

Engaging People to Live their Healthiest Lives Possible

TAMMY RICHARDS RN, MSN

DIRECTOR, PATIENT AND CLINICAL ENGAGEMENT



Shared Accountability

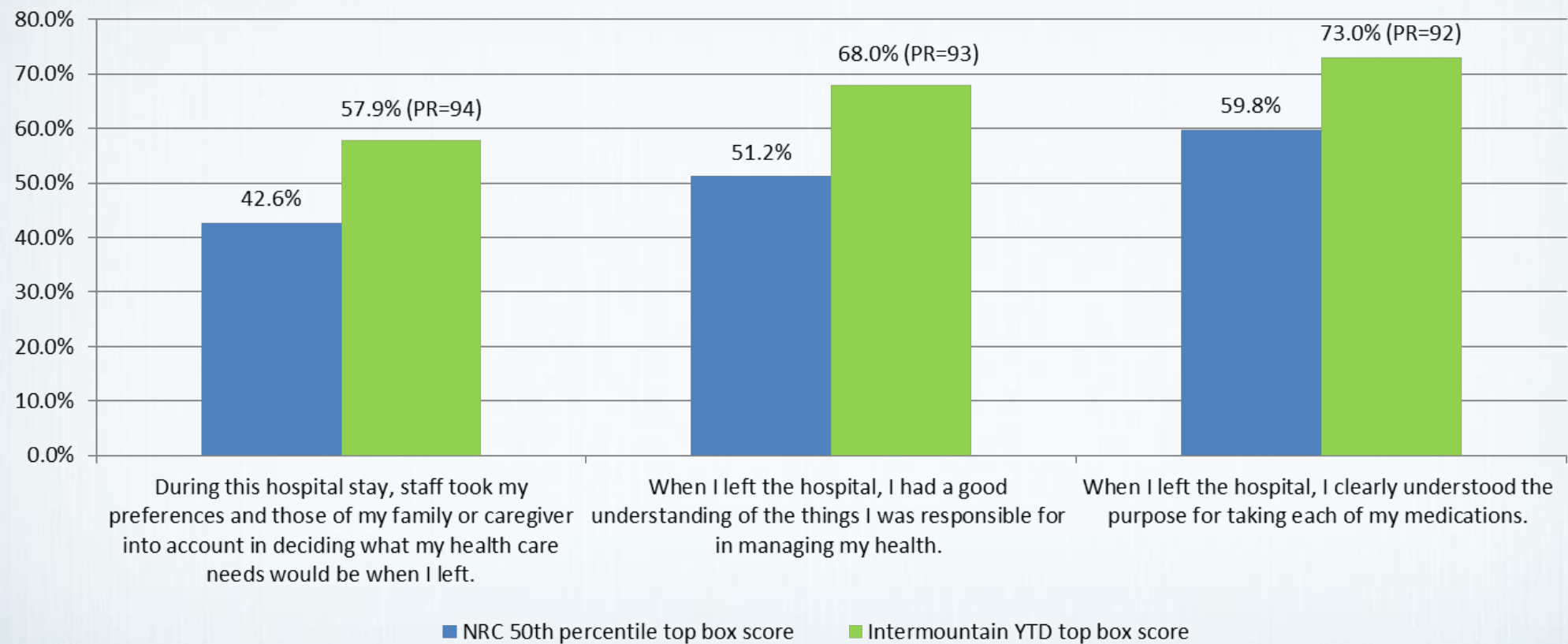
