

The IT Factor: Using Technology to Elevate the Patient Experience

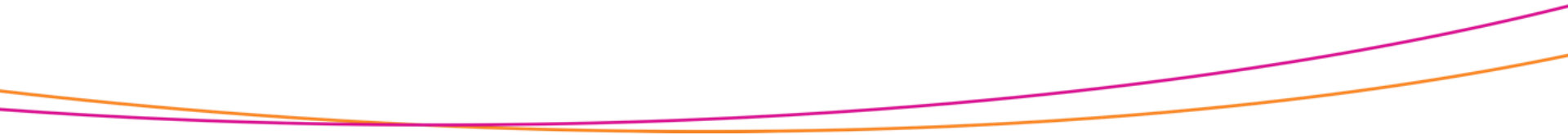
Daren Smith RN, BSN
Director, ASC Solutions

AGENDA

- Explore analytics/data mining to enhance the patient experience
- Understanding the patient engagement opportunities in IT
- Discuss the relationship between electronic medical records and the patient experience



Analytics and Data Mining



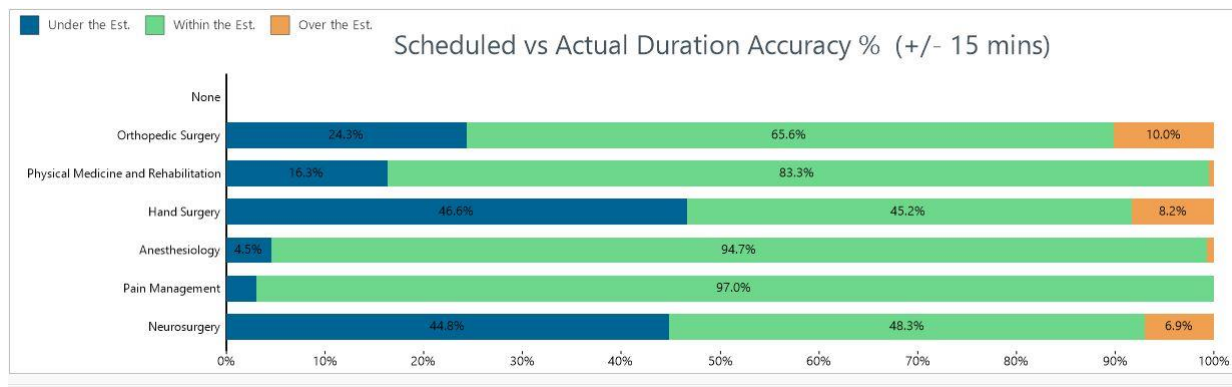
Analytics and Data Mining

Arrival Times

Surgery_Schedule_ASC_East_20180926_141619.csv - Excel

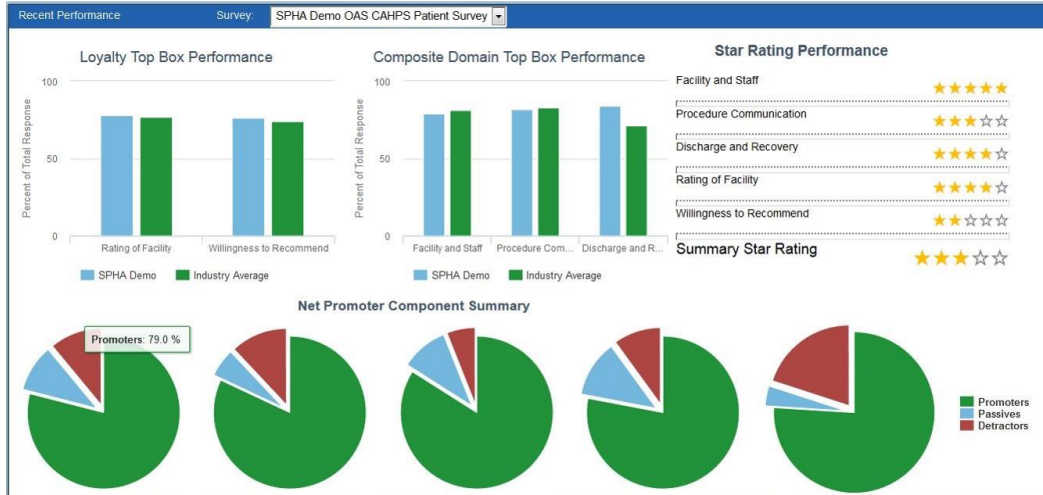
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	OR	Time	Surgeon / Anes	Acct	Patient				Arrival	Reg Start	Reg End	Preop Start			
2	OR 1 East	8:00 AM	sbloom	2816	Avila, Stacy	F	18	right knee arthroscopy/surgery							
3	OR 1 East	9:00 AM	sbloom	2830	Henderson, James	M	42	right knee arthroscopy/surgery							
4	OR 1 East	10:00 AM	sbloom	2825	Lambert, Gerald	M	40	right knee arthroscopy/surgery							
5	OR 1 East	11:00 AM	sbloom	2773	Huck, Stacy	F	44	left carpal tunnel surgery							
6	OR 1 East	4:00 PM	sbloom	2862	Nelson, Richard	M	38	right knee arthroscopy/surgery							

