



Watershed Health helps client improve patient outcomes, reduce readmissions with Infor Cloverleaf

Facts at a glance



Headquarters
New Orleans, LA



Industry
Healthcare



Products and services
Infor Cloverleaf®
Integration Suite



Implementation partner
Infor Consulting Services



Web site
watershed-health.com

Improving patient education and engagement

Patient education and engagement are at the core of what Watershed Health offers to healthcare providers. Watershed is a solution provider that offers a patient education and engagement system to healthcare providers to help them improve their quality of care—and outcomes—for patients with chronic diseases. Watershed connects and analyzes patient data, including electronic medical records (EMR) data, and recommends actions to providers and patients based on the individual’s needs. In order to help providers make smart choices about allocating resources to help patients, Watershed collects data from the healthcare provider, translates the data format from the provider’s EMR system, and routes that data to the appropriate Watershed system to perform risk stratification, and analyze the patient’s condition to develop a plan to improve outcomes. Before Watershed can present its solution to clients, it needs a partner to seamlessly integrate data from the provider’s system to theirs.

Business goals

- Offer clients seamless integration between the client’s system and Watershed’s.
- Offer data integrity and security.
- Work with a reputable integration partner.



When we asked hospitals where their confidence was with integration engines, Cloverleaf always came up. By using Infor to connect to provider data systems, we are able to help providers make smart choices about allocating resources.”

Chip Grant, M.D., President, Watershed Health



Reducing readmissions at Springhill Hospital

Identifying the best

When Watershed started talking with healthcare providers, they quickly learned that integration between the provider and Watershed needs to be seamless, with no question about data integrity and security. When Watershed asked hospitals where they had the highest level of confidence with integration engines, Infor Cloverleaf® often received first mention because of several key factors.

They cited Cloverleaf's ability to:

- Reduce hospital involvement by gathering data for analysis securely over the Internet—with little assistance from the hospital.
- Limit risk by flexibly reacting to different needs and requirements, as well as offering a standardized approach that reduces overall implementation time. Infor's support and professional services infrastructure further reduce risk.
- Offer hospitals a stable solution that can be counted on now and into the future.

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“Not only have we helped reduce readmissions by 50% for heart failure patients at Springhill, but we have also helped educate those patients about how to better care for themselves in terms of their chronic condition. This means that quality of life for these patients not only improves during this admission, but going forward as well.”

**Chip Grant, M.D., President,
Watershed Health**



Realizing value from Cloverleaf

Watershed's first client, Springhill Medical Center, Mobile, AL, has reduced hospital readmissions for heart failure patients by more than 50%.

Once a heart failure patient is admitted to Springhill, patient data migrates into the Watershed system. Patients answer questions to identify risk factors on iPads® before they leave the hospital. After the patient is discharged, Watershed continues to follow the patient's progress for the next 30 days.

Since the care transition from hospital to home can cause problems with medication adherence, missed follow-up appointments, and forgotten protocol recommendations, that 30-day post-discharge period plays a pivotal role in the patient's recovery, and ability to administer self-care.

For example, patients who require weight monitoring weigh themselves with wireless scales, and the scales generate weight reading biometrics that go directly to Watershed. If weight gain occurs, the Watershed system alerts users. Heart patients who gain weight may develop breathing difficulties, which may prompt hospital readmissions. Catching that weight gain and managing it early can help reduce hospital readmissions.



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