**Evidence
Based
Care**

**Engaging
Patients**

**Aligning
Incentives**

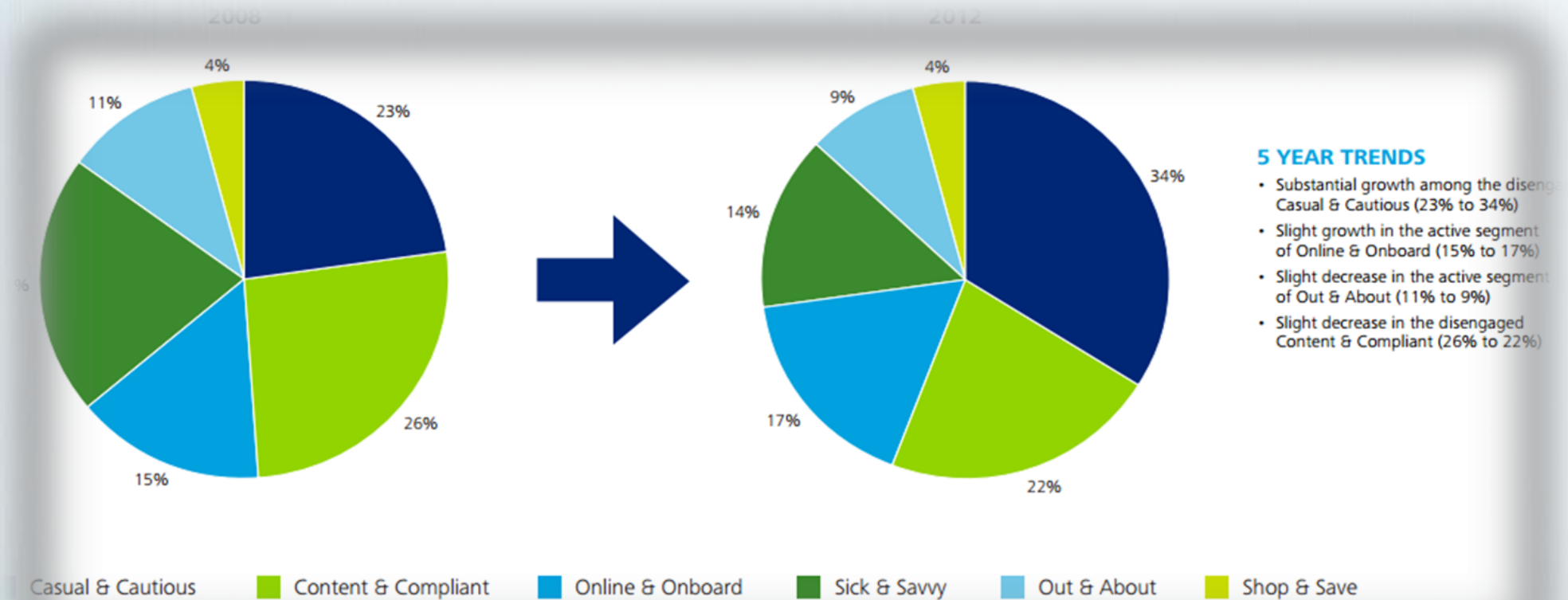
HCAHPS

Care Transitions

