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### Improving Patient Care Coordination

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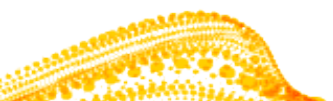
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# Improving Patient Care Coordination

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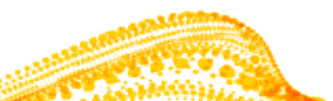
March 30, 2022



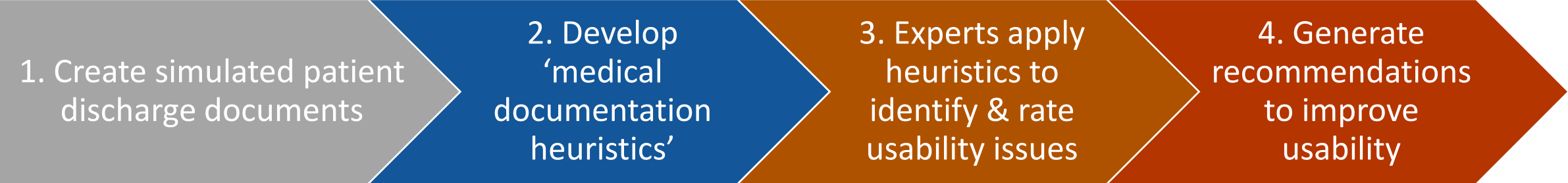
# Physicians are relying on patient documents to obtain information about acute care visits



- Discharge summaries generated by inpatient providers' EHR systems often do not reach outpatient providers
  - Poor integration/lack of interoperability
  - Inaccurate or missing contact information
  - No required timeframe to send & no confirmation of receipt
- No quick fix in sight
- Patients often bring their discharge documents to follow-up visits
  - These often give more information than patients could recall on their own
- **Happening more often than inpatient providers realize\***



# Approach: four step process



# Outcome / conclusions

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- After visit summaries are not good proxies for discharge summaries
  - hard for patients/caregivers to use!
  - Redesign should have dual-use in mind
- Long term: EHR interoperability can help improve care coordination
- Short term: improve discharge documents
  - Make them more usable for both providers and patients



“Somehow your medical records got faxed to a complete stranger. He has no idea what’s wrong with you either.”