

XFERALL™ - New Behavioral Health Patient Transfer Technology Launching in California

February 7, 2023

Welcome

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

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.



Shana Palmieri, LCSW
Chief Clinical Officer
XFERALL™



XFERALL National Behavioral Health Network Launching in California

Transfer faster, easier and smarter with XFERALL.



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



“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



The reality. Patients with behavioral needs...

**WAIT 3X
AS LONG**

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

**SPEND 19.9
MILLION HOURS**

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

Emergency departments are increasingly used to fill the access care gap

- Mental and behavioral health issues now account for at least one out of every eight visits to the emergency department.
- Many of these psychiatric emergencies could be avoided if Americans had better access to services, including inpatient psychiatric services.

Population rates of ED visits involving mental and substance use disorders, 2006–2013

38%
INCREASE Depression, anxiety, or stress reactions

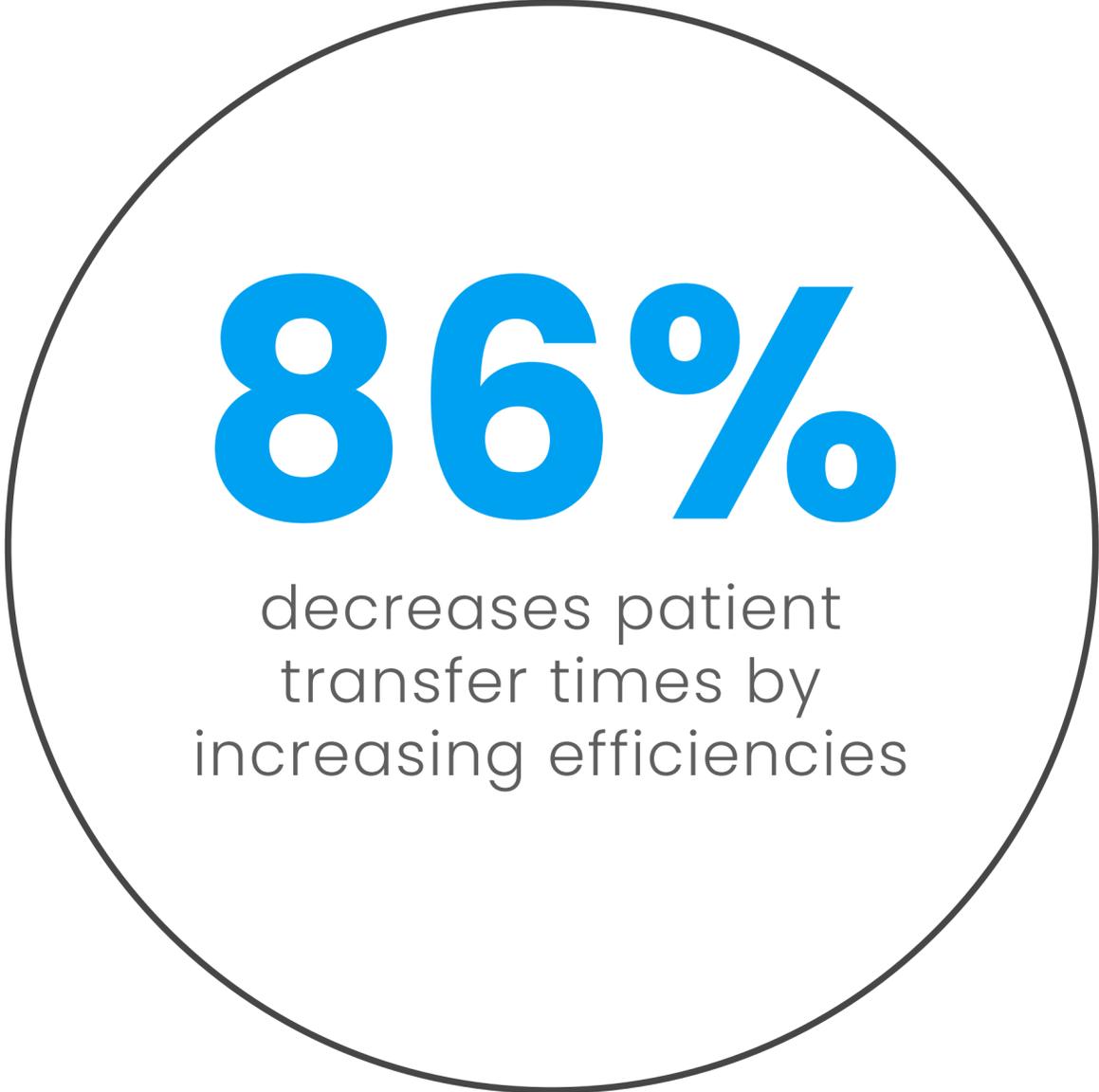
55%
INCREASE SUDs

52%
INCREASE Psychoses or bipolar disorders

Emergency Department Visits Involving Mental and Substance Use Disorders, 2006–2013, Agency for Healthcare Research & Quality, Healthcare Cost and Utilization Project Statistical Brief #216 (Dec. 2016), <https://www.hcup-us.ahrq.gov/reports/statbriefs/sb216-Mental-Substance-Use-Disorder-ED-Visit-Trends.pdf>.

