



Care Coordination Extenders Program:

Cultivating future healthcare professionals to decrease patient's LOS

All health systems strive to offer the best medical experience possible to their patients, while reducing unnecessary costs without sacrificing care.

The duration of a patient's hospital stay is essential for efficiently planning and managing hospital resources and budgets. Proactively managing the discharge of patients, from as early in the admissions process as possible, aids in reducing the patient's length of stay (LOS), which helps all parties involved, patients, health systems and payors.

When hospitals are at capacity, departments (ie. Radiology, labs, etc.) become overwhelmed with orders, and backlogs are inevitable, leading to overwhelmed staff, decline in patient experience and service efficiencies, and increases in hospital costs. In addition, systems must also meet the demands and expectations of payors requiring limited inpatient stays to be reimbursed.

By working with internU's **Care Coordination Extenders** (CCE) program, health systems can succeed at providing patients the care they demand and need via an outpatient setting, which helps meet demands of payors, thus increasing service efficiencies and reducing hospital costs.



CCE Program:

To relieve inpatient backlog and aid in decreasing LOS, the CCE program focuses on the health system's outpatient resources. Patients can be triaged and released for outpatient services by the health system, receiving timely outreach and follow-up by internU's CCE. This program provides the physicians/providers with the confidence and peace of mind that additional studies and follow-up will happen after the patient is discharged. With internU's CCE program, health systems have seen a **reduction in hospital stays per patient by at least a day**, if not more, due to the backlog occurring in radiology departments from increase in inpatient orders. Furthermore, health systems have seen an **improved reimbursement rate** for studies done in an outpatient setting.

CCE's contact the discharged patients for follow-up visits and schedule necessary testing at the health system, as well as ensuring pre-certification/authorization is completed by working with the health system's financial personnel (ie. Financial pre-clearance) and/or third-party payors. This process frees up beds for the more urgent patients, plus it alleviates the strain on limited resources of a hospital's lab and radiology departments to concentrate on the critical cases first while still ensuring the non-urgent/follow up cases are scheduled and completed on an outpatient basis.



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Approach:

internU harnesses the excitement and interest of young professionals seeking allied health professions to be CCEs. They optimize the education of young professionals by building their professional and personal experiences through practical opportunities with their client partners. The program enables young professionals to gain insight on their career path while providing training relative to healthcare system workflows and professionalism at no cost to them. In fact, they are even incented via compensation for their time for every program attended. The programming includes:

- **Networking/Mentorship Events**
- **Team Building Events**
- **Professional Workshops**

As part of their engagement, internU provides a needs assessment with your team for purposes of developing a manual to align internU's services with your organization and to train CCE personnel on your methodology and workflows. Along with role specific training, internU works with your organization to train the team on your patient management systems (ie. EPIC, Cerner, etc.), and any other healthcare systems (ie. electronic health records, medical imaging software, etc.), workflows, telecom or security training required by your health system.

Deployment:

internU's CCE services can be provided both on-site or remotely. The remote services can also help in addressing space limitations and/or ability to reach talented and energized personnel outside your organization's direct community. To date, the model has been successful in collaborating with higher education partners to develop locations on or near university campuses that are HIPAA compliant to provide these remote services.

internU's goal is to provide health systems with efficient solutions to aid them in delivering the best care to patients while also increasing service efficiencies and controlling hospital costs using aspiring healthcare professionals in hopes to cultivate the future of the healthcare community at large.

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