

Patient Engagement

Key Partners for Success

Jordan Dale, MD
Associate CMIO & Hospitalist



IT'S HOW MEDICINE
SHOULD BE

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“When I go back to the quadruple aim, it starts with patient experience, and then you have quality and cost, and it ends with care team experience. “



Brian Patty, MD
VP & CMIO

Challenge: Attack the bookends of the quadruple aim

Provide examples of 3 partnerships to address the patient experience:

1. Family Connect – Virtual Rounding



2. SDOH Screening – Paired with **NOWPOW**

3. BP Management with  **higi**

All seamlessly integrated within our EHR

Acknowledgements

Family Connect / Virtual Rounding

Family Connect / Virtual Rounding

Problem

Patient's families are often unable to join rounds when children are hospitalized
Providers are busy with competing activities when parents want updates

How can we transform this experience?

Proposed Solution – Targeted NICU & PICU

Virtual rounding with a bedside camera accessible to parents with smart phone
Enable parents to participate in rounds and see their child and doctors

Family Connect / Virtual Rounding

*Rush Innovation
Tournament Winner!*

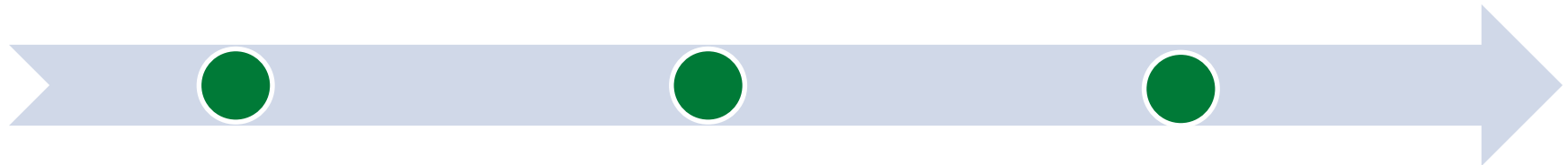
Facetime Pilot

Dec 2015

*Family
Connect*

MyChart with
Epic integrated
Vidyo

February 2018



July 2017

*Family
Connect*

Vidyo
Standalone

Automated MyChart Message

Family Connect Information

Can't be at the hospital with your child during physician rounds in the morning?

Would you like others to be able to participate with you if you are here?

Ever used Facetime or Skype with your smartphone or laptop?

WE HAVE AN OPPORTUNITY FOR YOU!

Family Connect

We are pleased to be able to offer you direct access to your child's care team through audio and video conferencing via MyChart.

Please ask your nurse or care team member for more information.

Click below if you are ready to begin scheduling:

[Schedule Family Connect](#)

Family Connect works best when using the MyChart app, available on android and iOS.

Once you have installed the app on your mobile device, please make sure that push notifications are enabled so that you can receive pre-rounding notifications.

Schedule Family Connect via MyChart

Schedule an Appointment (Baby)

START OVER

✓


Reason for visit [Edit](#)

Family Connect

✓

Time [Edit](#)


Tuesday May 1, 2018 9:00 AM



[Verify and Schedule](#)

Is everything correct?

Family Connect



Tuesday May 1, 2018
9:00 AM

Video Visit

This is a video visit - once your appointment is scheduled, please make sure your webcam is working.

Appointment Instructions

Family Connect works best when using the MyChart app, available on [android](#) and [iOS](#).