The solution.

XFERALL customers experience....



86%

decreases patient
transfer times by
increasing efficiencies

Every Second Counts. Every Patient Matters.



The **XFERALL Patient Transfer Network** is a complete intake/transfer center and outbound patient transfer and patient placement solution.

XFERALL streamlines and automates every step of the patient transfer process through advanced clinical matching capabilities and a feature-rich electronic transfer platform and companion mobile app in **real-time**.

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

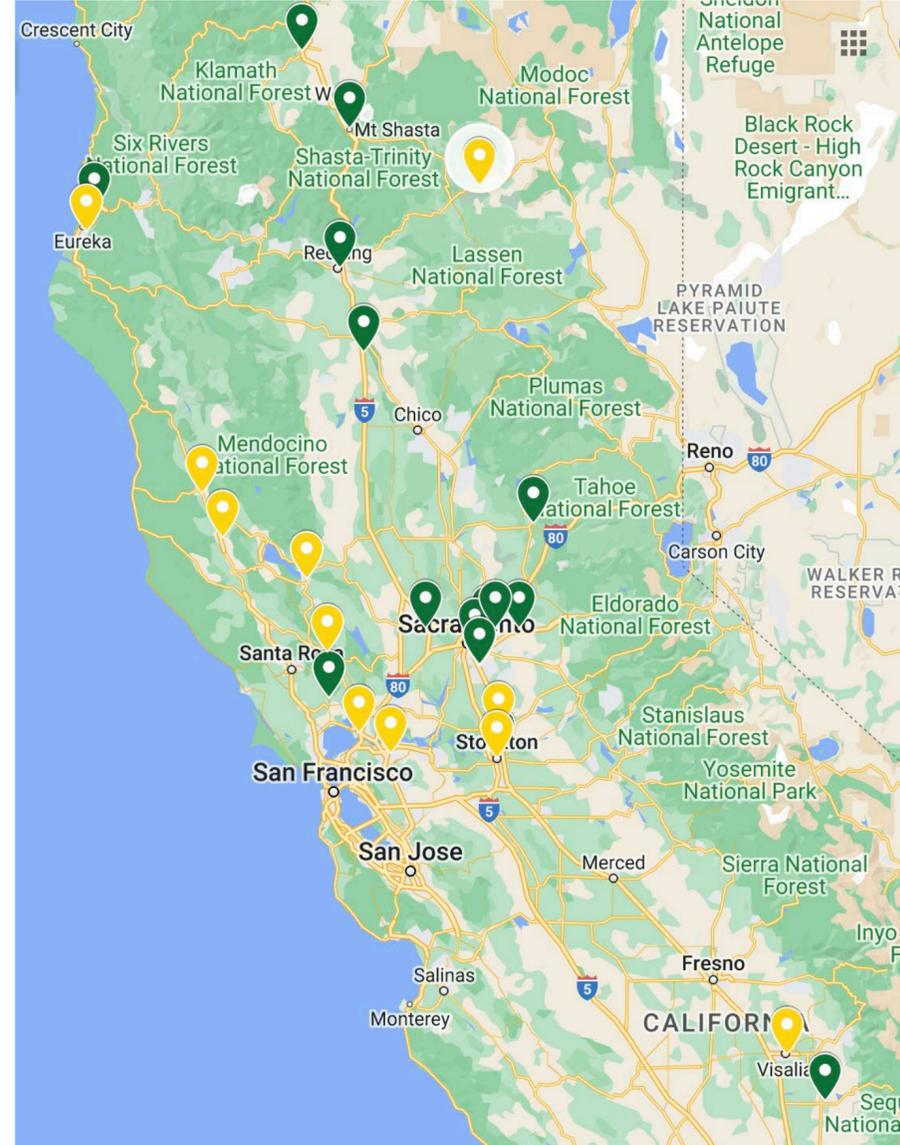
Rich data and real-time document sharing for transfer process improvements.

Bringing Patient Care To The Center.