Scheduling Accuracy

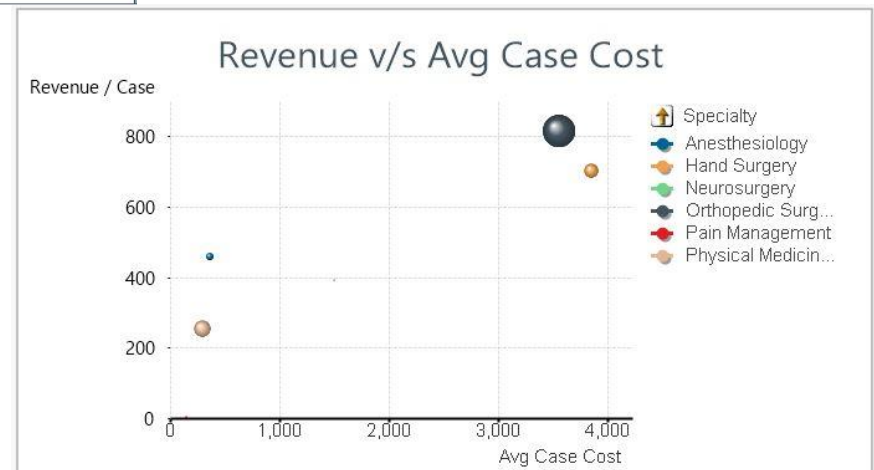


Analytics and Data Mining

Patient Satisfaction

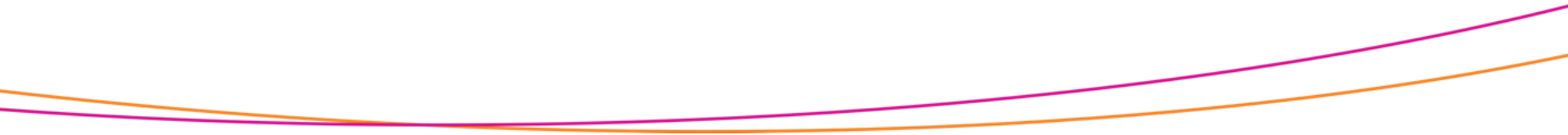


Population Health





Digital Patient Engagement



Discharge Instructions

- **Can I put them in a digital format so I can email them to the patient? Preoperatively?**
- **Can I host them on my web site so I can send a link either via text or email?**
- **Can I embed pictures or link to videos within the instructions?**
- **Are they phone friendly?**

Digital Patient Engagement



**Appointment or
process
reminders**

Digital Patient Engagement

DESKTOP

Schedule Type

Schedule Grid ✓

Patient List

Trackers

Unsigned Cases

Unsigned Departments

Today's Patients ✓

Post-Operative Calls

Pre-Admission Calls

Specimen Results

OR **Show All** Department **Multiple Selected** Specialty **Show All** Total Patients **4**

