

WellSky® PAC Advance ED Optimization Program

The WellSky PAC Advance Emergency Department (ED) optimization program is designed to improve emergency department workflows and communication among providers, payers, and care teams. Created for hospital ED teams, this program focuses on streamlining processes, preventing unnecessary inpatient admissions, and ensuring members receive the right care at the right time. By implementing an optimized workflow unique to your organization's structure, this program helps achieve ED efficiency, improve member outcomes, and reduce costs associated with length of stay and inpatient admission and readmission.

Program goals:

- **Improve care:** Guide members to the right care setting at the right time to avoid unnecessary acute inpatient admissions.
- **Enhance care coordination:** Collaborate with providers to streamline care transitions and ensure members receive timely and effective care.
- **Reduce acute inpatient utilization:** Minimize avoidable inpatient admissions through alternative level of care settings and advance post-acute care authorization.
- **Support provider decision-making:** Provide tools and resources to help providers make informed decisions about member care pathways.
- **Improve member outcomes:** Support member-centered care transitions that prioritize health, safety, and continuity.

Key program features:

- **Emergency department support:** The WellSky PAC Advance clinical team is notified when members present for emergency services, enabling informed recommendations for safe discharges to appropriate care settings.
- **Care coordination for inpatient alternatives:** Providers collaborate with the WellSky PAC Advance clinical team to guide members toward alternative care settings post-ED visit. This could include a skilled nursing facility, long-term acute hospital, inpatient rehab facility, or home health services.
- **Discharge to PAC settings:** WellSky facilitates seamless patient transitions by providing authorization details to the ED staff. (Note: approval to discharge is dependent on PAC provider acceptance.)

Program onboarding process

To ensure program success, WellSky has developed a comprehensive onboarding program. Here's what you can expect:

1. **Initial workflow assessment:** The WellSky PAC Advance Provider Engagement team will send a survey to gather insights on your current ED processes, challenges, and priorities.
2. **Discovery call:** A discovery call will be scheduled to review the survey responses.
3. **Workflow customization:** WellSky will work with you to define key contacts and design a workflow tailored to the unique structure of your organization's ED staff.
4. **Team training:** Comprehensive enablement materials and resources will be provided to ensure your team is equipped and confident in implementing the optimized ED workflow.
5. **Go-live planning:** WellSky will collaborate with you to develop a go-live strategy and launch plan that meets your expectations.
6. **Team introductions:** Your designated team members will be introduced to the WellSky clinical team to foster collaboration.
7. **Continuous improvement:** WellSky will monitor results post-implementation and identify opportunities to



refine and enhance the workflow, ensuring sustained success and adaptability to evolving needs.

Contact Information

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- Visit the [Zing Provider Resource Center](#)