



Streamlining Behavioral Health Patient Transfers – Introducing XFERALL™



March 22, 2022



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Welcome

Meghan Hardin
Regional Vice President
Hospital Council – Northern & Central California



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Questions



Online Questions: At any time, submit your questions in the Q/A box at the bottom of your screen, press enter. We will take questions throughout the presentation.

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Presenters



Shana Palmieri, LCSW
Chief Clinical Officer
XFERALL™

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Transforming Access to Care in California
Every minute counts. Every patient matters.

Transfer faster, easier and smarter with XFERALL

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Endorsed as a preferred solution partner by the Hospital Council – Northern & Central California

XFERALL & California hospitals will work together to deliver solutions that address the serious challenges of **crowded emergency departments, clinician burnout, and delays in care.**

XFERALL **reduces patient transfer times** consistently **by 80 to 90 percent** across the network and is aligned with the National Guidelines for Crisis Care and SAMSHA best practices.



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**The reality.
Patients with behavioral needs ...**

Wait 3X

as long for clinically appropriate care in hospital emergency departments than patients with other care needs.



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**The reality.
Patients with behavioral needs ...**

Spend 19.9 Million Hours

in hospital emergency departments for a transfer to clinically appropriate care.



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XFERALL is a matchmaker, data gold mine and cost saver all in one.

Created by clinicians for clinicians, the XFERALL mobile/web app automates the process of transferring acute and behavioral patients to find the right fit, gather insightful data and save costs.

FASTER

Save lives, build relationships and free up resources.

EASIER

Put inefficient phone calls and faxes between receiving facilities to bed.

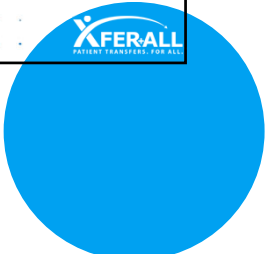
SMARTER

Rich data and real-time document sharing for transfer process improvements.

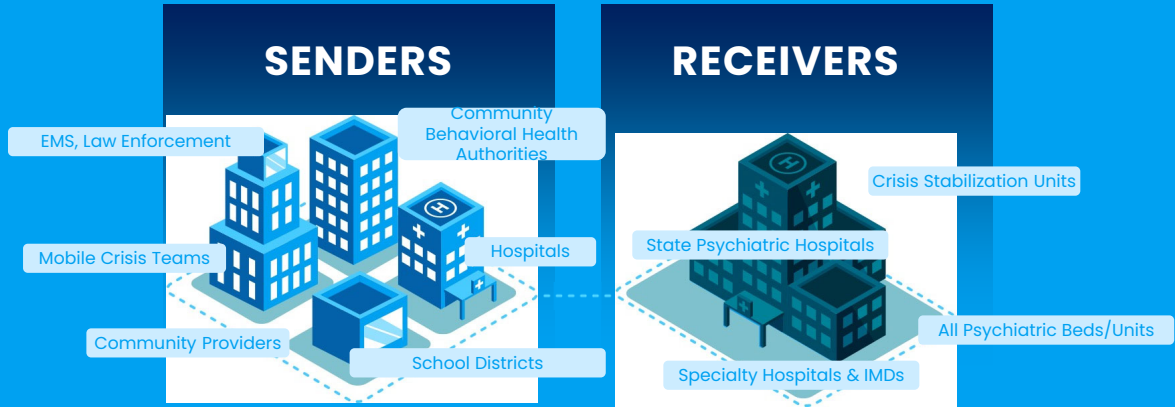


XFERALL Benefits Our Partners

- XFERALL will eliminates the significant costs and time associated with the complex treatment referral process and provides **real-time** communication for placement.
- XFERALL can work across state lines if patient placement requires expanded treatment options – our platform **geolocates based on patient clinical needs and demographics**.
- XFERALL **reduces patient transfer times consistently 80-90%** across the network. Supports when appropriate diverting patients from ED to other care settings that have capacity to meet the clinical needs for the patients.
- XFERALL aligns with the **National Guidelines for Crisis Care and SAMHSA Best Practices**. Supports 988 crisis expansion as a tool to coordinating care and referrals.
- XFERALL is a **community network** that empowers hospitals, EMS, Law Enforcement, School Systems, Local Health Authorities, Mobile Crisis Teams and any other community referral sources working together to improve patient access to behavioral health and specialty care .
- XFERALL provides exceptional ongoing services and support through our **Client Success Team** with an assigned Account Manager who will partner with your team to use data to drive improvements while supporting all users from the private and public/state sector in a market.
- XFERALL **trains and provides ongoing support** to community referral sources at No Cost and partners with them to improve their outbound transfer requests processes.
- Platform is **EMTALA and HIPPA** compliant–full security assessments are performed.



Xferall brings providers together to find the right care center for patients



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The solution. XFERALL customers experience ...