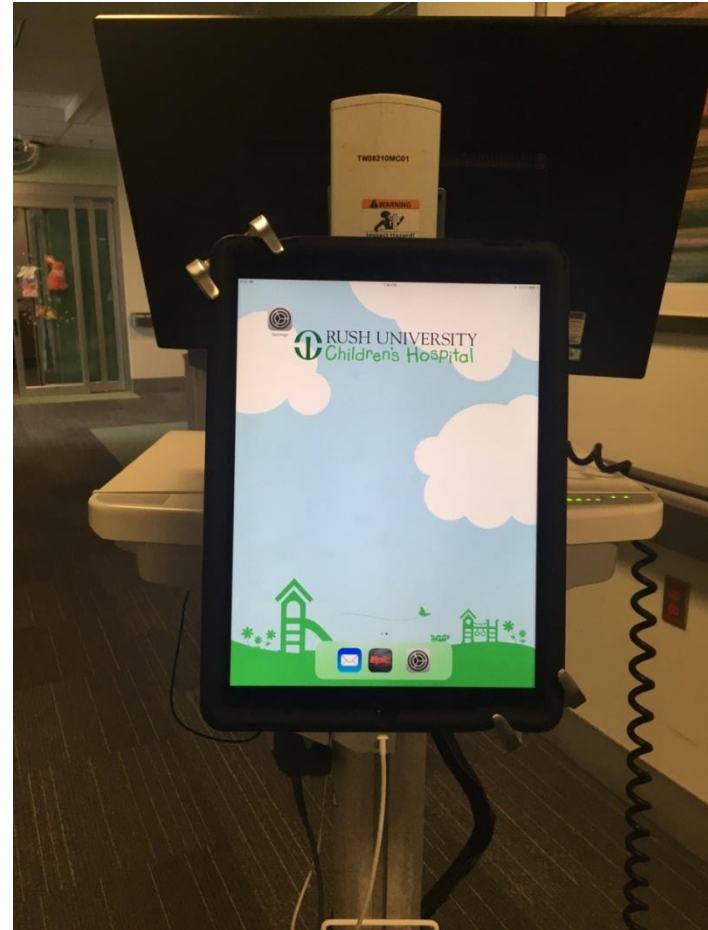
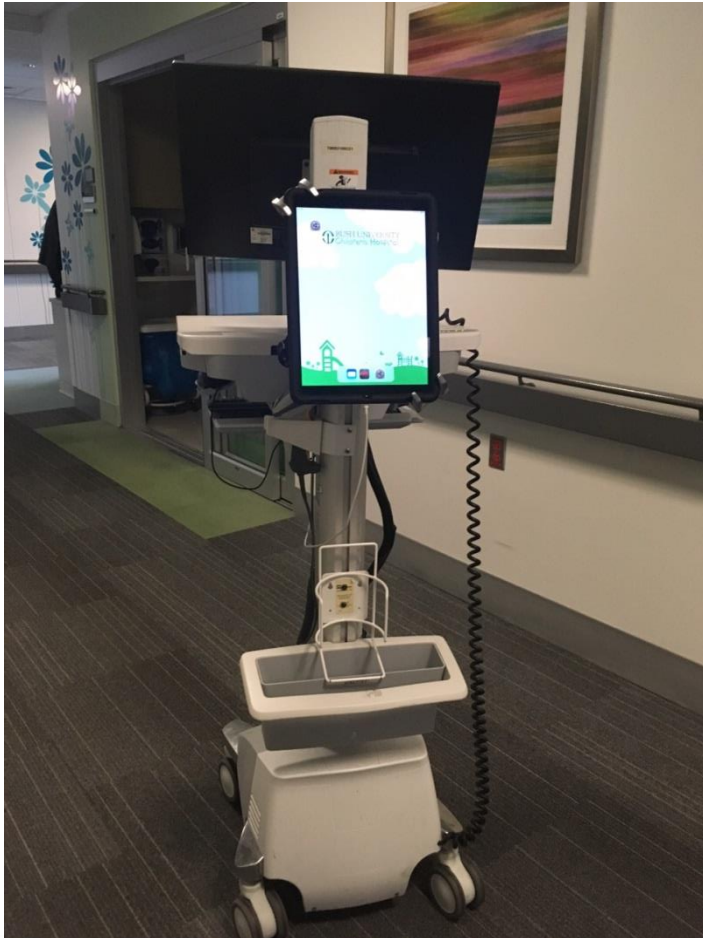
Once you have installed the app on your mobile device, please make sure that push notifications are enabled so that you can receive pre-rounding notifications. We are able to see when you are connected to the system.

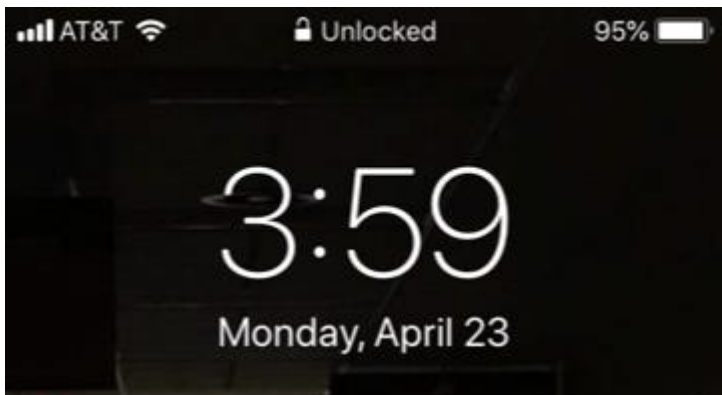
If you are not connected when we are getting close to your child's room, we will try to send you a pre-rounding notification.