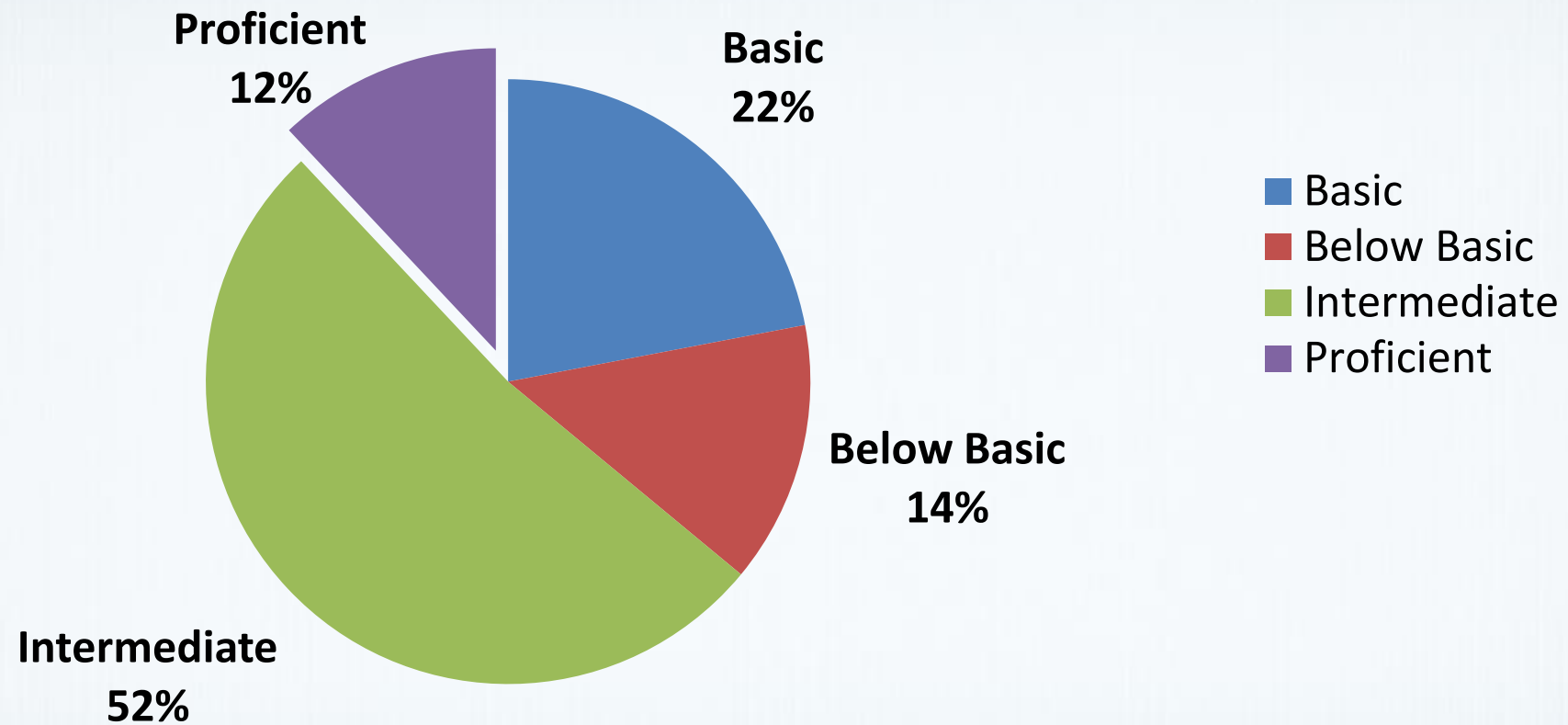


Deloitte Report: State of Engagement

Comparison: 2008 and 2012

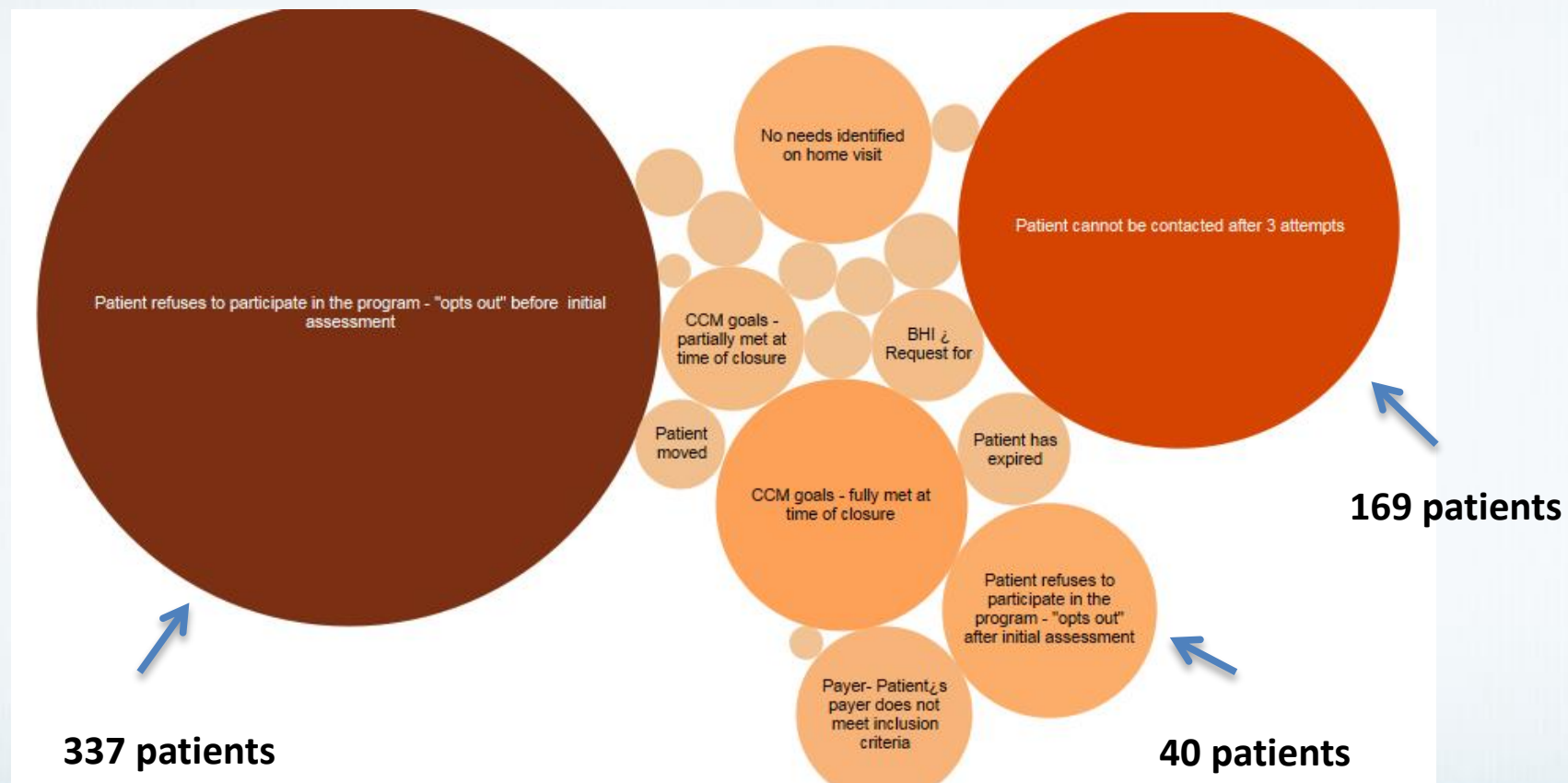


National levels of literacy



“Opting out”

