

Client Case Study:



Client Description:

Western Maryland Health System (WMHS) is a 200 bed community hospital in Western Maryland.

Situation:

Like many community hospitals across the country, WMHS was feeling the impacts of contracting reimbursement and penalties and was looking for ways to take out cost while improving quality. They had a particularly large population of hard to place patients with complex social needs and sub-optimal or no coverage. Finally, they felt they were using case management staff inefficiently.

Action:

WMHS contracted to use the Aidin care transition management system. Case management staff gained the ability to effortlessly connect with a much wider set of potential post-acute providers and hold providers responsible to response expectations. They streamlined their contact process, and gained data and easy-to-use comparison tools to help patients with decisions.

Results:

- Labor required for care transitions dropped dramatically (staff was **2x more efficient**)
- Staff noted dramatic **increase in ease of placing difficult patients**
- Post-acute care providers highly satisfied with Aidin tools and process

“Aidin has saved countless hours for our staff and our post-acute partners. We have to maintain trust and Aidin helps us do just that.”

Nancy Adams MBA
RN
SVP Chief Operating
Officer and Chief
Nurse Executive