SCHEDULE

Comments:

Additional details about this visit (required)






 MYCHART

Family Connect - A patient you have access to will be rounded on soon. Please log into MyChart to join the video visit for today.



iPad 3:54 PM



Today



Sun	Mon	Tue	Wed	Thu	Fri	Sat
8	9	10	11	12	13	14

Today (2 Total)

-  **Test, Baby** 6m F RUMCFC
Scheduled: Family Connect Video
-  **Mychart, Baby** 6m M RUMCFC
Arrived (3:53 PM): Family Connect


NICU, FAMILY CONNECT RUMC Family Connect Custom Configuration

iPad 3:54 PM 73%


  **Mychart, Baby**
6m M T0810/A
Attd: Kimura, Robert E, MD

Allergies
Latex, Natural Rubber

Medications
No active medications.



• Patient is ready

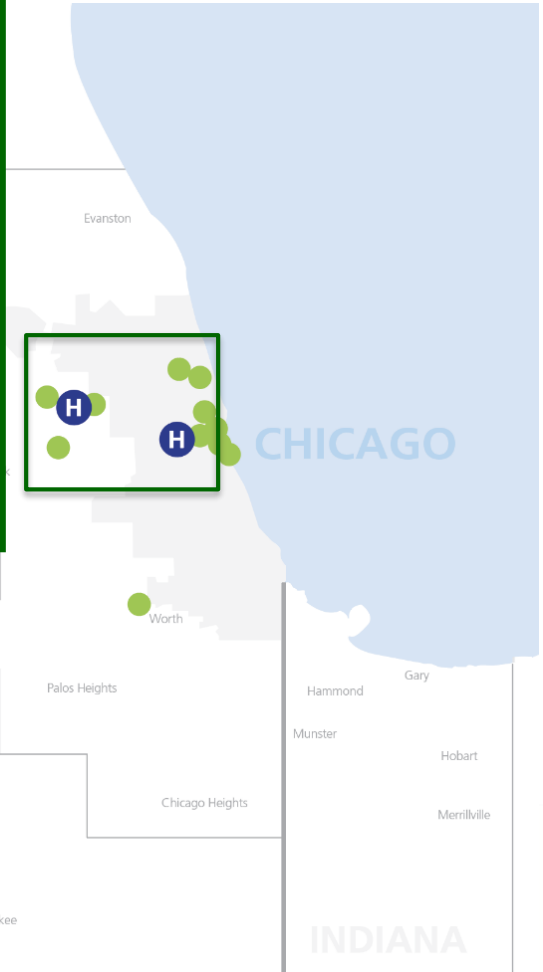
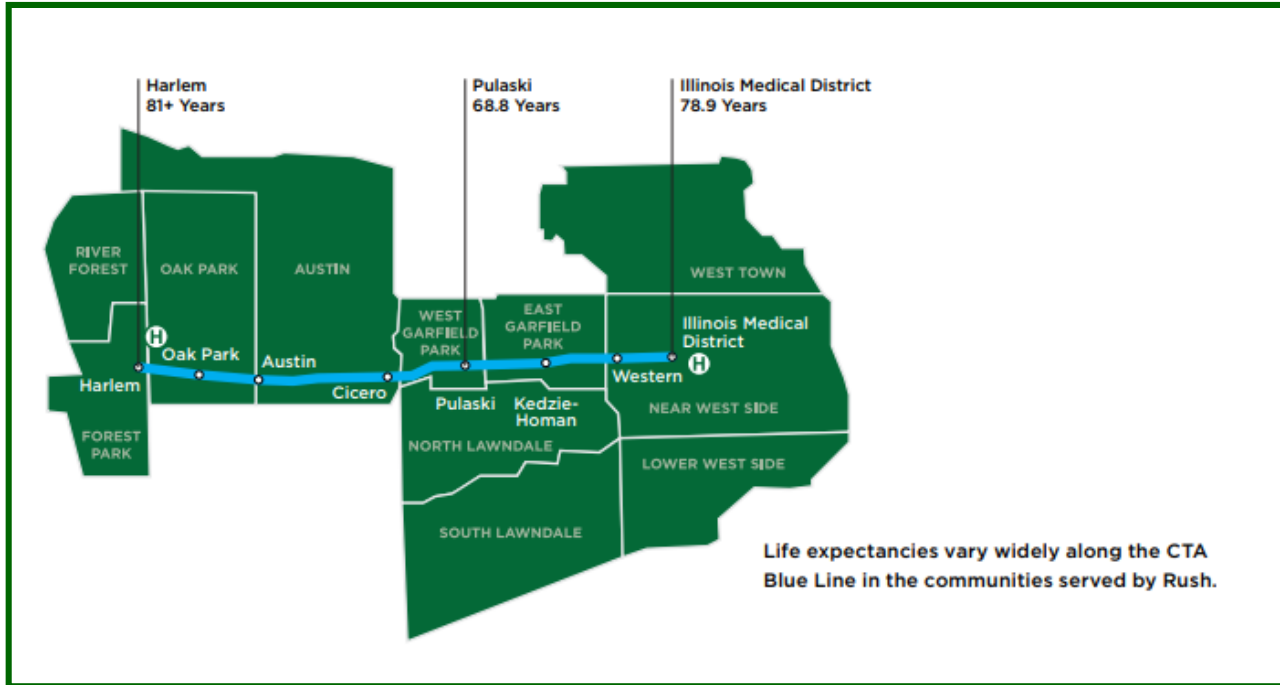
 Telemed