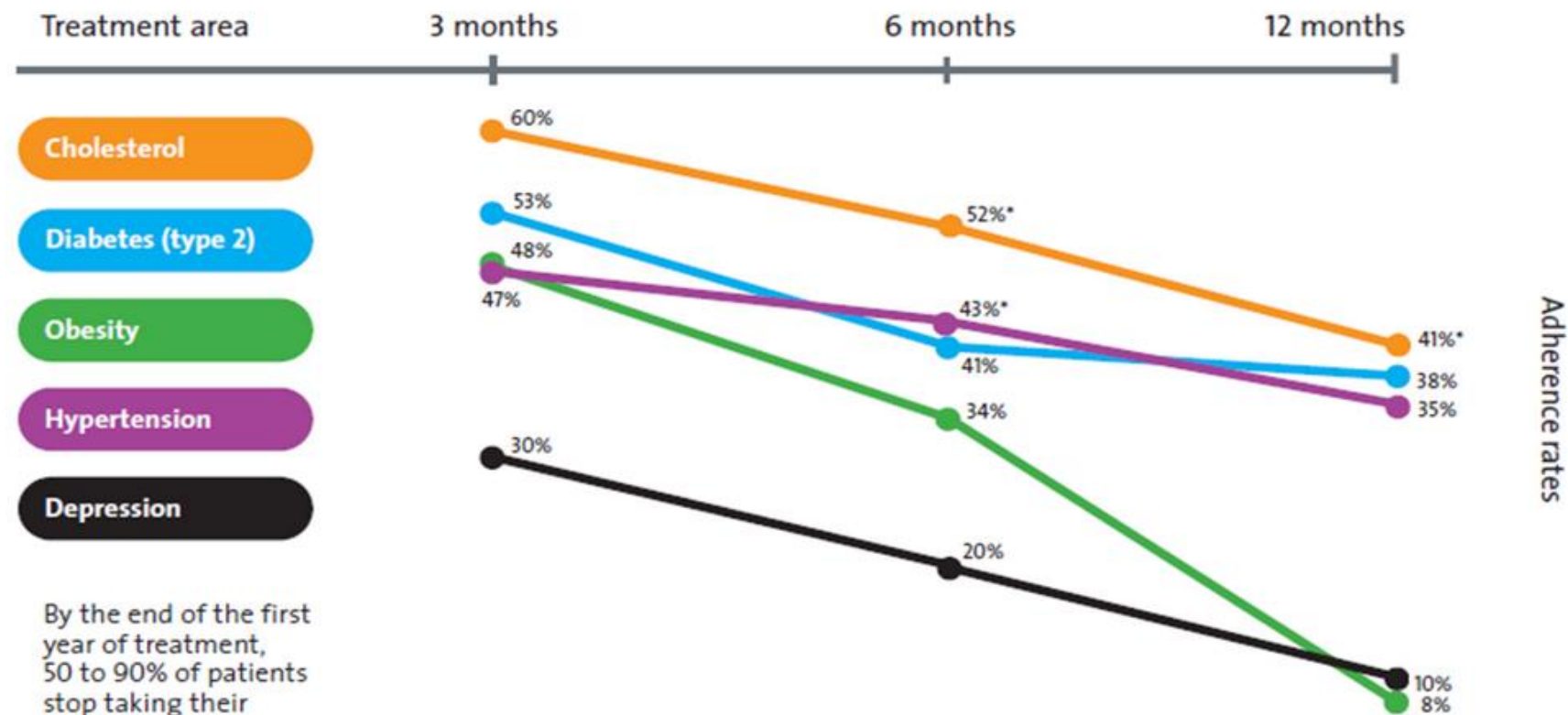
Community Care Management



Adhering to Medical Treatment

Many patients stop taking their medications

Adherence rates plummet in just a few months

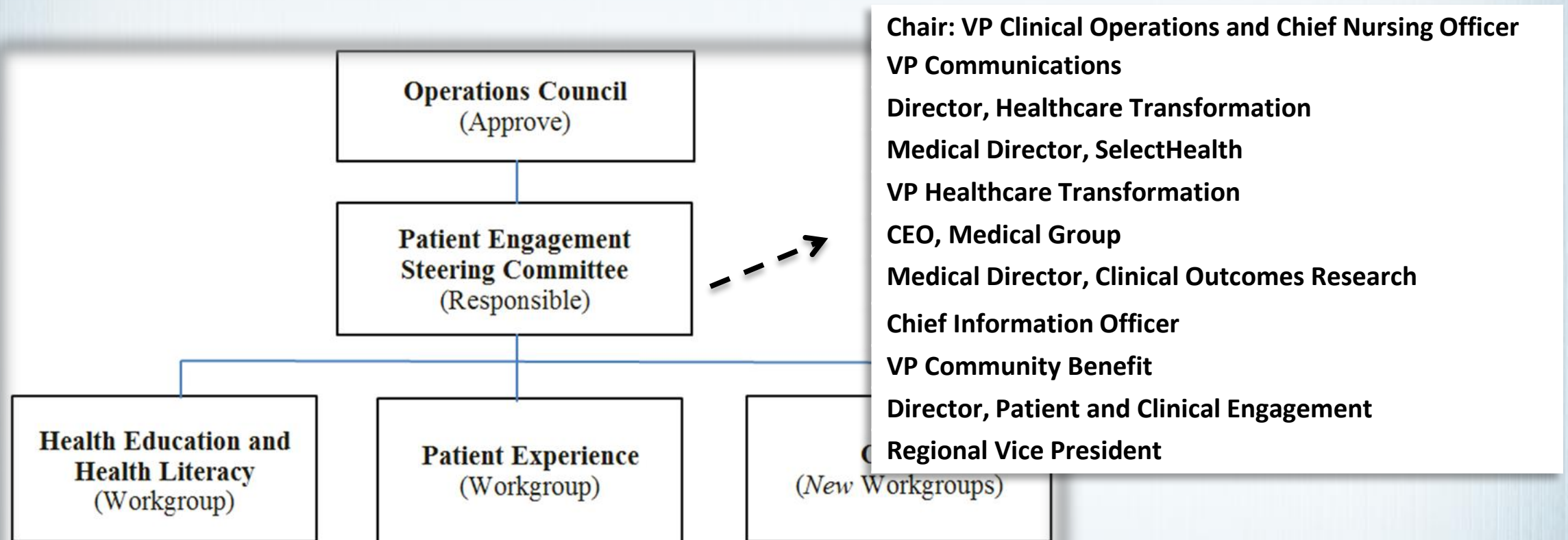


* Adherence rate ranges were averaged. Source: Various sources; A.T. Kearney analysis

