



Care Management Tools Roll Out

Background

This customer is a physician-founded Managed Service Organization and Accountable Care Organization (ACO) located in Boston, MA, that is committed to reinventing primary care through solutions that empower care teams and strengthen practices. They support practices in 18 states, serving populations through the CMS MSSP and REACH programs, Medicare Advantage, covering a combined 39,000 lives, as well as commercial contracts with Aetna and BCBS. This storyline highlights the rollout of our Care Management tools in Bridge, purposefully crafted to empower Care Management teams with the tools they need to deliver more coordinated, patient-centered care.

Problem

As a growing startup, this customer required standardization of care management processes – including workflows, patient identification, assessments, and care planning, for the 2024 calendar year. They needed to increase efficiency, monitor and track outcomes, and ensure they had a strong care management program to support an increase in provider contracts. In the first half of the year, they successfully defined and implemented improved workflows and introduced some standardized processes. However, they still operated across several disparate systems to complete work. As a result, they approached The Garage, asking if they had the capacity to customize the Grid application to meet their needs.

Solution

The Garage was willing and able to assess their needs, provide valuable recommendations, and support the necessary configurations. By partnering with The Garage, this customer has successfully implemented several key features to support its care management initiatives. These features include embedded assessments, enhanced transitions of care through their own ED and IP post-discharge assessments within a “recently admitted” grid, and the ability to track patients effectively. Additionally, the customer has incorporated ad hoc reporting, and its care management team has significantly reduced the number of systems required to perform their work. They plan to eliminate additional systems in Q4 of 2024.

Outcome

By partnering with The Garage, the customer successfully reduced the number of disparate systems being utilized, ultimately leading to increased efficiencies. They have achieved standardization across workflows and enabled increased transparency and communication across care teams. This has allowed better visibility into the work of multidisciplinary teams managing enrolled patients. Soon, the customer will have the ability to report care management activities from a single system, further streamlining company operations.



“I was very excited to help find a solution to support our growing care management program. Working with The Garage team has been a great experience. They interpreted our needs correctly and brought forward great recommendations to meet those needs. Furthermore, they eagerly met our fast turnaround timeframe for our first implementation and have continued to help us to improve and refine functionality. We have a great set of tools that support important care management functions that help us to improve patient outcomes and quality of life.”

– Manager of Care Coordination

Interested in learning how The Garage can empower your organization?
Request more information [here](#).