1. Reduced ED boarding times with faster patient transfers
2. Improved staff productivity with reduced referral workload
3. Complete transfer system of record, no more manual logs
4. Reduced harm events for patients and staff

California Behavioral Health Transfer Network Initial Launch



XFERALL California Launch

What this Means for Your Facility

Non-Subscribing
Receiving
Behavioral Health
Facilities will
receive Digital
Patient Transfer
Request

03/10/2022 09:35 T-06:00 TO: +13212043565 FROM: 8883750243

 **New Patient Transfer Request**

XFERALL Austin is requesting to transfer a patient to Baptist Medical Center Hospital (Behavioral Health).

Patient Overview

Age: 22
Sex: F
Requested Level of Care: Inpatient

To view the full details of this request:

Scan QR Code  OR Visit Website demoportal.xferall.com and enter code **2ef6913ae4**

If you are having any issues accessing this transfer, contact your IT administrator, or contact XFERALL support at 855-933-7255

 **Patient Transfer Portal**

Code •
You can find this code on the fax.

Your Name •

Organization Name •
This should match the organization the fax was sent to.

Work Email Address •

Phone Number

By entering the portal, you agree to our terms.

XFERALL California Launch

What this Means for Your Facility

Non-Subscribing Receiving Behavioral Health Facilities will receive Digital Patient Transfer Request

The screenshot displays the XFERALL Patient Transfer Portal interface. At the top left is the XFERALL logo with the tagline 'PATIENT TRANSFERS. FOR ALL.'. The main title is 'Patient Transfer Portal'. Below this, there is a header section with a profile picture of XFERALL Austin, address '111 Congress Ave, Austin, TX', phone '(855) 933-7255', and 'Sender Contact Information' for Shana Palmieri, phone '(888) 888-8888'. The main content area is a table of patient information:

Patient Name	Jane Doe
Age	23 (9/17/1999)
Sex	Female
Diagnosis	Bipolar Disorder
Insurance	Commercial
Originating Unit	ED
Requested Treatment Type	Mental Health
Requested Level Of Care	Inpatient
Involuntary	Yes
Risk Of Harm To Self Or Others	No
Covid-19 Status	Vaccinated
Isolation Required	None
Attachments	<ul style="list-style-type: none">Mental Health Assessment ViewMedication List View

Continuous quality improvement for psychiatric boarding and risk mitigation

Best course of action to mitigate risk:

- Quickly assess the patient
- Determine appropriate level of care
- Transition patient to appropriate specialized treatment

XFERALL efficiently helps ER departments reduce:

- ED transfer times
- Harm events to self or others
- Elopements
- Restraints and seclusion
- AMA discharge without appropriate transition to care
- Use of emergency psychiatric medication
- Intervention of security/law enforcement

XFERALL puts transfer metrics in your hands.

Real data:

- Weekly and monthly transfer logs
- Response times vs. acceptance times
- Market transfer patterns and trends

Real time:

- Monitor patient transfer performance
- Decrease length of stay
- Reduce risk of harm
- Improve patient outcomes

Real action:

- Expand your referring facility options
- Streamline your transfer operation
- Show your receivers you are working as a team



XFERALL by the Numbers



Arkansas
Case Study

Expediting Behavioral Health Patient Transfers in Arkansas



The median initial response time for transfer requests of all age groups in Arkansas is

1 minute 25 seconds

Median behavioral health placement time on XFERALL Network for Arkansas transfer request is

35 minutes 15 seconds

XFERALL by the Numbers



Tennessee Case Study

Expediting Behavioral Health Patient Transfers for Children & Adolescents

Network over state lines is critical

24% of children and adolescents requiring a behavioral health placement are placed at a behavioral health facility in close proximity over state lines including five bordering states.

