

## The Impact of CurrentCare Hospital Alerts

*Helping to manage care and reduce 30-day ED return rates*

According to CMS, Emergency Department (ED) overuse presents a physical and financial burden on the healthcare system, and can result in poor quality care for patients with chronic conditions who are best treated in a primary care setting; many patients who go to the ED for routine care go to back multiple times each year, often within a month of a prior visit.

The Rhode Island Quality Institute (RIQI) owns and operates CurrentCare, Rhode Island’s statewide Health Information Exchange (HIE), which offers two main services to the provider community: 1) access to a patient’s longitudinal clinical record through a website (CurrentCare Viewer) or directly in an electronic health record (EHR); and 2) real-time notifications sent via secure email (Hospital Alerts) to indicate when a patient is admitted or discharged from a hospital or ED.

Results from RIQI’s analysis of the impact of these services show:

- Among CurrentCare enrollees, the 30-day return rate to the ED is approximately 20% lower for patients when their providers receive Hospital Alerts versus those patients whose providers do not. And, the difference between the two groups has held over time, even as the number of providers receiving alerts has grown. (See chart below)
- Similarly, patients whose physicians receive an alert upon inpatient hospital discharge have consistently experienced 13% lower rates of hospital readmissions, and that difference has held over time as well.

Furthermore, feedback from providers show Nurse Care Managers are able to immediately reach out to their high risk patients to coordinate care, which positively impacts the patient/provider relationship.



The use of CurrentCare Hospital Alerts requires a Direct Email account obtained from a Health Information Service Provider (HISP). To offset the cost associated with a Direct account (approximately \$250 a year), RIQI is currently offering \$100 Visa gift cards to the first 10 practices to implement Hospital Alerts. Only 7 spots remain! If you’d like to get started with Hospital Alerts or have more questions, please contact your RIQI Relationship Manager or call 888-858-4815 or email [currentcareri@riqi.org](mailto:currentcareri@riqi.org).

