



Case Study: How Vantage Health Care Partnered with After-Hours Coverage, Resulting in Improved Economic and Clinical Value to their Skilled Nursing Customers and Rapid Scaling of their Practice

The Opportunity

Vantage Healthcare provides primary care onsite for post-hospital rehab patients and residents in skilled nursing living facilities (SNF). Chris Wasel, President, Marketing & Strategic Partnerships, wanted to continue Vantage's business growth and that required recruiting additional provider staff. While interviewing prospective new physicians and nurse practitioners, Wasel routinely encountered candidates' concerns about working evenings, weekends and holidays.

Answering services failed to provide a work/life solution because Vantage staff were still getting called after-hours, and were playing phone tag with their client SNF facilities. "Our answering service was waking up our providers in the middle of the night, our staff were calling back but getting the SNF facility voicemail, and the facility staff weren't receiving our help. This was a no-win situation for us, our client SNF facilities and mostly the residents," according to Wasel.

"Providing after-hours coverage was a challenge to our growth plans in servicing SNF facilities. We needed Third Eye Health to bring their providers to virtually support the SNF nurses at resident bedside."

~ Vantage Healthcare President, Marketing & Strategic Partnerships, Chris Wasel

That's when he turned to Third Eye Health.

Enter Third Eye Health

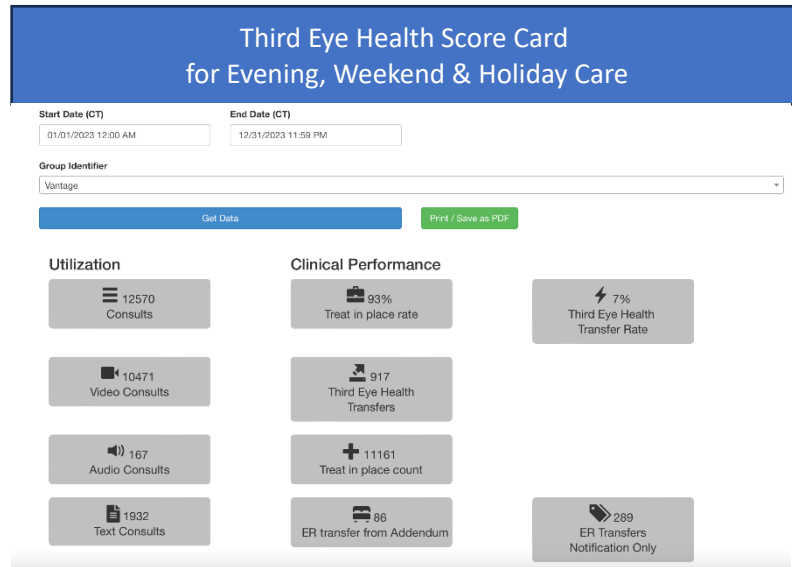
Third Eye Health's physician/nurse practitioner-led night and weekend virtual care team provides immediate patient care at the bedside by working with facility nurses. They respond in 2-5 minutes, allowing changes in condition to be assessed and treated in near real-time. Leveraging the largest national post-acute virtual care network, Third Eye supports their clients' provider teams to treat residents in-place and prevent unnecessary resident trips to the hospital.

The Results

With after-hours coverage provided by Third Eye Health providers, recruiting Vantage staff for daytime-only shifts, immediately became easier. "Many of our physicians are hospitalists who left acute care because of the hours. Our staff enjoys the work/life balance that Third Eye provides," Wasel says.

Third Eye's telemedicine platform also improved the provider experience for Vantage's and the client facility's care teams, because resident data is shared real-time and summarized in email alerts for the morning staff.

Wasel says, "resident care is improved because the Third Eye tablets enable providers to interact and see the resident. The residents under Third Eye's care are mostly treated in place with their Return-to-Hospital (RTH) at just 7%."



A Bright Future

For Vantage Healthcare, "the addition of Third Eye Health services has propelled our growth, allowing us to add 25 more facilities in this year alone," according to Wasel.

"Skilled nursing facilities and health system partners appreciate Third Eye's impact on RTH, analytical and EHR capabilities, and support to the nursing staff," he adds. "Our partnership with Third Eye is key to our continued growth and ability to create positive experiences for our clients, staff and residents," says Wasel.

"Our client facility nurses can focus on what they do best, providing resident care. They appreciate not having to waste time with unnecessary resident trips to the hospital. For our long term care clients, retaining good nurses is important and Third Eye helps with that."

~ Vantage Health Care President, Marketing & Strategic Partnerships, Chris Wasel

"Post-acute customers and health systems see clinical and economic value in the integrated program between Vantage and Third Eye. And they appreciate the additional data and analytics available through the Third Eye system."

~ Vantage Health Care President, Marketing & Strategic Partnerships, Chris Wasel