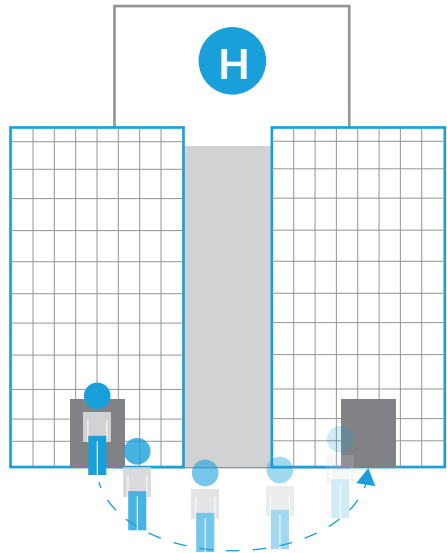


# Close the Door on Hospital Readmissions



The number of patients who are readmitted to the hospital is growing by the year – and Medicare is footing the bill to the tune of **\$26 billion**.

Of that, **\$17 billion** accounts for what health officials deem “avoidable readmissions.”

## The result:

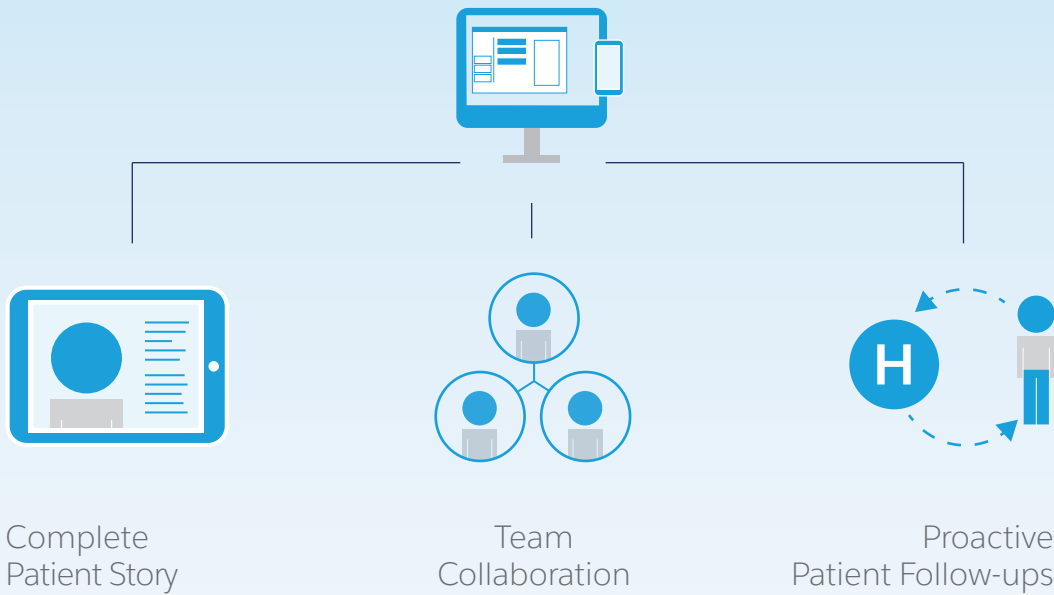
Out of 3,400 hospitals in the US, 76% were penalized in 2015. That’s a record number, according to CMS.



Penalties amount to lower payments for every Medicare patient stay, and not just those patients who are readmitted. In 2015, Medicare estimated that those penalties amounted to

**\$420**  
MILLION

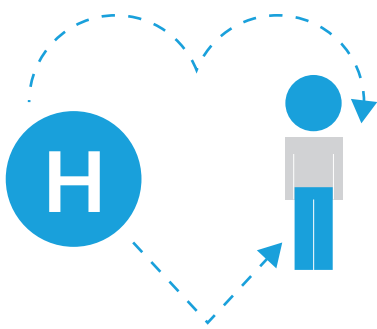
## So what can hospitals do to avoid these punitive readmissions?



As it turns out, the Harvard Business Review, backed by six years of data, has recently indicated that better communication between caregivers and patients can have the largest impact on reducing readmissions.

“61% of patients say the post discharge process can improve. And a majority of them say better communication with their doctor would improve the process.”

- 2016 Connected Patient Report



Salesforce Health Cloud helps organizations deliver better patient care after discharge from acute care facilities.

## What is Health Cloud?

Health Cloud gives healthcare professionals a complete view of the patient and intelligent care collaboration tools, thus making it simple to engage the patient through the care continuum.

### Challenges Hospitals Face:

- It’s hard to prioritize high-risk patients in need of immediate attention.
- There’s no simple process for customizing care plans for patients.
- Care teams have limited engagement with patients and caregivers. Tools for communicating are not user-friendly.
- Patient information is stored in multiple systems, making it difficult for care teams to quickly find the patient story.

### Health Cloud Solves:

- Use real-time data to prioritize patients based on their condition and risk, location, and care plan.
- Easily customize care plans and track patients’ health progress with automated alerts.
- Engage with patients anytime, anywhere with secure mobile access.
- Understand the complete patient story with real-time EHR and device data, rich patient profiles, and panoramic care network view.

“Caregivers want organizational tools that allow them to communicate with other members of their care team, including informal and professional caregivers. They want tools that are tired of using many single-point solutions; they want one platform that can be adjusted to their individual (and changing) needs.”

- AARP