



Strata Health Solutions
Corporate Overview
2019

The Struggle to Manage Patient Flow

Today's front line health providers – both physicians and nursing professionals – face a tough challenge every day: how to find the time to provide effective patient care; while also dealing with constant administrative demands, including managing patient referrals to appropriate alternative care. The struggle is exasperated by health systems that – around the world – operate in silos. Connecting and then expediting patients safely between these silos to the next stage in their care is difficult – taking clinicians away from their focus on patient support. Bridging the silos of care manually – with voicemail, email and paper is ineffective, unsecure and often leads to unsafe outcomes for patients. Too often, clinicians grapple with incomplete pictures of patient medical; financial, and personal needs while at the same time, a lack of transparency around appropriate care options available results in referral delays, and growing waiting lines for physician referrals, Emergency Room access, acute hospital beds, and community programs.

Mistakes are made. Patients, Clinicians, and the Health System all suffer – despite best efforts by all.

Strata Health Focuses On Smart Referral as a Difference Maker

The Right Patient – in the Right Care – at the Right Time.

That's the goal of health system's today – whether it's referral to the right physician– the right Community Bed or the right Community Program – if achieved efficiently, enormous benefits for all are the result.

To drive positive change in patient flows to optimal care, Strata Health pioneered a powerful suite of software tools that has revolutionized the approach to system-wide patient flow management. Strata's intelligent referral technology – combined with a consulting practice focused solely on health flow – has delivered consistently dramatic and quantitative benefits right across client organizations.

Strata Pathways™ Delivers System-wide eReferrals

When Primary Care physicians can access available specialists; when acute clinicians have access to the full range of community resources – fewer patients linger on waitlists and achieve faster, safe and productive referrals. This reduces backlogs across the health system – all in real time – every hour of every day.

Strata PathWays™ is a cloud-based smart eReferral solution working across a multitude of care pathways and allowing live access to the full range of specialties and community resources – with the click of a mouse.

PRIMARY CARE PHYSICIANS rapidly match patients to timely specialist referrals.

ACUTE CLINICIANS and SINGLE POINTS OF ACCESS TEAMS access live discharge assessments matched to the ideal package of community beds and programs.

THE RESULT?

- Reduced specialist wait times
- Hospital discharge delays minimized
- Acute bed access improves
- Emergency Access accelerates as acute admissions flow
- Inappropriate Re-Admissions drop
- Patient recovery and independence gains sustained





One of the biggest issues that people face in the Canadian health care system is the lack of connection between various parts of it. Patients complain every day of the difficulty in traversing the system. Strata PathWays™ has made those connections much more fluid and more easily navigated. In the Calgary Health Region, Strata PathWays™ gives me the assurance that we are doing absolute best we can at every point of the patient journey.

Dr. Chris Eagle

CEO - Alberta Health Services (retired)
Calgary Health Region
Alberta, Canada

Mental Health & Addictions is an extremely complex set of services. Ricocheting through this network are patients that are especially clinically challenging. Continuity of care typical breaks down, because clinicians have no way of translating their best intentions to collaborate into a concrete way of benefiting clients. With Strata PathWays™, we finally have a single collaborative tool that replaces countless referral forms and processes, and integrates the entire continuum of services on a single computer screen.

Kenneth Moselle, PhD.

Manager, Performance Standards & Monitoring
Mental Health & Addictions Services
Vancouver Island Health Authority

Strata PathWays™ Solution

Instant Access to Every Resource

Health care providers require intelligent solutions to support their system's vision for managing patient transitions between care settings and consultations. Strata PathWays™ is a proven cloud technology that matches patient clinical needs and preferences to available and appropriate resources across the continuum - all in real time. Health care professionals can move patients from emergency rooms to acute care faster, discharge patients to downstream community care sooner, and reduce inappropriate re-admissions.

Acute settings:

Strata PathWays™ offers clinicians access to real time patient discharge data, available alternate care options and wait times so patients can be connected and their journey audited to the most appropriate downstream care package - actively freeing scarce acute beds to patients in need.

Primary care settings:

Strata PathWays™ integrate with physician EMRs to leverage clinical data to match patients to appropriate and available specialists and the full spectrum of community care resources. Specialists and Providers receive referrals that are appropriate, complete and legible - every time. Patients are referred efficiently, and avoid multiple visits due to missing information or inappropriate referrals.

Custom configurability - not custom code:

Strata PathWays™ is configured to each client's ideal workflow and terminology. Industry leading integration ensures seamless linkage with incumbent HIS and EMR standards further streamlining clinician work flow. All resulting in rapid clinical adoption and documented staff satisfaction.

Overall, clinicians spend less time on paperwork, and more time with their patients; while patients access safer, appropriate care programming sooner.

Strata IQ™ Business Analytics Module

Big Picture Clarity with Instant Details

Health care providers with a complete and real time picture of referral data can better identify trends and initiate proactive quality improvement strategies. Strata IQ™ serves as a lens into this transactional data, allowing administrators to understand and analyze information through a configurable on-screen real-time dashboard. Users can drill through the data from an executive to a more granular level.

Managers can quickly see where there are issues in the referral process, including long wait times, referral declinations and lengthy processing times. Executives can assess the health care system capacity and understand resource allocation. Administrators can access analytics in real time, adapt to trends and better meet Key Performance Indicators.



Strata Connect™ Integration Module

Enhanced Interoperability Without Ongoing Integration Costs

When health care providers achieve interoperability of health information systems, they reduce operating inefficiencies and enhance the ability-and willingness-of clinicians to adopt and use these systems.

