Innovative Technologies to Engage Patients

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Oneview Care Team Console

Lync

Room Ready

Oneview Careboard

Digital Signage

Entertainment

Education

Surveys

Scheduling

Skype

Reporting

Clinical Education

Meal Ordering

Call Manager

HR Policies

Clinical Integration

Nurse Assist

Clinical Portal

Oneview 360 Patient Portal

Wayfinding

Oneview Presence

Staff Onboarding

Care Team Assignment

Messaging

My Journey

PATIENT-CENTERED CARE

Concept by Sachin Jain, Art by Matthew Hayward © 2014 All Rights Reserved

Patient Centered Care:

"Providing care that is respectful of and responsive to individual patient preferences, needs and values, and ensuring that patient values guide all clinical decisions."

- Institute of Medicine

4 Common Attributes of a patient centered environment*:

1. Whole Person (not individual body parts)

2. Coordination and communication (collaboration of care including the patient, communication amongst providers)

3. Patient support and empowerment (partnership, self management, trust and respect)

4. Ready Access (accessibility)

* * Health Affairs – If You Build it, Will They Come? Designing a Truly Patient-Centered Health Care

Oneview
Revolutionizing Patient Experience

Definition
Patient Experience
is based on the patient's perception of quality (service).

"The sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care." *
Measured: VBP, HCAHPS

Definition
Patient Engagement
is based on the patient's active and continued participation in managing their health.

Measured: Meaningful Use Stages, Payment Reform under Affordable Care Act, VBP, 30 Day Re-Admits

The Patient Experience is about perceptions and Patient Engagement is about actions and behaviors.
A patient can conceivably be satisfied with their healthcare experience while having minimal engagement.

Organizational Focus

- Regulatory and Quality Mandates

  - Federal and State

- Today's Infrastructure Does Not Support Engaging Patients of Tomorrow

  - Resource reallocation

  - Technology dependency

Shared Decision Making

- 92% of US adults want to share health decision making.*

- Patients who received enhanced decision making had medical costs that were 5.3% lower than those receiving usual support, and 12.5% fewer hospital admissions.*

- Leads to lower hospital admissions, fewer re-hospitalizations, less spending, improved patient safety outcomes and greater patient satisfaction.*

* * The state of patient engagement and Health IT (HIMSS)

* ** Health Affairs – Patient Engagement

Knowledge Accessibility

- 90% of patients want accessible self-service options to engage with providers
  - 83% want health info access, 72% want online scheduling, and 72% want refilling prescriptions online.*
- Engagement tools lack ability today, change is on the horizon
  - By 2019, 66% of health systems will offer digital self scheduling. 64% patients will book appointments online resulting $3.2B in value and competitive boost.***
  - 73% of Millennials are interested in their doctors using mobile devices to share info**

Collaboration and Empowerment

- Study published by Center for Healthcare Quality and Reform shows **50% of readmissions are preventable**
  - 15% noncompliance and under education on medications. 18% diet education management
  - 15% inadequate Discharge Process. Patient Feedback: 64% Mentioned Provider Did Not Discuss or Provide Tools
- Engaged patients still require guidance
  - 40% receive no ongoing care recommendations from their physician/provider**
  - Patients with low PAM scores incurred 21% higher costs than patients with high PAM scores.*

Oneview
Revolutionizing Patient Experience

Healthcare Journey

- Pre
- During
- Post
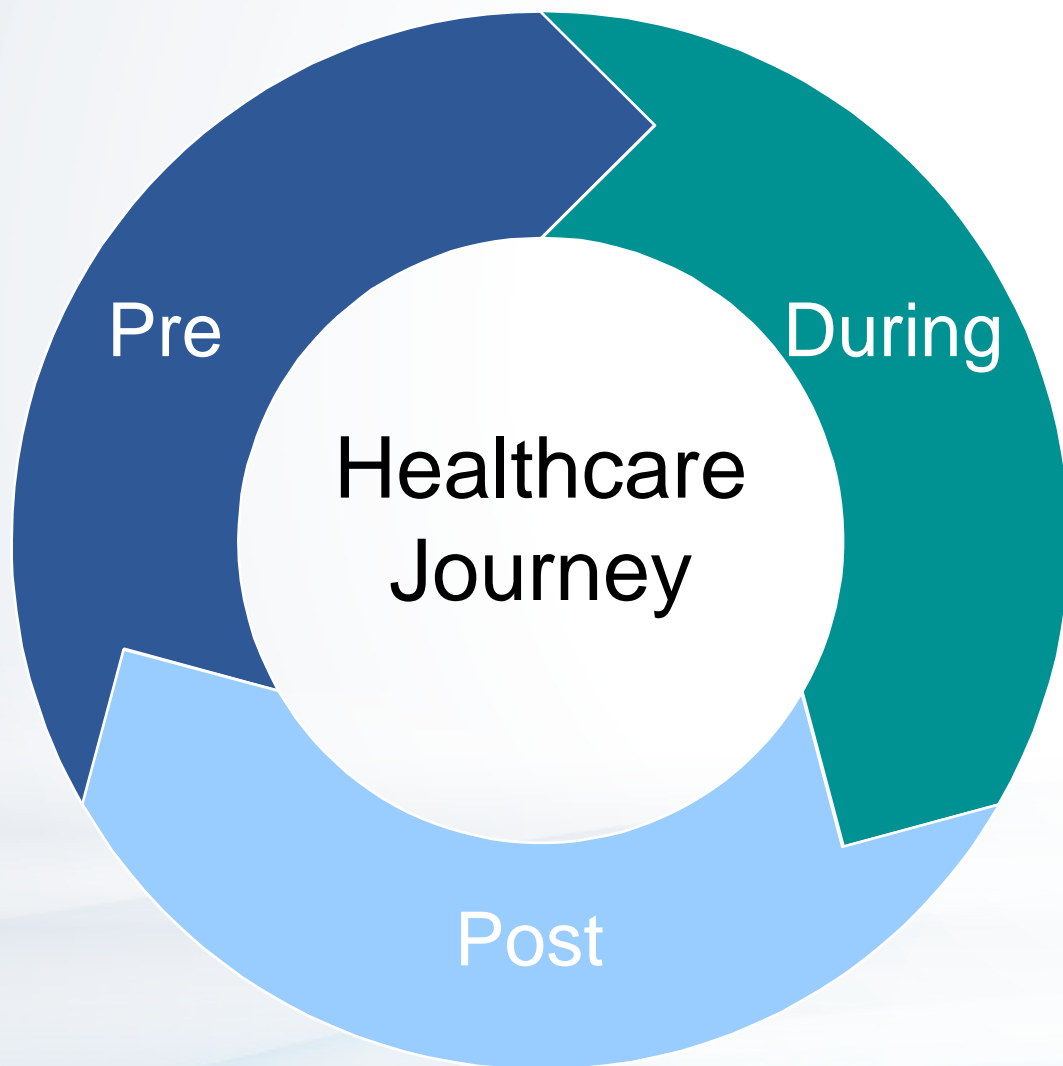
- Understand the consumer/patients needs based on the stage of the journey
- As an enterprise understand your objective/outcome at each stage
- Determine engagement technology need based on stage