OUR JOURNEY



Infrastructure



Patient Engagement

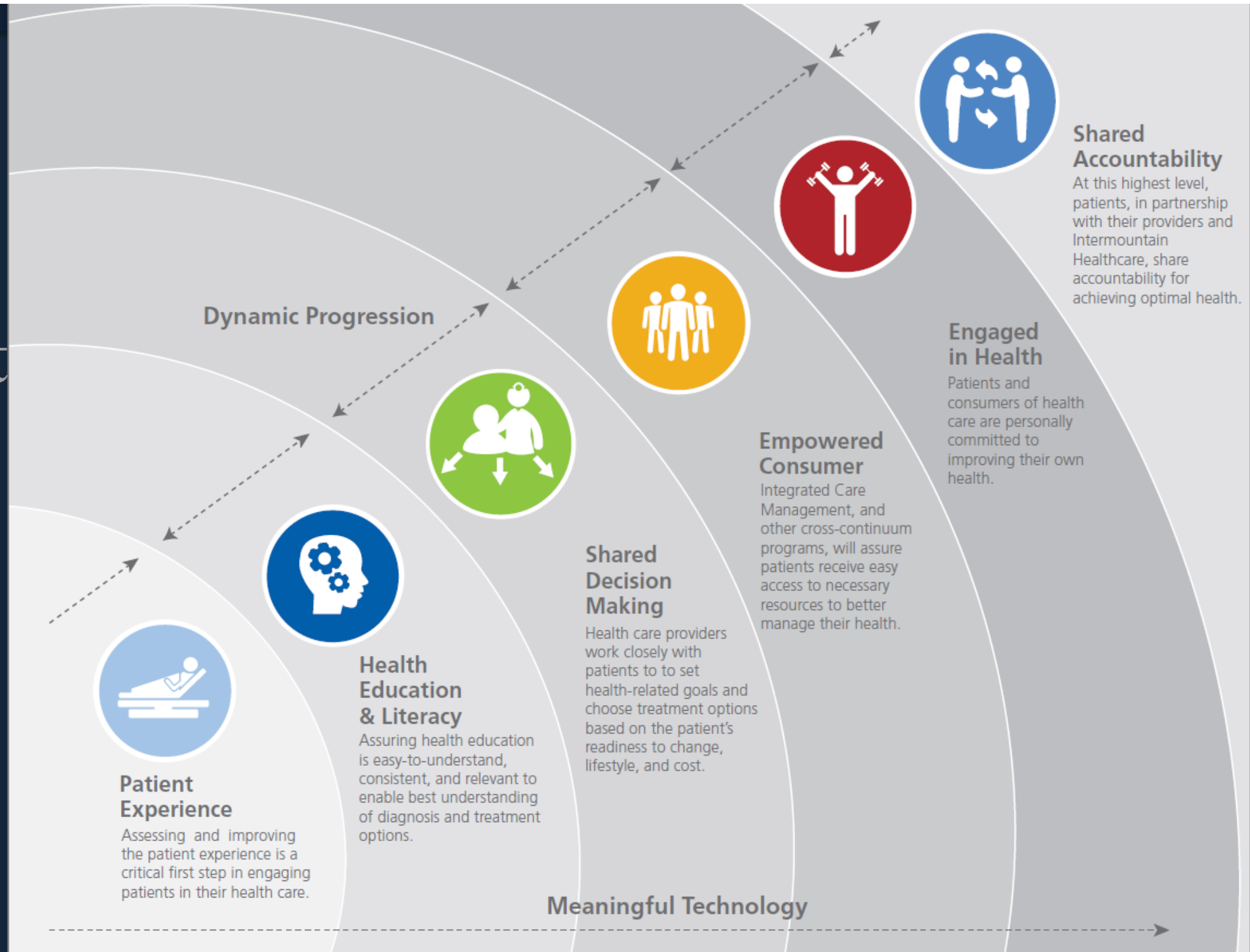
Definition: The effective partnership between the patient, their family and the healthcare team to collaboratively achieve the patient's health-related goals.

