROXIES

With the Acclivity Connected Health mobile app, you can conduct consultations with patients and their proxies between visits. With a few clicks, you, the patient, or their proxy can enter information on a mobile device in a simple Q&A format – and everything is automatically available to review in the Acclivity platform. Use this live data to assess a patient’s condition and help you target patients who will receive the maximum benefit from the care management resources you have.



## PREDICT END OF LIFE

Patients or their caregivers can use the Connected Health app to complete a survey of recent patient behavior as needed. The eight questions have been specifically developed to pinpoint whether a patient is starting to enter the last critical 10 to 12 days of life. When indicators predict that a patient has less than a few weeks to live, you can prepare the family and schedule more frequent visitation during this critical period.





# Stay Connected

Acclivity makes it easy for your hospice and patients to connect. Connectivity functions in the platform and the Acclivity Connected Health app offer peace of mind to patients and their caregivers who too often feel they are struggling alone.

## **ARRANGE TELEHEALTH CONFERENCES**

Use the teleconferencing function to initiate face-to-face communication between your staff, patients and their families when a patient or their caregiver needs advice or help with care.

## **DIRECT MESSAGE WITH PROVIDERS**

HIPAA/HITECH compliant Direct Messaging between hospice staff as well as outside providers supports referrals and care coordination without compromising patient privacy.

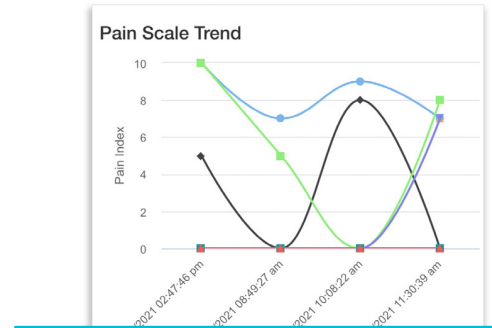
## **MULTILINGUAL SUPPORT**

Our Connected Health app currently supports Spanish and Chinese language versions, making it easier than ever for users to connect and communicate vital patient information.



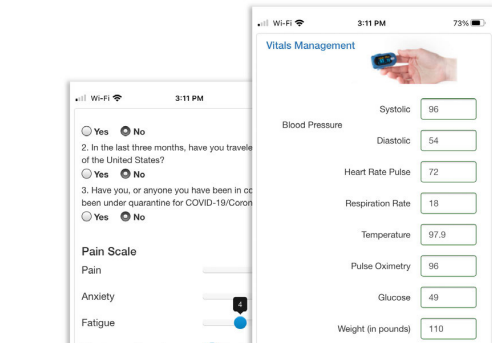
### MONITOR SYMPTOMS

Patients and their caregivers can use the app to report new symptoms and quality-of-life factors and share their status with you and out-of-town family. This includes a section on COVID-19, a pain scale, and other symptoms that help you determine what kind of intervention to provide.



### TRACK VITAL STATISTICS

Caregivers can use the mobile app to collect BP, weight, temperature, pulse, oxygen levels and other vital statistics that affect the patient’s health status and care.



### BE RESPONSIVE

A **Call Nurse** function in the mobile app lets patients and their caregivers get immediate attention, without having to look up a phone number or deal with voice mail.



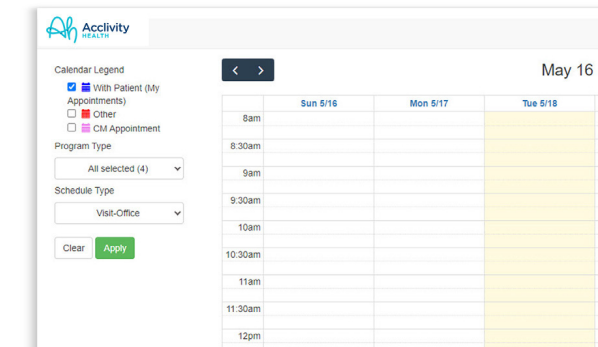


# Enhance Your Workflows

Acclivity supports your hospice's day-to-day work in many ways

## SCHEDULE STAFF EFFICIENTLY

Our platform includes a true scheduler that connects with your calendars to facilitate the scheduling of visits and e-visits and keep staff calendars updated automatically. Up-to-date data that assesses current and upcoming care needs enables you to schedule staff in a more consistent and effective way, improving workflows and reducing staff burnout.



