

Improving Patient Experience Through Mobile Technology

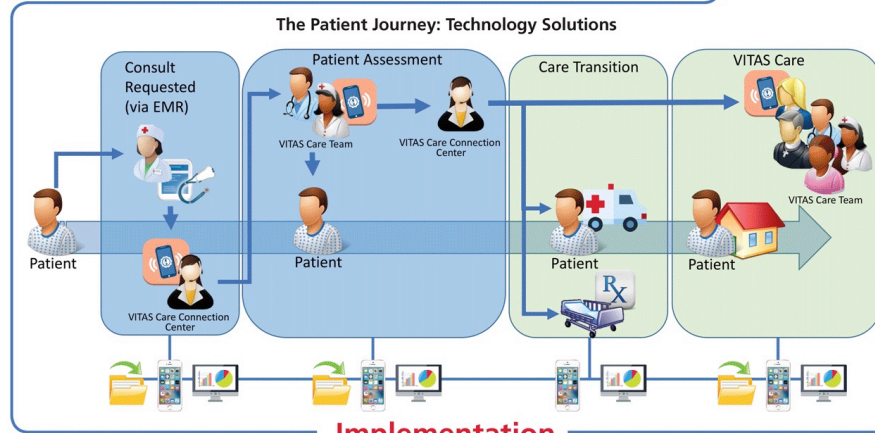
The Challenge

The VITAS patient experience starts outside of our organization. Every care transition holds the risk of frustrating patients, introducing medical errors and forcing unwarranted costs.

- A rigid workflow requiring a great deal of PC-based systems that negatively impacted patient engagement and frustrated clinical staff

The Goal

- Improve patient transition experience into hospice
- Reduce time and errors incurred during patient admission
- Increase the speed to bedside by VITAS clinicians



Implementation

Introducing interoperability solutions, mobility and logistics across the patient journey

Patient Experience Solutions

Interoperability Solutions: transfers medical chart data from thousands of sources in real time to our clinical team in the field

Mobility: clinical staff outfitted with secure, fully native mobile device that serves as their clinical workstation

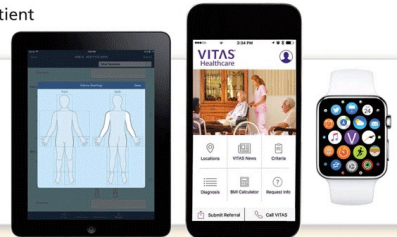
Logistics: uses data as a strategic tool for decision-making for the deployment of care

The Success Story

The following benefits have been realized due to the Patient Experience Improvement with Mobile Technology

Patient-Focused Technology

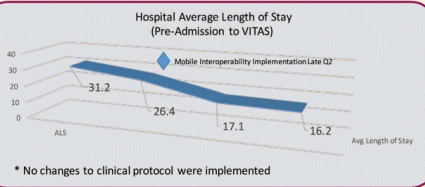
- Intuitive user interfaces allow complex documentation to be charted with the touch of your thumb or finger.
- Information is stored as it's entered so interruptions or patient needs never force clinicians to "start from scratch".
- Every transaction is authenticated with 3 factors, ensuring patient privacy and data security.



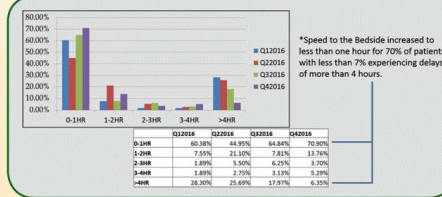
Training with the new mobile system is more than 20X more efficient

Results

Went live mid Q2 2016 with a fully integrated interoperability partnership in one of the country's top ten largest Health Systems.

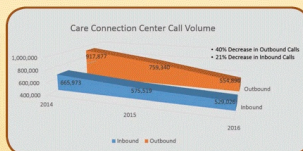


The Impact of Mobile Interoperability

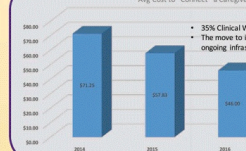


Communication

A network of Care Connection Centers (CCC) to support the intake and admissions processes and service our patients' evolving care needs 24x7x365.



Avg Cost to "Connect" a Caregiver



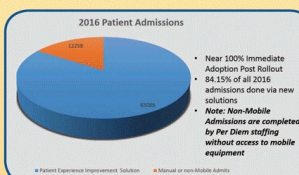
Cost Savings

The total cost of the effort was \$1,670,187. The total quantifiable return of the Patient Improvement Initiative was \$3,782,628 in Cost Savings and Cost Avoidance.



Sustainability

Successfully rolled out more than 8,000 mobile clinical workstations nationwide in less than 6 months.



Clinical Workstation Rollout