SWOT analysis

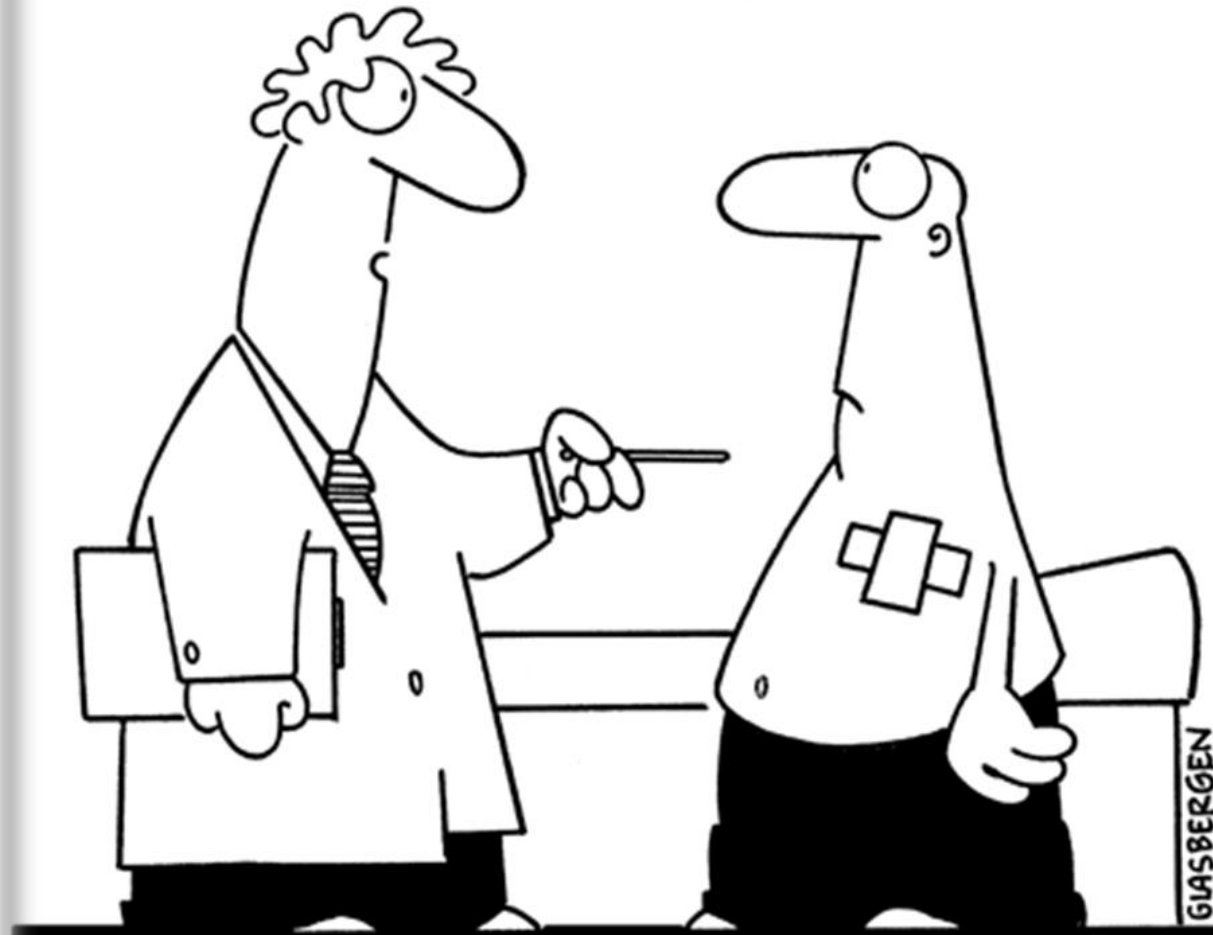
Preparatory for the development of our strategic plan.



Patient Engagement Framework



© Randy Glasbergen
www.glasbergen.com



**“It’s a pacemaker for your heart,
plus you can download apps for your
