We are moving from a fragmented to a more well-coordinated healthcare system.

Today, 3.7% of MediCal patients account for 50% of MediCal costs at Sutter Health’s Alta Bates Summit Medical Center in Berkeley and Oakland, CA.

Implementation of PreManage ED across Sutter Health and Alameda Health System hospitals in the East Bay is helping us develop a registry of complex, vulnerable patients who frequent our EDs. With this data, we are creating a more well-coordinated system by engaging relevant community partners on a patient’s behalf, in the right place at the right time. Together, we are building a true healthcare safety net for patients in our community.

Patient presents at ED check-in.
- Patient checks in with hospital registration.
- Hospital records core identification and demographic info.
- PreManage ED is directly integrated with the hospital EHR.
- PreManage ED identifies patient, even if key information is missing from patient’s hospital record.

Email notifications go to pertinent community care providers, case managers or FQHC.
- Notifications typically sent to EHR within seconds with visit history, diagnoses, prescriptions, guidelines, and other clinical meta data.
- PreManage ED cross-references patient with all prior ED and inpatient visit history, independent of location.
- If visit triggers a pre-set criterion, PreManage ED notifies the hospital case manager.

Community partners take action to influence care outcomes.
- PreManage ED integrates data from participating partner organizations.
- Information is provided before seeing the patient so the provider can make informed decisions.
- Workflow is generated to assign tasks, send alerts, send scheduling or referral requests.
- Partners participate in patient care through real-time collaboration and communication.

Redesigning Healthcare Service Delivery: The Power of Partnerships at Work
- Monthly convening of relevant partners and providers to discuss patient goals and action plans
- Housing first referrals
- Interdisciplinary outreach teams
- Integrated primary care with mental health and substance use services

For more information

Tracy Schrider
LCSW, ACM
Alta Bates Summit Medical Center
E: SchridT@sutterhealth.org
T: 510-869-6173