Extended Use to L&D

[Video](#)

Social Determinants of Health Screening & Social Service Referrals

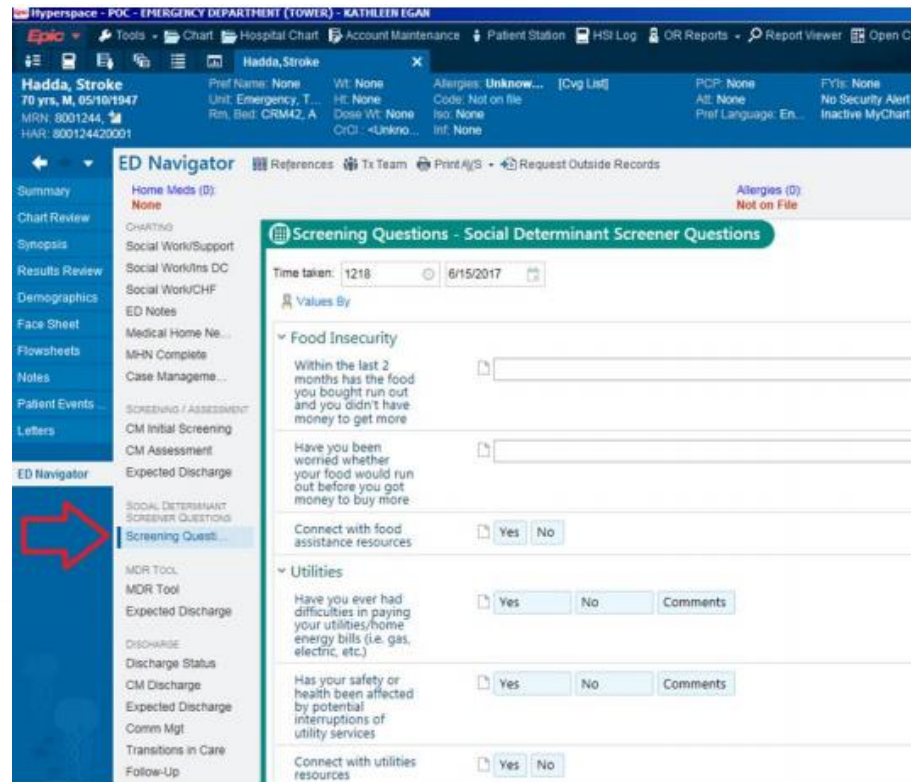
Rush as a Community Partner



Social Determinants of Health Screening

All patients at Rush are assessed within EHR via a new SDOH screening tool developed jointly by a consortium of Chicagoland health systems