liver, kidneys, lungs, and pancreas!”**





Patient experience

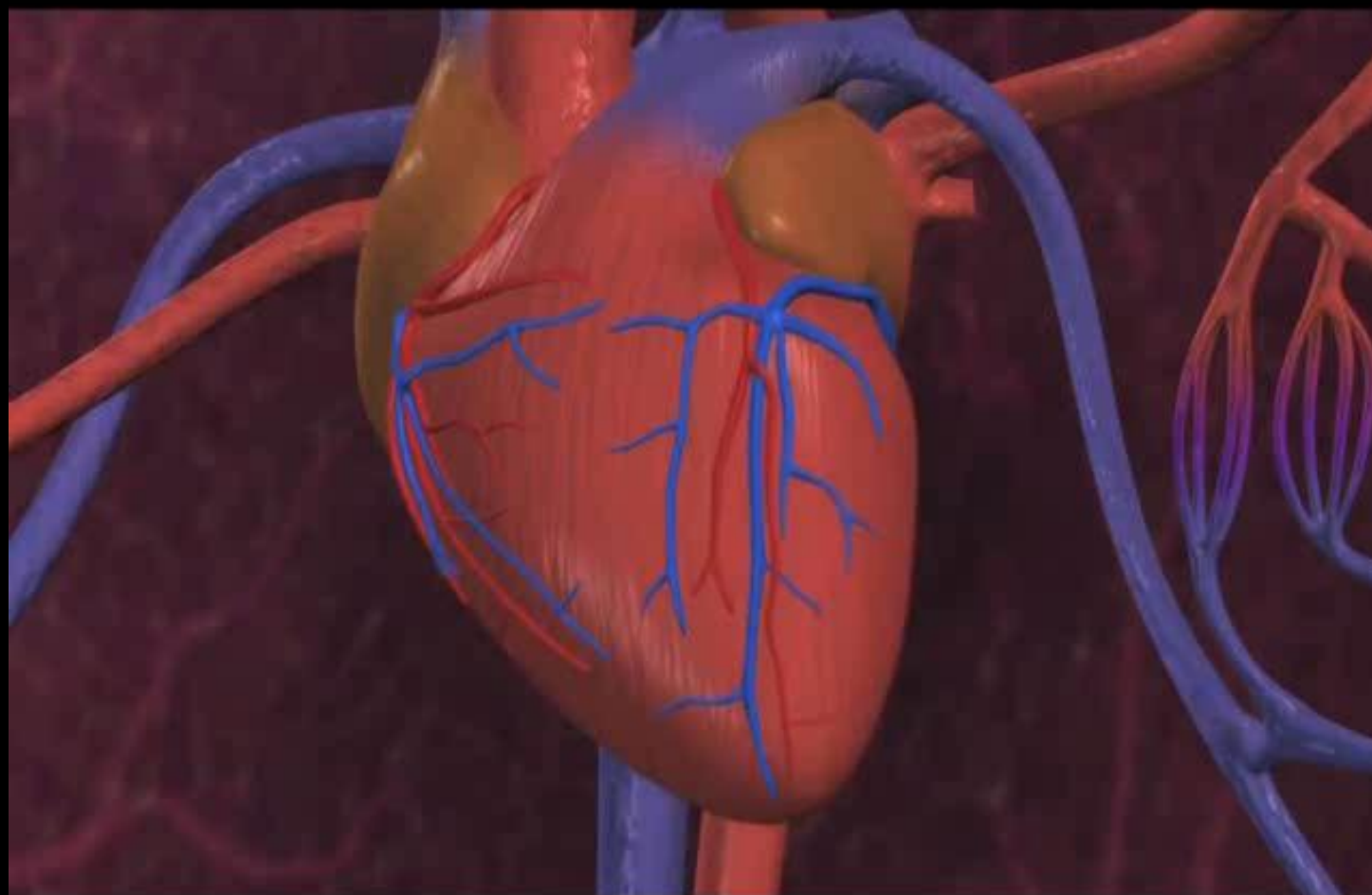
Incorporate perspectives of patients and families into the planning, delivery, and evaluation of healthcare.