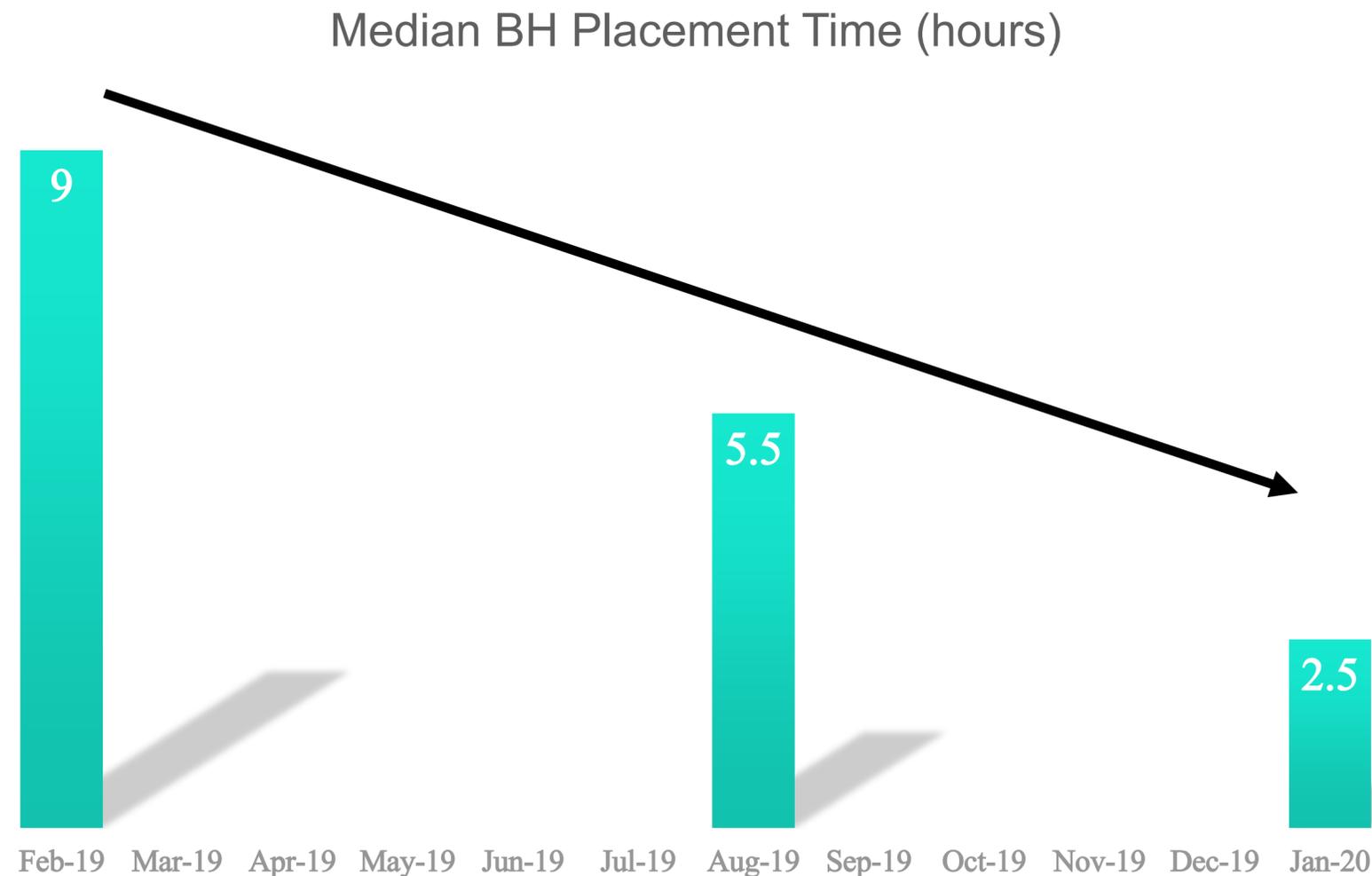
XFERALL operates a national network and includes the network of receiving behavioral health hospitals in the states surrounding Tennessee to meet the behavioral health crisis needs of patients in closest proximity to the patient.

During the first six months of XFERALL starting operations in Tennessee

XFERALL has expedited the transfer of **2,371 patients** experiencing a mental health crisis, **including 1,035 children and adolescents.**

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

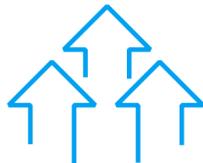
*Based on 188 transfers per month. Hours reduced are from request to acceptance \$250/hr. for BH boarding (NH Data)

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**



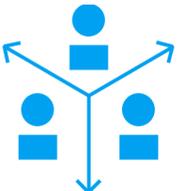
All communication is **time-stamped** and easily available for quality checks



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

XFERALL Benefits Our Partners

Provides Real-time Communication

Eliminates the costs and time associated with the complex treatment referral

Geolocates Based On Patient Needs And Demographics

Works across state lines if patient placement requires expanded options

Drive Improvements And Support Users

Ongoing services and support with our Client Success Team that uses data to inform the private and public/state sectors.

Community Referral Sources

Empowers behavioral health and specialty care to improve patient access

Training And Ongoing Support

Community referral sources that improve outbound transfer requests processes at no cost

EMTALA, HIPPA And State Compliant Policy

Full security assessments are performed.

“I can look at the XFERALL dashboard and see that one facility responded in eight seconds and the other hospital in two seconds. It’s literally that quick, which has helped us save tons of time and money in staff overtime and efficiencies.”

Brittany Waymack, Denton MHMR

Administrator, Mobile Crisis Team

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



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



FASTER. EASIER. SMARTER.

Leverage the power of XFERALL.



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



Thank You

Shana Palmieri

CCO / Co-Founder

Shana.palmieri@XFERALL.com

682.465.8524



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