86%

decreases patient transfer times by increasing efficiencies



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XFERALL Provides Collaborative Communications

SENDERS

Faster placement – Reduced workload – Better patient care



- Dramatically reduce ED boarding time
 - Easily identify bottlenecks delaying placement
- Reduce harm events for patient & employees
- Establish a transfer system or record
 - Eliminate call logs and remain EMTALA compliant
- Track transfer patterns
 - Helps manage relationships with receiving institutions
- Reduced staff referral workload



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XFERALL Enhances The Referral Process

RECEIVERS

Faster intake – Stronger referrer relationships – Expanded reach & data tracking



- Improve intake operations
 - Reduce reliance on fax
 - Eliminate wasteful 'Old school' tasks
 - Improve collaboration with community referral sources
- Reduce the need for inpatient acute hospital beds and divert patients to other care settings
- Employ a data-driven model to optimize patient transfer process
- Expand opportunities for patient while identifying state needs for certain services or age groups



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View transfer rates in real time.

Track where your patients are going.




Reduce time to place your patients




Improve patient outcomes and quality of care




Secure messaging between your team and behavioral health intake departments



Upon acceptance or decline, doctor and AOC (Administrator On Call) is **documented**



All communication is **time-stamped** and easily available for quality checks



Identify barriers causing delays to placing your patients



Find the facility closest to the patient's community or in the immediate area



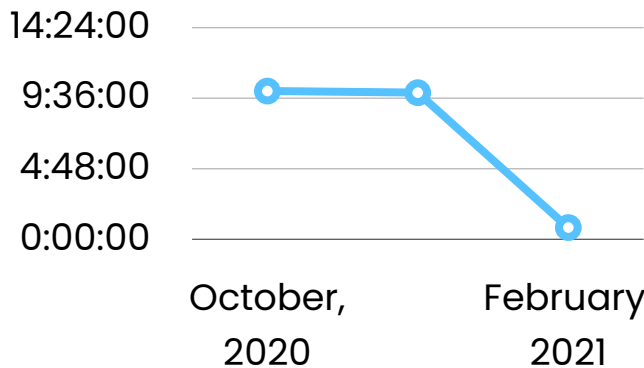
Easily and **quickly track** where your patients are going



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Case in point. Every moment is critical.

Mobile crisis team and private psychiatric hospital reduced behavioral health transfer times for entire region



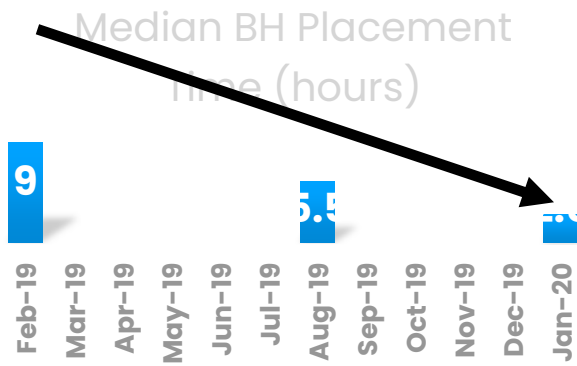
- Rural region of Texas covering 21 counties and 21,580 miles implemented XFERALL in a joint strategy between community mobile crisis team, private psychiatric hospital, critical access hospitals, law enforcement and jails
- Region historically struggled with significant delays and extended wait times impacting entire region
- XFERALL data analytics exposed system-wide bottle necks and opportunities for workflow improvements
- Outcome – 95 Percent Decrease in Behavioral Health Patient Placement Times



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Behavioral Health Patient Transfer Case Study

An urban 17 hospital health system in Houston, TX implemented the XFERALL app to coordinate behavioral health outbound transfers in 2019.



1,225 hours saved monthly
3,500,000+ saved annually

*Based on 188 transfers per month. Hours reduced are from request to acceptance \$250/hr. for BH boarding (NH Data)



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“XFERALL’s platform streamlines the challenging and time-consuming process of transfers for patients in need of behavioral health services, alleviating laborious administrative burdens and delivering clinically appropriate treatment much more quickly.”

Bryan J. Bucklew, President & CEO Hospital Council – Northern & Central California

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Slide 18

j0 I would combine slides 12-14: maybe stick to two quotes on one slide.

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Less wait time, better care.

“XFERALL has helped us provide better care for patients. Using this system, we’ve cut our ER wait time dramatically with most patients getting placed in just a couple hours. And, the 24-hour follow-up helps us meet our goal of excellent patient care outcomes.”

Veronica Armendariz | Denton MHMR
Program Manager, Mobile Crisis Team



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Moving faster for behavioral health needs

“We think XFERALL is great and prefer to use it. We have 4 nurses at night and when we have a one-on-one BH patient it really hits our team hard. XFERALL helps us get the patients moved to a higher level of care much faster and gives us back our ED beds.”

Ochiltree General Hospital, Perryton, Texas




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**FASTER.
EASIER.
SMARTER.**

Leverage the power of XFERALL.



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Questions



Please type your question in the Q&A box at the bottom of your screen, press enter.


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Thank You

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Thank You



Thank you for participating in today's webinar.

A recording of the program will be sent to each attendee.

For education questions, contact:
CHA Education at education@calhospital.org

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