Patient Name Procedure	Physician Specialty	Date of Birth Account#	Scheduled OR Scheduled Start ↓	Department Time In	Actual OR Procedure Start
Bradburn, Jennifer Pain Injection, wguidance	Birkeland, Sarah, MD Pain	01/21/1936 2812	Procedure 1 East 13:15	Arrived 11:50	- -
Yadao, Jennifer Pain Injection, wguidance	Birkeland, Sarah, MD Pain	06/19/1969 2811	Procedure 1 East 13:00	Operative 08:00	Procedure 1 E... -
Huck, Stacy B LEFT CARPAL TUNNEL SU...	Bloomfield, Sarah, ... General	03/03/1974 2773	OR 1 East 07:30	Pre-Operative 08:30	- -
Costello, Amos RIGHT CARPAL TUNNEL S...	Bloomfield, Sarah, ... General	08/19/1966 2810	OR 1 East 07:00	Arrived 06:00	- -

Patient Tracking

PATIENT TRACKER 11:42:30 AM

Patient ID	Physician	Pre-Op	OR	Phase 1	Phase 2
JAHE	Bloomfield, S.				
STHU	Bloomfield, S.				
THVA	Butte, G.				

Digital Patient Engagement

Monthly Domain Summary: Discharge & Recovery ★★★★★☆

Top Box Performance

Industry % 12 Month 85.2	Facility % 12 Month 81.7	Facility % 3 Month 81.7	Facility % Month 81.7	Industry 12 Month 78.0	Facility 12 Month 71.7
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Net Promoter®(NPS)

Discharge and Recovery	Industry Promoter %	Promoter %	Passive %	Detractor %
13. Discharge instructions include things like symptoms you should watch for after your procedure, instructions about medicines, and home care. Before you left the facility, did you get written discharge instructions?	99	90	0	10
14. Did your doctor or anyone from the facility prepare you for what to expect during your recovery?	92.6	80	10	10
15. Some ways to control pain include prescription medicine, over-the-counter pain relievers or ice packs. Did your doctor or anyone from the facility give you information about what to do if you had pain as a result of your procedure?	90.8	80	10	10
17. Before you left the facility, did your doctor or anyone from the facility give you information about what to do if you had nausea or vomiting?	75.3	80	10	10
19. Before you left the facility, did your doctor or anyone from the facility give you information about what to do if you had bleeding as a result of your procedure?	79.8	80	10	10
21. Possible signs of infection include fever, swelling, heat, drainage or redness. Before you left the facility, did your doctor or anyone from the facility give you information about what to do if you had possible signs of infection?	80.9	80	10	10

Patient Satisfaction

3. Loyalty Scorecard by Provider

Correlation of Facility Loyalty Scores as a Function of the Provider

Provider	Top Box % for Loyalty Aggregate (Rating and Willingness to Recommend)				Star Rating	
	12 Month Response	Month %	3 Month %	12 Month %	Rating	Recommend
	Maria Jones, MD	4	100.0	100.0	100.0	★★★★★
Aviva Weiss, MD	3	66.7	66.7	66.7	☆☆☆☆☆	☆☆☆☆☆
Robert Sawyer, MD	2	50.0	50.0	50.0	★★★★☆	★★★★☆
----->	1	100.0	100.0	100.0	★★★★★	★★★★★

What is the Loyalty Scorecard and why is it important? See the Glossary of Terms at the end of this report.

Digital Patient Engagement



Patient Portals

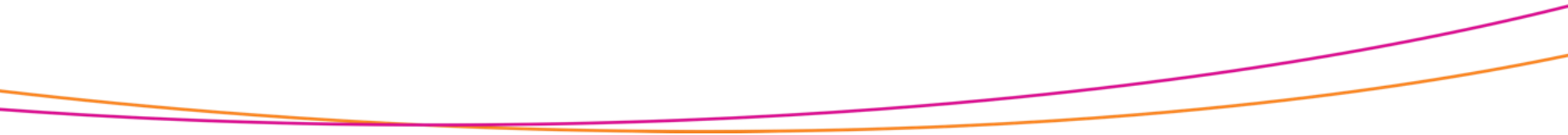
Digital Patient Engagement

- Charge transparency
- Patient responsibility estimates
- Up-front collections process
- Financial counseling
- Closed-loop revenue cycle management
- Payment plans
- Bill paying
- Charge disputes
- Case costing

Revenue Cycle



Electronic Medical Record



Electronic Medical Record

**Medication
Reconciliation**

Past Medical History

Decision Support Tools

Risk Avoidance

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