Rush was 1st hospital in region to integrate tool into EHR and use this data to generate referrals for community resources and social services



The screenshot displays the Epic EHR interface for patient 'Hadda, Stroke'. The left-hand navigation menu is visible, with a red arrow pointing to the 'Screening Questions' option under the 'ED Navigator' section. The main content area shows the 'Screening Questions - Social Determinant Screener Questions' form. The form includes a 'Time taken' field set to 1218 and a date of 6/15/2017. The 'Values By' field is empty. The form is divided into two main sections: 'Food Insecurity' and 'Utilities'. The 'Food Insecurity' section contains three questions: 'Within the last 2 months has the food you bought run out and you didn't have money to get more', 'Have you been worried whether your food would run out before you got money to buy more', and 'Connect with food assistance resources'. The 'Utilities' section contains two questions: 'Have you ever had difficulties in paying your utilities/home energy bills (i.e. gas, electric, etc.)' and 'Has your safety or health been affected by potential interruptions of utility services'. Each question has a dropdown menu for response options (Yes, No) and a 'Comments' field. The 'Connect with food assistance resources' and 'Connect with utilities resources' questions have 'Yes' and 'No' buttons.

A tool for providing social referrals to a range of community resources

Screener information is exchanged with NowPow via SMART on FHIR



NowPow algorithm uses SDOH screening data to suggest range of social services and clinician can quickly “prescribe” these services if appropriate

Closed Loop Referral – as patient utilizes prescribed services NowPow API notifies Rush EHR

If patient doesn't utilize service, social workers can “nudge” the patient via text or email reminders

Initial Results

First 30 Days:

70 Individuals Prescribed Social Services

None returned to ER within 30 days

60% visited prescribed shelters

400+ meals served

70% visited prescribed counseling

90% took advantage of transportation

resources

HTN Management

What's the big deal?

- Over 14,000 Rush University Medical Group patients are being managed for hypertension with a monthly visit to the clinic for a provider to measure blood pressure.

What does this mean for our patients?

- Patients have to take the time, energy and resources to make, get and pay for an appointment every month!

How much does this cost Rush?

- The average cost for each visit is \$37 (\$6 million/year for 14,000 patients)

Accessible and Convenient

- Limit time off work for appointments

- Near work or home

- No scheduling, missed appointments, or clinic delays

- Avoid home device setup, connection and maintenance issues

Affordable

- Lowers administrative overhead, clinic cost

- Limit transport costs for hospital / patient

- No cost for patients to use (co-pays)

- No ongoing subsidies for Internet connectivity or maintenance

- No time off work for patients to use station

Scalable

- Empower self care

- Triage to see only those needing care

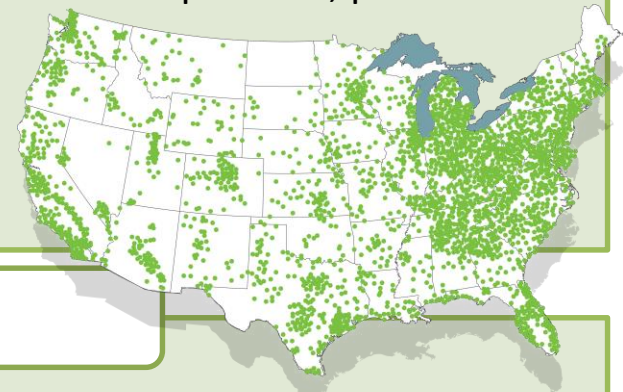
- Scales to large populations

Who is highi?

- highi is a population health enablement company that empowers consumers to measure, track and act on their health data

What is a highi station?

- highi stations allow patients to be able to check and track their blood pressure, pulse and weight in a non-clinical setting
- Serves as “check-ins” between clinical touchpoints
- FDA-Cleared Class II medical device
- Cloud based



Where are highi stations located?

- highi has approximately 11,000 FDA cleared stations throughout the country including pharmacies such as CVS, Rite-Aid, grocery stores and community centers

Value Proposition

Annual Cost

\$100 million

\$50 million

\$0 million

Doctor
Visit

\$70+ million

\$100 per
visit per
month

Nurse
Visit

\$25+ million

\$37 per
visit per
month

Deploy
Connected Cuff
and Scale to
60,000 homes

~\$15 million

\$250 per
device



Use the
higi Station
and Platform

< \$1 million

Physician Workflow

Place order for
“MyChart Patient Log – HIGI”

MyChart Patient Log - higi

Class:

CC Results:

Recipient	Modifier

After how many days would you like to receive notification of this patient's flowsheet entries?