Health education and health literacy



Track distribution and usage of easy to understand, integrated written and electronic patient education materials.



Shared decision making



Select a single primary shared decision making technology solution.

Empowered consumer



Develop and implement an evidence-based, patient-centered behavior change program.

Engaged in health

Define patient engagement technology strategy and process.



Love this! **Skin on skin**
promotes infant health ...

Intermountain
Moms

Health Hub



- 10 Services
- Available in App Store and Google Play

Telehealth



TeleCritical Care
TeleStroke
TelePsychiatry
Remote Neonatal Resuscitations
TeleLactation
Pediatric Craniofacial Clinic
Remote Care Manager
Diabetes Education
TeleWound Care
Rescue Mission

Telehealth



TeleCritical Care

TeleStroke

TelePsychiatry

Remote Neonatal Resuscitations

TeleLactation

Pediatric Craniofacial Clinic

Remote Care Manager

Diabetes Education

TeleWound Care

Rescue Mission

iCentra

AN INTERMOUNTAIN-CERNER COLLABORATION



iCENTRA 101



iCentra 101: Your Toolkit for Leading Change

As a manager, you play a vital role in the success of the iCentra implementation and ultimate transformation of our organization. You represent your leadership team and are a source of information about the project for your employees. In addition, your contributions in the following three areas are invaluable to our success:

COMMUNICATE

You play a critical role directing information from leadership to your employees.

As you distribute and cascade project communications, you help promote the iCentra vision and generate excitement. We will provide the tools you need to share information with your employees and colleagues.

CONNECT

You are already a point of contact between leadership and your employees.

With iCentra, the time you take to share feedback from leadership to employees and from employees to leadership has a direct impact on the success of the project. You can help us fill gaps in information and address concerns.

PREPARE

You are the eyes and ears of the project, gauging readiness throughout your area and helping the project team bolster areas of concern, address risk, and use resources appropriately. In addition, you are responsible for ensuring your employees are trained and ready for Go Live and for helping those who need additional support to get there.

iCentra

PATIENT SAFETY

If you see a patient safety issue, please act to keep the patient safe and report it as soon as possible.

PATIENT EXPERIENCE

Continue to focus on the patients you are working with and build their confidence that they are getting the best care.

PROFESSIONALISM

Don't let the change to a new computer system keep you from being the professional caregiver that you know how to be.

Shared accountability



Identify metrics for measuring patient engagement progress and performance.

Telehealth



TeleCritical Care

TeleStroke

TelePsychiatry

Remote Neonatal Resuscitations

TeleLactation

Pediatric Craniofacial Clinic

Remote Care Manager

Diabetes Education

TeleWound Care

Rescue Mission



**Patient Engagement
Starts...**NOW****

Questions?