Central Logic Powers 12,000+ Surge in Patient Transfers, Enables Multi-State Expansion for Nationally Renowned Health System

We could not move this volume of patients in an orderly manner without a very good software program. Central Logic made that possible.

Director of Transfer Services, RN

Nationally Renowned Health System

The Health System

- Integrated system of care based in the southwest United States
- Employs 6,500 personnel and consists of acute care hospitals, physician practices and outpatient services
- Transfer center coordinates transfers across 17 hospitals and 3 emergency rooms

Challenge

- Rapid increase in transfer volumes within the health system
- Needed coordinated transfers for multiple facilities across state lines
- Transfer Center relied on an outdated system of paper charts and Excel spreadsheets

Solution & Results

- Implemented Central Logic’s SaaS-based solution to help standardize and streamline patient transfer process
- Processed 12,000+ transfers in a single year
- Realized $44 million in profits in 2017 after implementation of technology
- Enhanced visibility into patient data and outcomes
- Improved distribution of transferred patients and prevention of critical overloads
- Achieved a reduced ratio for staffing to call volume, contributing to low operating costs
Presented to our transfer center nurses and how it has simplified our processes. I believe Central Logic is the leader in the industry.”

Central Logic’s SaaS-based solution works for the transfer center and its referral sources in several key ways: among them:

- Standardizing, streamlining, and expediting patient movement in and out of facilities
- Accelerating time to appropriate level of care at the right facility
- Preventing the loss of patient transfers by identifying and removing referral barriers
- Providing visibility into payer mix
- Elevating customer service to referral sources in a number of ways, for example, giving them several facility options with a single phone call
- Tracking acceptance and bed assignment times, enabling the health system’s facilities to identify issues and make changes to increase referrals
- Load leveling to achieve the fair distribution of referrals and prevent critical patient flow issues

Documented Value with Central Logic

Processing 12,000+ more transfers in a single year

In 2017, transfer center staff, supported by Central Logic, facilitated 22,321 patient transfers, compared to 9,849 in 2016 — an increase of more than 126%. The 2017 total includes 13,115 patient transfers, augmented by more than 9,000 patient transfers for facilities in two additional states.

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First-year: 126% boost in patient transfers

For the transfer center director, this growth reflects the ultimate value of Central Logic. “We could not move this volume of patients in an orderly manner without a very good software program. Central Logic made that possible.”

Through these transfers, the transfer center director and her team has made substantial contributions to the health system’s bottom line. For 2017 alone, 22,000-plus patient transfers generated approximately $44 million in profits.

The Health System

This nationally recognized integrated system of care, located in the southwest United States, employs approximately 6,500 medical staff personnel. It consists of acute care hospitals, physician practices and a variety of outpatient services.

The system’s transfer center coordinates patient transfers for 17 acute care hospitals and three freestanding emergency rooms.

Challenges & Opportunities

Outdated system couldn’t meet the challenge

Besides managing a rapid increase in patient transfer volumes within the health system, in 2017 the transfer center was tasked with coordinating patient transfers for multiple facilities across state lines.

Prior to 2016, there’s no way the transfer center could have taken on so much responsibility, because it relied on an outdated system that combined paper charts and Excel spreadsheets.

“We had to fill out paper charts and, when time permitted, enter the information into the database. It was awful,” says the transfer center’s regional director, a registered nurse. “We were literally doing the same thing twice. On top of that, whenever someone would call to follow up on a case, we had to look up the number in the database and then find the paper chart in one of eight file cabinets. It was so time-consuming, it was ridiculous.”

The Solution

Central Logic is the leader in the industry

The transfer center’s director and her colleagues knew they sorely needed technology to help them streamline their patient transfer process, while paving the way for sizable transfer volume growth. For the director, the choice of transfer center solution was obvious. She had used Central Logic at another facility, “and knew it was the best product on the market.”

Central Logic really understands the business of patient transfers, and it shows in the way data is presented to our transfer center nurses and how it has simplified our processes. I believe Central Logic is the leader in the industry.”

Director of Transfer Services, RN

Since the Central Logic solution go-live in 2016, her opinion has not changed. If anything, she’s become an even stronger advocate of Central Logic. “Central Logic really understands the business of patient transfers, and it shows in the way data is presented to our transfer center nurses and how it has simplified our processes. I believe Central Logic is the leader in the industry.”

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For the transfer center director, this growth reflects the ultimate value of Central Logic. “We could not move this volume of patients in an orderly manner without a very good software program. Central Logic made that possible.”

