

Two approaches to grow post-acute outcomes through partnerships

While most hospitals (88%) have or plan to build a post-acute network, the investment has often failed to yield intended outcomes. Some providers struggle to utilize their preferred partners, while others may not have enough capacity within the preferred network to accept all discharges.

To drive post-acute outcomes, health systems must help patients choose high-quality, in-network providers—and support the post-acute market overall in elevating their quality.

Help patients choose high-quality, in-network providers

When building a network, health systems identify the best providers available for their patients' needs. Improve results by helping patients make educated choices when selecting those providers.

To **help patients choose** the best post-acute options:

1. Understand the parameters of patient choice laws

to learn how staff members can help patients select the best providers.

2. Educate discharge planners

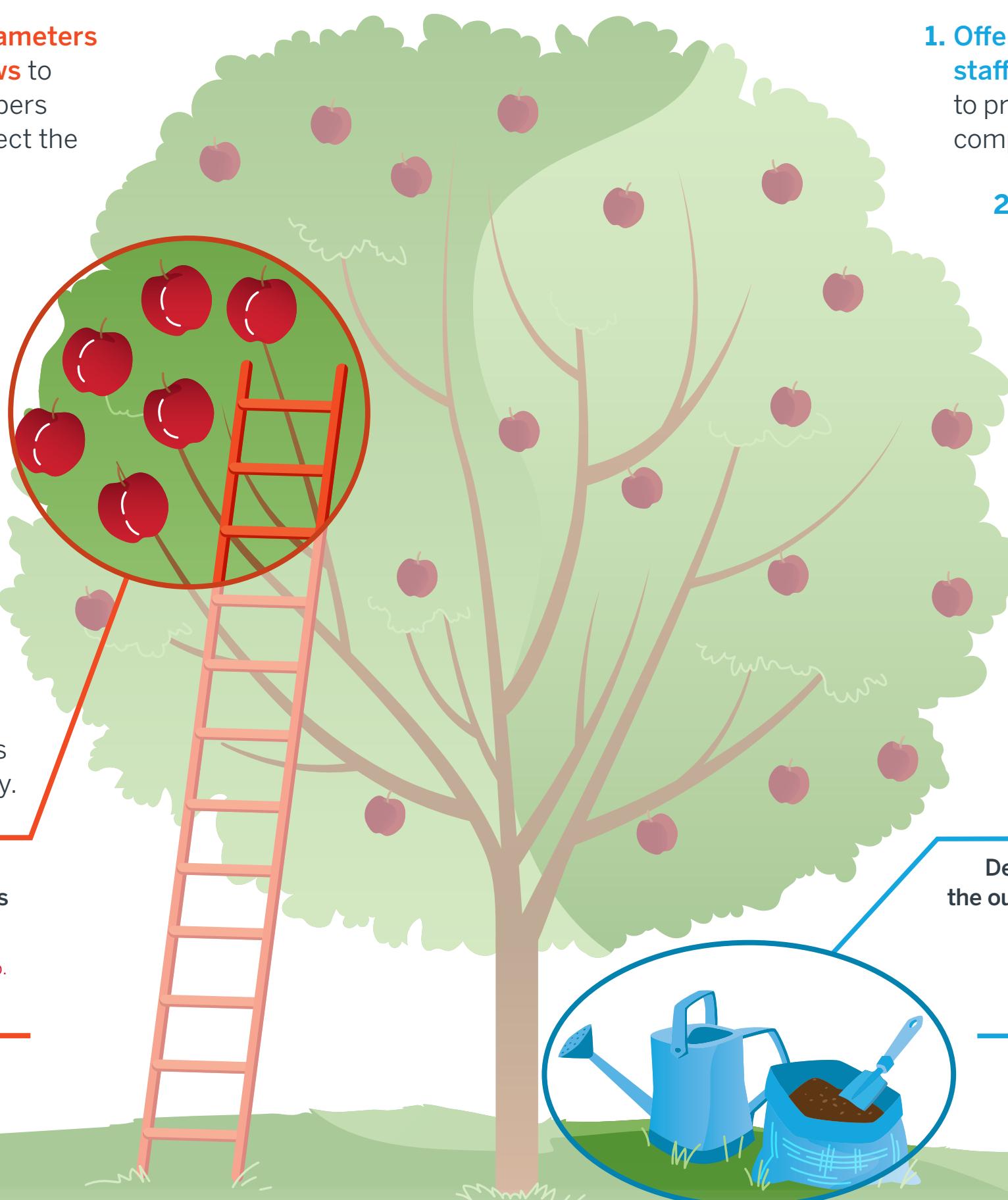
about the benefits of working with preferred providers. Also, equip discharge planners with tools to improve their comfort in discussing the network with patients and families.

3. Develop resources for patients and families

to show them which providers are preferred and why.

Give patients the tools to pick the best providers

Trying to keep your post-acute patients in-network? [We can help.](#)
advisory.com/networkutilization



Post-acute performance not living up to health systems' hopes

Hospitals fail to shift patient discharges to preferred providers

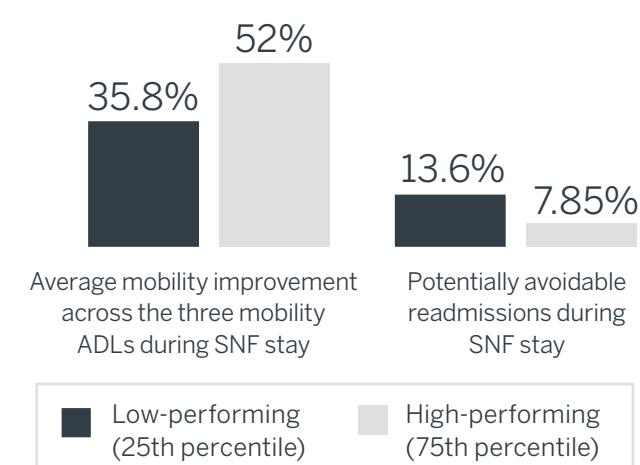
Hospitals that increased the share of patients sent to their top five preferred PACs by 10% or more

n=3,200 (hospitals with 300+ annual discharges to PAC)



Significant quality differences between low- and high-performing SNFs

MedPAC analysis of SNF quality measures



Grow better outcomes by raising overall post-acute quality

Sometimes, patients will need to use out-of-network providers, either due to capacity constraints or patient preferences. Support these patients by helping to elevate the quality of all post-acute providers in your market, both within your network and outside it.

To **raise the overall quality** of post-acute providers in your market:

1. Offer training to clinical staff in downstream settings to prepare staff to care for complex patients.

2. Invest in telehealth capabilities to provide downstream providers with as-needed advanced clinical support.

3. Facilitate hospital/post-acute consortiums with partners to collaboratively identify and address cross-continuum challenges.

Dedicate resources to improve the outcomes of the entire market

Get our [best practices](#) to elevate post-acute quality in your market.
advisory.com/qualitycompendium

Source: MedPAC, "Medicare Payment Policy," March 2019, http://medpac.gov/docs/default-source/reports/mar19_medpac_entirereport_sec.pdf?sfvrsn=0; Advisory Board analysis of CMS data; Advisory Board 2017 Post-Acute Care Survey on Bundled Payments; Post-Acute Care Collaborative interviews and analysis.

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