Putting patients at the heart of digital transformation

/Case Study

More patient engagement
Drove overall patient engagement from 5% to 75%

Increased Profit Margins
Grew annual profit margins from 2-4% to 10-13%

94% **Higher patient satisfaction**
Achieved 94% patient satisfaction with digital communications

Reduced Costs
Saved $4-$8 per patient visit by going paperless and digitizing registration processes

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Recognized pediatrics healthcare leader relies on FollowMyHealth® for digital patient engagement

Nicklaus Children's Health System (NCHS), is home to the largest pediatric specialty center in Florida and the third-largest in the country. It has one of the nation's lowest mortality rates and nationally recognized cardiology and neurology programs. With a reputation for delivering excellent patient care with the help of superior technologies, NCHS has received numerous accolades, including the American Hospital Association's Most Wired Hospitals and HIMSS Davies Enterprise Award.

"Health IT is a powerful enabler to improve care, reduce costs and change the way healthcare is delivered. It is transformative for our patients, providers and administration," explained Ed Martinez, Chief Information Officer for Nicklaus Children's Hospital & Senior Vice President for Nicklaus Children's Health System.

The missing link: patients

Until recently, the majority of its health IT investment was used for provider and clinical care systems. "As we were implementing EHR systems, we realized most of our efforts were focused on the provider's clinical care needs," Martinez said. "The missing link in our health IT initiatives was the patient. How do we use technology to keep patients engaged and educated as part of the process? How do we eliminate the paperwork? How do we make sure patients show up to their appointments?"

Allscripts®
All *possible*

The health system selected Allscripts patient engagement solution FollowMyHealth to transform and automate patient-facing processes. "FollowMyHealth is helping us push the envelope by putting vital information in the hands of patients and their families via the consumer technology they use every day—cellphones, mobile apps and text messaging," Martinez noted.

Change management is critical

The digital transformation became an integral part of the health system's strategic plan, involving a top-to-bottom assessment of every facet of the organization, including infrastructure, user experience, software, scheduling, registration and post-care. In tradition-bound healthcare, change often isn't easy. NCHS put a change management strategy in place to educate employees about the benefits of the engagement solutions, allowing the project to move forward with minimal resistance.

For its first target, the health system focused on transforming the check-in and discharge processes at busy clinics. For staff, manually managing all that paperwork was time-consuming and inefficient. It was also a source of frustration for family members and patients who had to fill out paper intake forms at each visit.

The initial FollowMyHealth project was so successful—saving $4 to $8 per patient visit— that NCHS rolled out FollowMyHealth at all its inpatient and outpatient facilities.

Creating Happier Patients and Families

Patient satisfaction has always been a top priority, but NCHS has the added challenge of considering the needs of the entire family unit.

For example, when a child requires a hospital stay, it can be a traumatic experience for patients, parents and entire families.

Using FollowMyHealth, they can ease some of that stress by keeping everyone informed throughout the process—from registration to post-discharge and beyond.

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> Ed Martinez
> CIO, Nicklaus Children's
> Hospital & SVP, Nicklaus
> Children's Health System

Data analytics help avert complications

Using FollowMyHealth's robust analytics and reporting, clinical staff can analyze medical data to understand specific health trends and gain time-sensitive insights into a patient's status or conditions.

NCHS is able to look for predictive trends and in some cases identifying these trends allows for delivery of treatments to avert complications.

"We're able to plug in inpatient and outpatient data, put it into a machine learning algorithm, and then spit this data out on a real-time basis to look at what's happening to the patient," explained Martinez.

As a result, the solution is helping make a real difference in curbing families' out-of-pocket expenses, state Medicaid expenditures and health system operating costs.

Real-time patient status

FollowMyHealth provides timely, relevant information to a patient's family regarding their loved one's progress, daily schedule, prescriptions, at-home care, discharge and more.

The system also automatically sends doctors' notes to families that they can print at home or display on a mobile device. In a post-care survey, 94% of respondents said these types of digital communications were helpful resources.

"If they're being discharged from the hospital, we empower them with the information for their care, Martinez said. When they go home, they have everything electronically available at all times via an app, a text, or a portal."

"In a short time, we saw a significant improvement in patient satisfaction and HCAHPS scores while boosting staff productivity."

Ed Martinez
CIO, Nicklaus Children's
Hospital & SVP, Nicklaus
Children's Health System

Higher satisfaction improves the bottom line

"Our goal was to make strengthening our patient connections part of our strategic plan. We were good at it, but I think we got much better," Martinez said. "Not only are our patients happier and more satisfied now, but we're also including them in the care process."

NCHS' initial focus was on delivering excellent service, but it has also improved the bottom line, increasing profit margins from single- to double-digit levels—an impressive achievement considering the hospital's 60-70% Medicaid patient population.

"There's a real correlation between patient satisfaction and revenue enhancement. When patients come back, we make more money and our market share goes up. By keeping patients and families engaged and informed, we're improving care and making an enormous contribution to the bottom line," Martinez said.

To learn more, visit www.allscripts.com