

# Case Management Awareness



Division of Long-Term Services and Supports (LTSS) provides home and community-based services for South Dakotans who meet program eligibility to help them remain living in the community, who without these services, would require nursing facility care.

**Use Case:** Provide Event Notifications and Point of Care access to LTSS Specialists in order to actively participate in discharge planning and improve care coordination for program eligible consumers.

## Project Details

- SDHL provides real-time clinical event notifications
- Access to Point of Care clinical documentation
- Outcomes for successful diversions to LTC

## Impact

- LTSS real-time notifications allow specialist to actively participate in the discharge process to determine consumer needs and avoid potential admissions to nursing facilities
- Improved care coordination for consumers and improves their ability to return home
- Patient satisfaction