

CASE STUDY

The Los Angeles Jewish Home Moves from Data Chaos to Data Clarity with StratusLink™

Executive Summary

With the impending shift to Value Based Care and Reimbursement models, and the growing complexities of the Post-acute Care marketplace, the Los Angeles Jewish Home (LAJH) realized they would need better data access and control if they were going to continue to improve overall organizational performance and remain an innovative market leader.

About the Los Angeles Jewish Home

The Los Angeles Jewish Home (LAJH) is a 103 year old, \$112M, nationally recognized, non-profit Long-term and Post-acute Care provider (LTPAC) that excels at providing superior healthcare at affordable costs. LAJH supports 14 lines of business at four campuses.

They collectively offer: independent, residential and assisted living; skilled nursing and rehabilitation; Alzheimer's and dementia care and acute behavioral health. JHA also provides a community clinic, support groups, home health care, hospice and palliative care, and care transitions. In total, LAJH annually serves more than 5,000 seniors through an extraordinary continuum of services. Each year more than 1,500 seniors are cared for in-residence and another 3,500 seniors are served through LAJH's community-based programs. This year JHA will serve 6,000 in all, with 2,000 in residence (including short-term rehab & geriatric psychiatry) and 4,000 in the community.

The Challenge

Like most Post-acute Care organizations, LAJH's IT infrastructure was built over time and is comprised of many disparate and unconnected IT source systems. Data was fragmented, inaccessible and was a rapidly growing problem.

"Our data was siloed in systems spread across 14 lines of business on four campuses," said Molly Forrest, CEO and President of LAJH. Reports and summaries were assembled manually taking days, weeks and sometimes months to gather. Inconsistencies occurred, especially when patients were served across multiple lines of business. Confidence in data accuracy became a real concern."

LAJH investigated consolidating business lines within one software system and also tried sourcing custom data interoperability solutions using existing vendors, building separate interfaces and spending considerable time and money without any meaningful results. They needed:

- Central, electronic access and control of all their data, (clinical, financial and administrative), from one secure place.
- To restore confidence in their reports and summaries.
- The ability to easily view and analyze their data for faster decision support, and,
- They needed to maximize the investment they had already made in their IT infrastructure.

The Solution

“We worked closely with Stratus Interoperable (SI) as a partner—not just as a vendor—onboarding all our data to SI’s StratusLink™ platform,” said Forrest, “our data is now unlocked and available to executives, clinicians and administrators from one centrally located database.”

“Our ability to access and analyze all our data from one place, provides the decision support metrics we need to measure and manage the entire organization on a daily basis,” said Arnie Possick, Chief Strategy Officer of LAJH.”

StratusLink operates separately from EMRs/EHRs and other healthcare information systems and does not compete with either. “We continue to use all the same technology we used before, Forrest added, “but with StratusLink we can see fully integrated clinical, financial and administrative data, quickly identify contrary and conflicting entries, find trends and in many cases, predict outcomes.”

The Results

Jim Erbe, Executive Director, Information Technology said, “We get insanely fast reports, helping us cleanup workflow issues that we were unable to see when our data was siloed. Just going through the process of installing StratusLink has made us a better organization.”

On the clinical side, Cathy Dale, RN, Clinical Information Specialist shared, “StratusLink revolutionizes the way we manage the lives we care for! It’s an essential tool for staying ahead of Five Star Ratings, the IMPACT Act, Alternative and Bundled Payment Models and Managed Care. All orders, diagnoses, progress notes, and plans of care are integrated in a chronological sequence for seamless viewing and understanding of patient care needs.”

“StratusLink will help me prepare my organization for future decision making,” advised Forrest. “It will support financial performance improvement, reduce variability in our clinical processes, improve cost effectiveness in both care delivery and outcomes and enable us to share common assessments and data sets with referral and network partners.

For more information or to arrange a live StratusLink demo, contact:

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