

# Leveraging Efficiencies to Provide Trusted Care

## PROBLEM

### Opportunity to Improve

Mercy Health has nearly 500 points of care across Ohio and Kentucky, and they reached out to Conduit Health Partners for ways to improve their transfer process. Conduit Health Partners found inconsistencies with their process across the different regions. This was creating obstacles for partnerships in the health system, since patient transfer decisions were based on personal preferences and past patterns.



## SOLUTION

### Setting Standards and Reaping the Rewards

Mercy Health partnered with Conduit Health's contact center to implement a standardized solution that optimized patient flow and encouraged growth by focusing on system retention, inbound referral processes, and mitigating patients whose clinical needs could be served in the Mercy Health system.

**Conduit Health's 24/7/365 contact center serves as Mercy Health's point of contact for:**

Optimizing inbound/outbound transfers to maximize growth opportunities

Final destination for patient needs and preferences

Direct admissions to create greater efficiencies for providers

RESULT

## Care-enhancing Value Adds

Partnering with Conduit's contact center made swift improvements for Mercy Health by providing an objective, consistent point of contact for patient flow optimization. In just six months, the health care system experienced an increase of inbound transfers and decreased outbound transfers. Efficiently facilitating transfer decisions through our partnership with experienced nurses who are well versed in patient navigation helps Mercy Health deliver on their promise of high quality, reliable care in the most appropriate setting.

Partnering with Conduit Health has sharpened Mercy Health's competitive advantage through visibility to top referral sites, referral specialties, admitting physicians, outbound service lines and destinations for transfers. These insights have helped Mercy Health identify new services and strengthen relationships with key physicians and partners.



12% increase in inbound transfers\*



10% decrease in outbound transfers\*

\* Results are based on data from regions that had transparency of inbound and outbound volume; and established solid baselines.

**“Partnering with [Conduit] Health has provided a significant opportunity to assist in growth margin, while eliminating the inefficiencies in our transfer services. The analytics provide information to our leaders allowing for strategy improvements resulting in both improved patient care and financial viability.”**

David Fikse, Chief Operating Officer  
Mercy Health, Cincinnati, OH

ABOUT

## Conduit Health Partners

Conduit connects patients and providers, partnering with your health system in patient navigation, nurse triage and readmission mitigation. Aimed at encouraging volume growth through patient acquisition and retention, our services help you effectively manage inbound and outbound transfers. Let our experienced contact center nurses guide you in finding the best locations and practitioners for patient needs, to ease access to care for patients. Conduit makes finding the best care for patients the least of your worries—so you can focus on other aspects of your organization.

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To learn more about how Conduit Health Partners can help your organization, please call **855-473-8656** or visit **conduithp.com**. We look forward to working with you.

