aidin

Clarity that moves care forward

A CASE STUDY FOR POST-ACUTE CARE PROVIDERS

How Summit Care Turned Declined Tracheostomy Referrals Into 7+ New Admissions Per Month

Using Aidin reporting to identify unmet demand, expand clinical capabilities, and capture referrals previously being turned away.

Aidin Pro Plan reporting surfaced a recurring clinical gap across Summit Care's north region. After expanding its tracheostomy capabilities and training staff, Summit Care went from declining more than 30 tracheostomy referrals each month to accepting patients it previously could not serve — generating at least seven additional admissions per month.



THE RESULT

~~30+~~

tracheostomy referrals declined per month, before

→

+7

admissions per month, after the capability expansion

"That's plus seven on our bottom line at the end of the month, depending on the length of stay."
— Nadine K., Area Director, Summit Care Management

FROM DENIAL TO REVENUE

DIAGNOSIS

1. **See the denials**
   Reporting shows which referrals were declined, and why, across every facility.
2. **Identify the clinical gap**
   A decline reason repeating month over month points to care the market needs.
3. **Build the capability**
   Clinical leadership expands scope and trains nursing staff against that gap.

GROWTH

4. **Update the Aidin profile**
   New capabilities reach hospital case managers and patients.
5. **Accept more referrals**
   Referrals that would have been declined now match, and get accepted.
6. **Grow revenue**
   Converted admissions carry through to census and the bottom line.

THE CHALLENGE

Losing referrals without knowing why

Nadine K. is an area director at Summit Care, where she oversees referral platforms across a portfolio that grew from 19 facilities in 2021 to 26 today. She is measured on increasing census and reducing denials.

As Summit Care expanded its portfolio and facilities, consistent visibility into referral performance became increasingly important. Nadine's focus shifted to bringing newly added buildings onto the same referral workflows and performance standards so leadership can see where referrals are being lost, why they're being declined, and where changes in clinical capabilities, payer contracts, or team performance could unlock additional admissions.

"We went back with Aidin and we're like, okay, I think we're going to have to go ahead and sign up for the data report," Nadine said. "We don't want to miss the boat here."

> Why are we losing the referral versus why is another facility getting them? Do we need to expand our clinical capabilities? Do we need to look into different insurances that we're not taking and they are?
>
> **Nadine K.**
> Area Director, Summit Care Management

THE SOLUTION

From denial to admission

Aidin Pro Plan reporting made declined referrals countable by clinical need rather than anecdotal, and tracheostomy referrals kept appearing. "It really came down to me saying, hey, we denied this many trachs this month and the next month we denied more," Nadine said. "We need to expand our clinical capabilities and we need to do training on our nurses." Summit Care expanded tracheostomy care into markets that had never accepted it, and added total parenteral nutrition, previously avoided over staffing constraints.

Capability changes only produce referrals once hospitals know about them, so Nadine reviews clinical capabilities with her area directors quarterly and pushes the updates back out through the Aidin provider profile to hospital case managers and patients.

Response time became the second lever. Summit Care now holds its teams to respond within 15 minutes, and Aidin Pro Plan reporting enabled that to be measured.

Understanding your Aidin score, badges and performance with our analytics can lead to:

AIDIN BENCHMARK DATA

Up to 72%	Higher	Up to 91%	Up to 32%
fewer missed referrals	provider rankings from more consistent responses	win rates among top-ranked providers	more patient selections

Averages across Aidin's post-acute customer network. Individual results vary by market, facility, and referral mix.

Find the care you're turning away.
Clarity that moves care forward

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