

A Deeper Dive into the WISHIN/PatientPing Partnership

WISHIN recently announced an innovative partnership with PatientPing, the nation's leading care-coordination platform, to bolster care-coordination efforts across Wisconsin with a new notification service that is real-time capable, highly configurable, and directly integrated with the WISHIN Pulse community health record.

The new notification service offers Wisconsin hospitals, clinics, ACOs, skilled nursing facilities, home health agencies, health plans, and others unprecedented visibility into relevant clinical data in real time to facilitate coordination of care and better health outcomes for their patients. "Partnering with PatientPing magnifies the value of our current services and allows us to push information at clients in a way we've never been able to before," said WISHIN CEO Joe Kachelski. "These notifications are a thin but powerful and timely layer of the clinical data available in WISHIN Pulse. They immediately notify participants that something in their patient's community health record has changed and through the single sign-on feature providers can easily access the longitudinal view of a patient's medical history."

Timely access to the right information can lead to better clinical decisions, more effective transitions of care, better outcomes, and reduced administrative costs. WISHIN Pulse has already become a routine part of clinician and care manager workflows across the state, but real-time notifications will help WISHIN deliver more fully on its promise to ensure that those responsible for coordinating and providing care have timely access to the information they need.

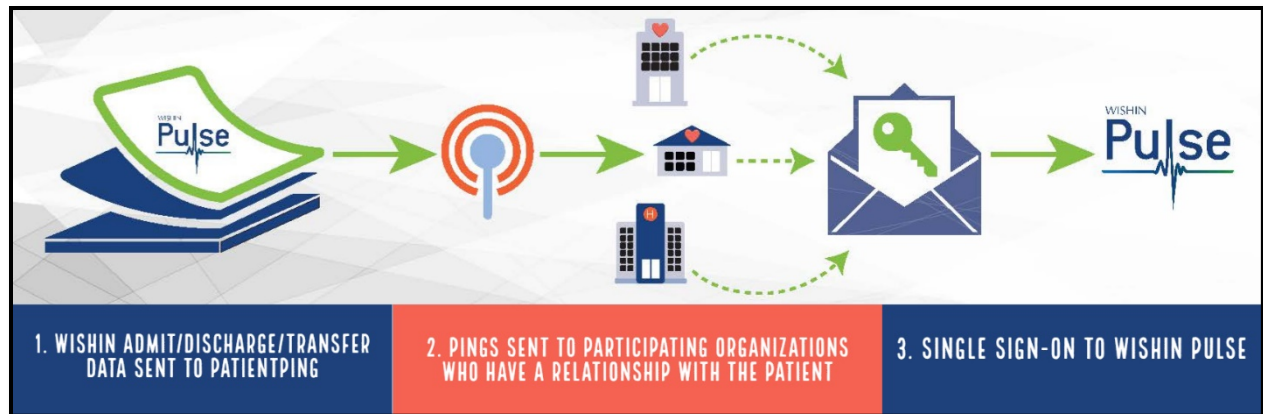
Providers and health systems have an increasing need for timely visibility into external patient encounters, including those involving medically complex patients and/or patients for whom they share financial risk. In fact, in a recent study conducted by [Surescripts](#), 88 percent of providers identified reliable, electronic access to information about other care their patients had recently received as a high priority. However, only 30 percent said they had easy access to it.

HOW IT WORKS:

Using a proprietary algorithm, PatientPing generates "pings" (electronic notifications) by cross-referencing member files and/or patient lists submitted by participating payers and providers against patient events at participating providers. WISHIN clients can instantly receive these "pings" when patients with whom they have a care-coordination relationship are admitted, discharged, or transferred or have other kinds of encounters. WISHIN clients can also receive and share patient "stories," which provide care coordinators with additional, valuable patient context at the point of care.

BENEFITS:

These "pings" are highly configurable, allowing WISHIN clients to determine the frequency, delivery method, notification triggers, and content of the notifications they receive. They can also be directly integrated with the WISHIN Pulse community health record via a single sign-on portal (see Figure below).



This new notification service will also help WISHIN clients:

- Achieve greater visibility into patient movement across the continuum of care
- Apply timely interventions to improve quality metrics (e.g. reduce preventable hospital readmissions)
- Provide at-risk patients with real-time support
- Strengthen partnerships to advance value-based care initiatives

For questions or more information about WISHIN's notification service or the WISHIN Pulse community health record, please contact WISHIN at: wishin@wishin.org or 608.274.1820.