After how many readings would you like to receive notification of this patient's flowsheet entries?

What is the highest acceptable systolic value for this patient?

What is the lowest acceptable systolic value for this patient?

What is the highest acceptable diastolic value for this patient?

What is the lowest acceptable diastolic value for this patient?

Comments:

PATIENT LOGS

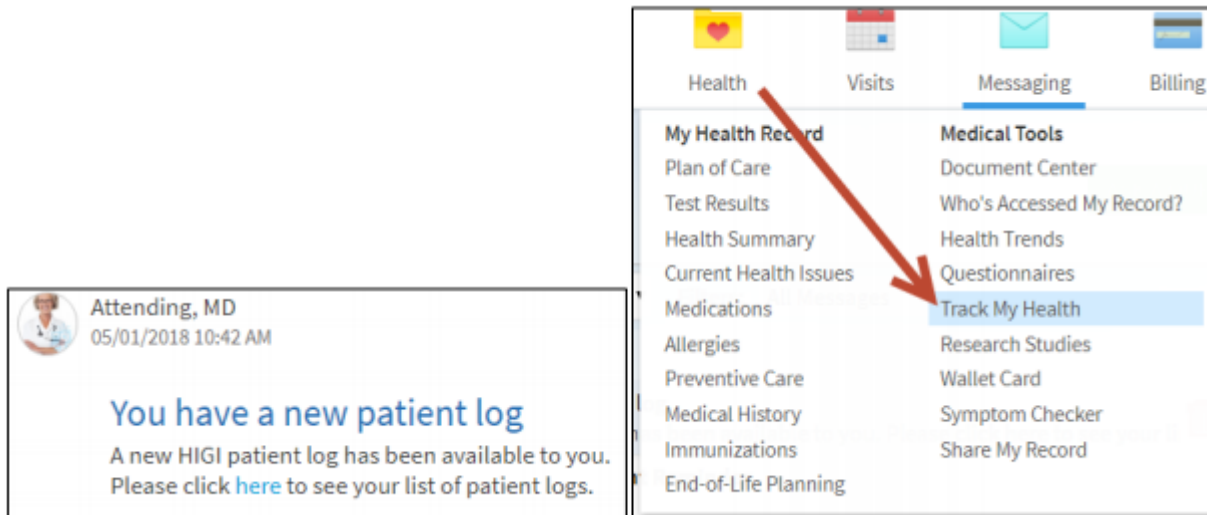
- Please log into your MyChart account at "http://mychart.rush.edu" to document data as described below.
- You will see a new message in your inbox from your Provider: click on the message and follow the directions to the New Patient Log (Flowsheet), in which you document data outside of clinic visits.

[Show Additional Order Details](#)

Patient Workflow

Prerequisite: Patient must have MyChart account & create a Higi account

Receives notification that new patient log is available



Attending, MD
05/01/2018 10:42 AM

You have a new patient log
A new HIGI patient log has been available to you.
Please click [here](#) to see your list of patient logs.

Health	Visits	Messaging	Billing
My Health Record			
Plan of Care			
Test Results			
Health Summary			
Current Health Issues			
Medications			
Allergies			
Preventive Care			
Medical History			
Immunizations			
End-of-Life Planning			
		Medical Tools	
		Document Center	
		Who's Accessed My Record?	
		Health Trends	
		Questionnaires	
		Track My Health	
		Research Studies	
		Wallet Card	
		Symptom Checker	
		Share My Record	

Patient Workflow

Instructed to link Higi & MyChart Accounts

Fitness Tracker Accounts

If you have an account with one of the following services, we can help you collect data for any measurements that you decide to share.



CONNECT ACCOUNT

Authentication Required

You need to sign into your account to continue.

Log In

Enter Mobile Number or Email Address

Next

Don't have an account? [Create Account](#)




Patient Workflow

Instructed to link Higi & MyChart Accounts

Fitness Tracker Accounts

If you have an account with one of the following services, we can use their data to fill collect data for any measurements that you decide to link.