Strata Connect™ is the solution. A powerful stand-alone integration engine, it allows the seamless integration of Strata PathWays™ into the native workflow of any health information system. This solution saves health jurisdictions the added cost, time and effort of development and maintenance of specific interfaces directly into Strata PathWays™. With Strata Connect™, PathWays is always functional, even during modifications to the integration interface. Health regions can also incorporate an interface from an existing catalogue with little effort or cost. Health jurisdictions can attain interoperability while reducing long-term integration costs and downtime. Clinicians can better serve their patients.



Streamlining patient flow reduces stress on the health care system, caregivers, and patients.

Revolutionizing Patient Flow with Technology Pioneers Driving Change for the Better

Strata Health was first to develop the technology that allowed electronic referrals into and around the health care continuum in 2001. We offer health care administrators, clinicians and physicians a powerful suite of software tools that helps them change things for the better.

Our patient-focused solutions transform health care regions. At Strata Health, eReferrals are not about direct messaging with attachments. They revolutionize patient journeys. We harness the resources of health jurisdictions, make them accessible to health care professionals and allow them to match patient needs to downstream options according to transparent eligibility criteria.

With 100% customer retention, Strata Health works with clients on an ongoing basis to ensure sustained outcomes are maintained over time. We have 14 years of experience providing SaaS solutions for global implementations. Each and every one of our customers has achieved stringent SLAs, met legislative requirements and policies for transitions of care and for eReferral systems, and met every PIA and TRA requirement. Our existing HIS, EMR, EHR and HIE vendor partnerships and integration with other health IT systems ensure streamlined clinician workflow and solution adoption.

Our solutions empower health care regions and health care professionals to provide superior patient care.

Pioneers Driving Change for the Better

Strata Health was formed more than a decade ago by individuals committed to finding a way to better manage the transition of patients into the right care, at the right time, with the right information. Our exceptional team worked alongside of clinicians to understand the complexities and challenges of discharging patients from hospital and transitioning them across the care continuum. Today, we continue to work alongside clinicians to improve our solutions and achieve continued sustained outcomes.

No other organization can compete with our depth of experience in optimizing patient transitions. This knowledge coupled with our pioneering mindset, collective abilities and passion to improve health care drove us to develop software solutions that have revolutionized patient flow. Only Strata Health understands intelligent electronic referrals so thoroughly and comprehensively.

Strata Health Case Studies

Significant Outcomes and Dramatic ROI of our Clients

As pioneers, we are proud of the revolutionary outcomes our clients have achieved, both immediate and sustained over the long term, using Strata PathWays™. Here are some of their stories.

Vancouver Island Health Authority Matches 100% of Patients to Ideal Location

After launching Strata PathWays™, the Vancouver Island Health Authority immediately reduced medical bed alternate level of care by 53%. Health care providers had daily access to live reporting and caregivers were better able to match patients with appropriate care. Instantly, 100% of patients were matched to care by location, an increase from less than 50% the previous year.

Capital Health Region (Alberta) Surpasses Aggressive Goals

With a “lofty” goal of reducing acute care beds occupied by patients awaiting residential care by 22%, the Capital Health Region turned to Strata PathWays™. Immediately, the Region reduced alternate level of care beds by 45%, and by 50% in the second year.

Nancy Hughs, Director Transition Services, CHR, said, “I don’t know how we would have achieved our aggressive goals the past few years in acute discharge and community placement had it not been for PathWays.”

Four Western Canadian Health Jurisdictions Sustain Long Term ROI

Two years after four Western Canadian health jurisdictions deployed Strata PathWays™, a study found significant and sustained patient flow outcomes. Achievements included 29% less time to transition patients from acute to residential care, 28% more patients placed into community care, 39% decrease in the time from community assessment to residential care admission and 20% increase of residential bed turnover rate. Improved patient flow resulted in all four health jurisdictions expanding acute care access by between \$1 million and \$79 million annually.

NHS Cumbria Gains 15,500 Acute Care Beds Annually with Strata PathWays™

In Cumbria, Northern England, the NHS achieved dramatic reductions in acute delayed discharge after deploying Strata PathWays™. Utilizing the same community resources, the NHS gained 15,500 acute care bed days annually, an economic value of GBP 12.4M per year.

Toronto Central Local Health Integration Network Achieves 87% Referral Success Rate

In Toronto, health care providers achieved improved access to rehab resources for patients while unblocking acute care beds using Strata PathWays™. Significant outcomes included 35% reduction in total processing time of patient referrals from acute care to rehab community care, 87% completion of patient rehab referrals, and decreased numbers of inappropriate patient referrals to rehab.

UK Client Frees 2,080 Admin Days in 3 Months with Strata PathWays™

Rotherham Hospital in North East London, United Kingdom, deployed Strata PathWays™ in January, 2011. Within 90 days, the new system freed up 2,080 administrative process days, cut time to discharge patients by 81%, and dropped denied referrals by 22%.

During the process, Jackie Bird, Chief of Quality and Standards/Chief Nurse said, "I wanted to say how good the Strata work is looking and that I am already seeing the benefit in my complex discharge meetings on Monday morning."

Fraser Health Authority Saves 1,400 Acute Bed Days Annually with Strata IQ™

Fraser Health Authority's long-standing priority was to improve timely access to residential care beds from acute care. With a population expected to grow by 27% by 2020, acute and community resources were under constant strain. In Q4 2010/2011, a KPI scorecard was established. Fraser Health leveraged Strata IQ™ to monitor and distribute outcomes to residential care facilities. Vacancy bed turnaround rates was a key indicator.

Fraser Health experienced dramatic outcomes in just one quarter versus baseline. Vacancy turnaround time was reduced on average by 8% and the two most under performing facilities reduced their community bed turnaround time by 40%. This equated to over 350 alternate level of care bed days saved and an economic efficiency of over \$1.4M.



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