## PERSONALIZE YOUR WORKFLOWS

Generate workflows to engage the entire care team as well as gather data to better triage and analyze patient needs. Our team can work with you to create workflows for both routine and unique tasks.

- **On-boarding:** Automatically screen referrals for specific needs/red flags, including social determinants of health.
- **Staff optimization:** Empower non-clinical case navigators to handle a wide range of non-clinical decision-making tasks without creating more work for your nurses and clinicians. Drive down your costs, enable clinicians to work at the top of licensure, increase hiring options, and build strength within the interdisciplinary team.
- **Transition management:** Conduct standardized follow-up for patients transitioning between levels of care and/or care providers to maximize transition success.
- **Case management:** Screen patients for specific needs/red flags during outreach and set up the system to trigger community referrals and/or engagement with clinical staff.
- **Tuck-in programs:** Enable proactive intervention at the times when services are most available, effective, and convenient. Volunteers or non-clinical staff can use automated workflows to check-in with patients prior to weekends, holidays, and predicted emergencies. They can screen for potential issues that would otherwise have to be handled by on-call staff.
- **Bereavement follow-up:** Automate outreach and screening of grieving family members so your staff can offer support, screen for signs of higher needs, and/or engage families in grief support services.

# Maintain the Right Care Setting

Once patients have been transferred into your hospice, Acclivity helps you avoid unnecessary discharges and keep patients in the appropriate care setting at every stage of their end-of-life journey.

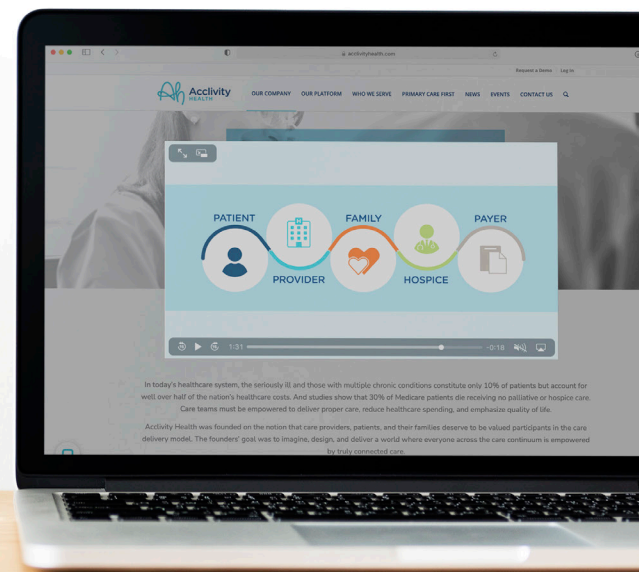
## SET UP ELECTRONIC ALERTS

Use Acclivity to set up an electronic alert system (available when contracting with a Health Information Exchange) to prevent unnecessary live discharges. Whenever a patient in your hospice care enters or is discharged from an Emergency Department or hospital — or transitions between levels of care — you'll be notified in real time.



## EDUCATE FAMILY AND CAREGIVERS

Leverage our educational video vignettes (available through a separate contract) to help patients and families understand more about palliative and hospice care. Created by Duke University palliative care team members, these interactive tools help guide patients and families through the process associated with advanced illness – from diagnosis to defining goals of care and options for end-of-life care.





# Increase Revenue for Your Organization

Your hospice can only fulfill your mission to provide quality end-of-life care with a strong financial foundation. With Acclivity, you have a partner working with you to help build your census, increase your length of stay, provide the most responsive care to your patients, and enhance your financial performance.

## **PREPARE FOR VALUE-BASED CARE**

As hospices are included in value-based care models such as VBID, Accountable Care, and Direct Contracting programs, patient experience and resource utilization will increasingly impact your revenue. You can use our platform to track and meet the specific value-based metrics your contract uses to gauge quality and outcomes. Combine these industry-leading analytics with our advisory services to create connections and access all levels of the healthcare network to ensure your financial success. We will continue to respond to any new developments in value-based care for hospices to maximize your investment in our technology.

## **LEARN MORE...**

To discuss how your hospice organization can benefit from all the features Acclivity offers, contact us at 904 562 1368, or email [info@acclivityhealth.com](mailto:info@acclivityhealth.com).