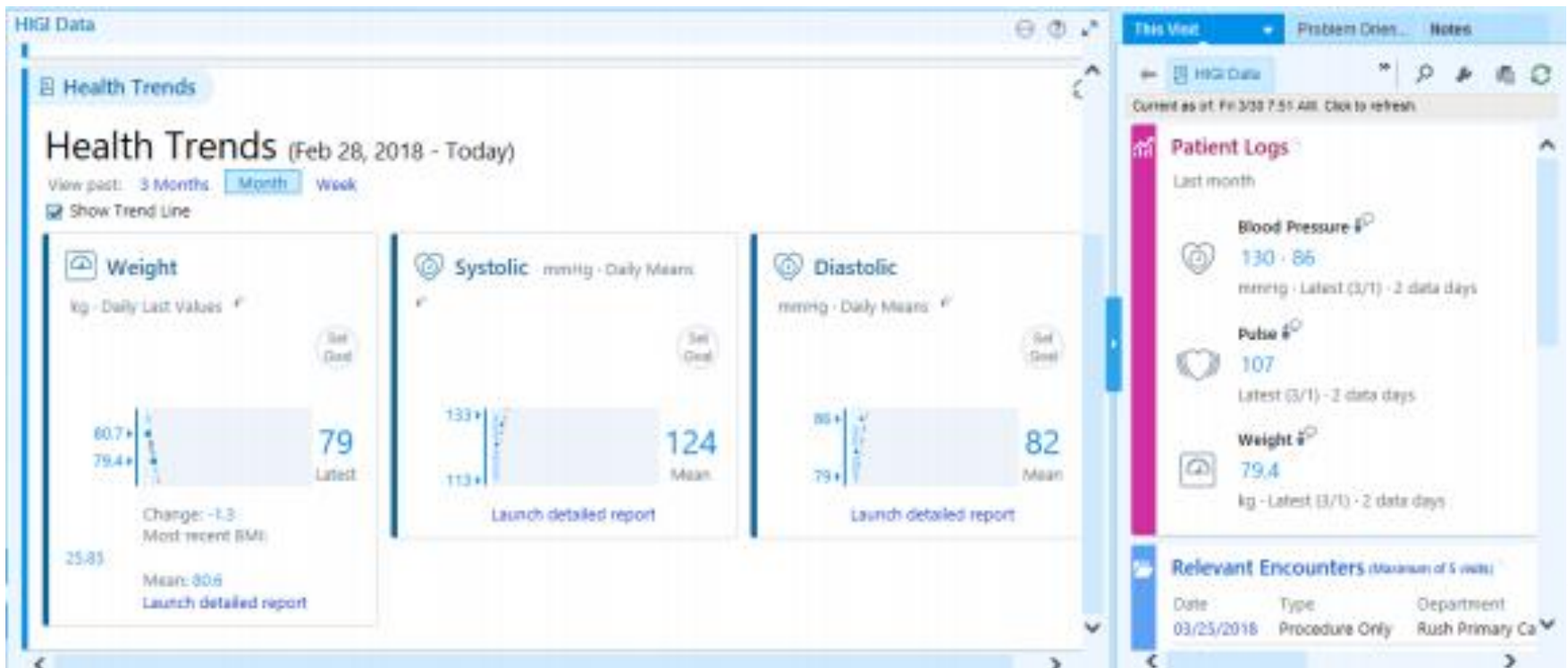
Weight	SYNC NOW
Appears in: Patient -Entered Weight Log, HIGI	UNLINK

Last synced on Tuesday, May 1, 2018 at
11:09 AM

Physician Workflow

Review Patient-Entered Data Via New Reports

Triggered notifications via log parameters



Next Steps

Provide patients 5 nearest Higi station locations to their home on AVS

Collaborate with Higi to get customized integration within Epic's App Orchard to enable all Epic organizations to use this functionality

As we build our MyRush mobile app, enable log into station via mobile device

Improve population health management with further biometric data collection

Reimbursement opportunities – CPT 99091



“At Rush, we are focused on improving the health of our surrounding communities. A leading cause of morbidity and mortality in Chicago’s West Side is unmanaged hypertension and heart disease. By connecting high health stations with Epic workflows, we are trying to improve access, regularly measure biometrics, and work with our community partners to better understand and address social determinants of health.”



Shafiq Rab
SVP & CIO

Questions?

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