Through these transfers, the transfer center director and her team has made substantial contributions to the health system’s bottom line. For 2017 alone, 22,000-plus patient transfers generated approximately $44 million in profits.
At the same time, Central Logic’s solution reduced operating expenses. “Even with all this growth, we’ve been able to reduce our ratio for staffing to call volume, thanks to Central Logic.”

Central Logic has also contributed to significant quality improvements, she adds. “Our people are documenting better. With our previous system, I’d have to take the handwritten charts back to them and ask for more detail or clarification. Now I have great visibility.”

Easy, quick access to reports is a tremendous asset to the transfer center director in her own day-to-day responsibilities. “Practically everything I do takes less than half the time that it used to! There really isn’t anything that Central Logic hasn’t sped up. Now, if I get a phone call regarding a case, I just click on a button, key in a name, and I can provide an answer in about two seconds. People really appreciate that kind of customer service.”

Technology Supporting Extraordinary People

Clearly, the transfer center could not have accomplished so much without an experienced and highly dedicated team. It starts with a passionate, determined leader who possessed the foresight to invest substantially in staffing, training and protocols, as well as cutting-edge technologies.

For the frontlines of the patient transfer center, the director relies exclusively on experienced critical care nurses. They’ve displayed the clinical knowledge and instincts to handle calls and transfers in the best interests of patients and their providers. Going hand in hand with this top-flight talent is proven procedural design and clinical algorithms.

This ability to orchestrate the highest level of patient care consistent with sound business practices undoubtedly has been the primary driver behind greatly expanding the transfer center’s scope of responsibility.

Central Logic as a Partner
Always going to be there to grow with us

The transfer center director’s emphatic praise for Central Logic goes beyond a highly reliable system to include the support she and her staff receive.

“We’ve had nothing but great customer service. I feel like I’m always dealing with someone who cares about me. Is going to help me and will get back to me on a timely basis. I can get them on the phone any time I want, and the person on the other end understands my vision of where we’re going. It’s always been an amazing process whenever I’ve needed something from them. I feel like I’m one of their only customers, and that’s huge for me.”

To other facilities considering Central Logic, she says: “There’s no better product on the market than Central Logic.” She also delivers rave reviews of her Central Logic support team: “I have complete trust in everything they do. I believe that no matter what we’re going to need, no matter where we’re at in our process, Central Logic is always going to be there to grow with us.”

Executive Summary

How can a patient transfer center accomplish two ambitious objectives—handling a big increase in transfer volumes and assuming responsibility for transfers in other states—without adding resources? For this health system, the obvious answer was Central Logic’s SaaS-based solution.

As the regional director states: “We couldn’t have done all this without Central Logic. It would have been impossible.”
Benefits for the Health System

- Assumed responsibility for patient transfers in two additional states
- Able to effectively take on a one-year surge of 12,472 patient transfers (2017 vs. 2016)
- Realized approximately $44 million in profits from a total of 22,321 patient transfers in 2017
- Achieved a reduced ratio for staffing to call volume, contributing to lower operating costs
- Standardized and streamlined transfers, while ensuring the appropriate placement of patients
- Able to identify and remove referral barriers, resulting in fewer lost patient transfers
- Improved distribution of transferred patients and prevention of critical overloads

Benefits for Transfer Center Staff

- Significantly enhanced visibility of patient data, enabling any staff member to step in and handle a case
- Allows staff to easily and quickly provide complete documentation—and no more redundant data entry
- Dramatically reduces the time needed to look up cases and respond to follow-up inquiries
- Outstanding system reliability and prompt, friendly support for any issues that arise

Benefits for Referring Facilities and their Patients

- A single number to call for patient transfers to multiple facilities
- All calls handled by critical care nurses with extensive ER experience, ensuring the most appropriate placement
- Faster responses to inquiries about transferred patients—no need for callbacks or lengthy on-holds

About Central Logic

Managing patient transfers is a life-saving endeavor. Central Logic is a pioneer in the space and was founded to support this mission. Our flexible, purpose-built solutions provide superior real-time visibility and unmatched business intelligence to optimize the operations of health system transfer centers. Clients count on Central Logic to deliver strong growth, find new ways to improve patient outcomes and make their operations more effective, today and into the future. Based in Utah, Central Logic is an industry leader with a 93% customer retention rate. The company has been named a “fastest growing private company” by both Inc. 500 and Utah Business Magazine. For more information, visit www.centrallogic.com.