J2
I N T E R A C T I V E

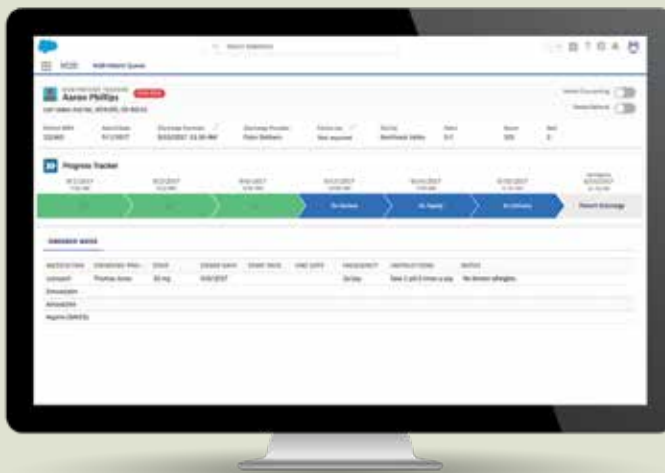# SCL Health

Large Health System Improves Population Health With Salesforce® Applications Built by J2

SCL Health, a $2.5 billion health network that spans Colorado and Montana, is dedicated to improving the health of the communities and individuals it serves, especially those who are poor and vulnerable. With an ever-expanding network of hospitals, physician clinics, and additional services, **SCL Health recognizes the strategic importance of coordinating care** across its network of 18,000 full-time associates.

After partnering with J2 to establish an interoperable health information exchange on InterSystems HealthShare®, SCL Health asked J2 to help drive innovation in population health using Salesforce to improve data sharing and care coordination across the health system. Leveraging our years of healthcare integration, application development and clinical workflow experience, J2 built two Salesforce solutions for SCL Health that drive **measurable improvements in hospital readmission rates, medication adherence, and patient satisfaction scores**.

With Meds-to-Beds, SCL Health is reducing hospital readmissions through proactive patient education and engagement.

Why Salesforce?

- Ideal for tracking patient relationships
- Quick time to value
- Hassle-free, cloud-based deployment
- Customizable data model
- Intuitive user interface

Why J2?

- More than 12 years' experience delivering innovative solutions in healthcare
- Expertise in clinical data modeling and healthcare interoperability
- Willingness to fully invest in customer and project success
- Focus on tangible benefits to providers and patients

SCL Health

"We're grateful for J2's contribution to our integration efforts with HealthShare, and also for the impact J2 has had on our innovations initiatives leveraging Salesforce. J2 has a unique ability to combine expertise across multiple technology platforms with a deep understanding of the healthcare space."

—*Peter Kung*
   System Vice President,
   Innovation & Virtual Health

"J2 has been a collaborative partner in our Salesforce development efforts. They are always willing to explore the unknown, and design thoughtful and clinically integrated technologies that help us deliver innovative solutions to complex healthcare problems."

—*Terri Casterton*
   System Director,
   Innovation & Virtual Health

SCL Health at a Glance

- **18,000 associates serving patients in Colorado and Montana**
- **5 accountable care organizations**
- **3 safety-net clinics**
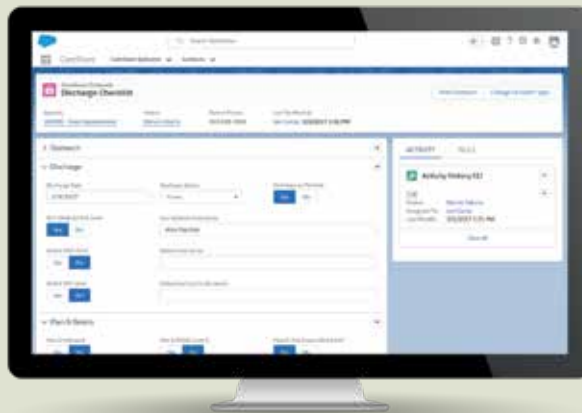- **1 mental health treatment center for children**

Meds-to-Beds

SCL Health's Meds-to-Beds program identifies patients at high risk for readmission due to lack of adherence to medications and other treatment follow-ups. Working closely with SCL Health, J2 designed a workflow application that shares data from the hospital EMR and outpatient pharmacy platform with Salesforce Service Cloud®. Salesforce alerts the pharmacy when patients are leaving the hospital, so that their first outpatient refills can be delivered bedside. From receiving and delivering the prescription to scheduling the pharmacist consultation, everything is coordinated in the application, ensuring that patients are well prepared to follow their prescribed regimen and prevent an avoidable readmission to the hospital. The Meds-to-Beds application also facilitates the strategic expansion of ambulatory pharmacist services into the inpatient clinic setting, and helps SCL Health expand the impact of its patient-centered services.

Care Share

Using Salesforce Service Cloud, J2 helped SCL Health stay connected with patients throughout the rehabilitation process that follows joint replacement surgery. Care Share tracks patient activity and provider workflow to assist care coordinators as they provide guidance and instruction to patients at every stage in their recovery. Because the application is designed to support a broad range of procedures and chronic illnesses, SCL Health plans to adapt Care Share to other critical care coordination workflows and care management processes across multiple facilities and departments.

Care Share optimizes outpatient rehabilitation workflows for SCL Health patients recovering from surgery.

salesforce

registered consulting
partner

InterSystems®
Implementation Partner

Caché | Ensemble
HealthShare | TrakCare

With a team of over 110 healthcare IT experts in the US and UK, J2 is a recognized leader in customized solutions for health systems, labs, research institutions, and HIEs.

Give us a call to find out why.

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By partnering with J2, SCL Health harnessed the power of the cloud to improve care coordination, increase patient engagement, and deliver better health outcomes across a diverse patient population.

Let J2 help you leverage Salesforce for the benefit of your patients, providers, and partners.