Patient Engagement

Key Partners for Success

Jordan Dale, MD

Associate CMIO & Hospitalist

Jordan_Dale@rush.edu

@JDaleMD

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IT'S HOW MEDICINE SHOULD BE

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Rush University Medical Center

“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

3. BP Management with

All seamlessly integrated within our EHR

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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

July 2017

Family Connect

Vidyo Standalone

Family Connect

MyChart with Epic integrated Vidyo

February 2018

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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.

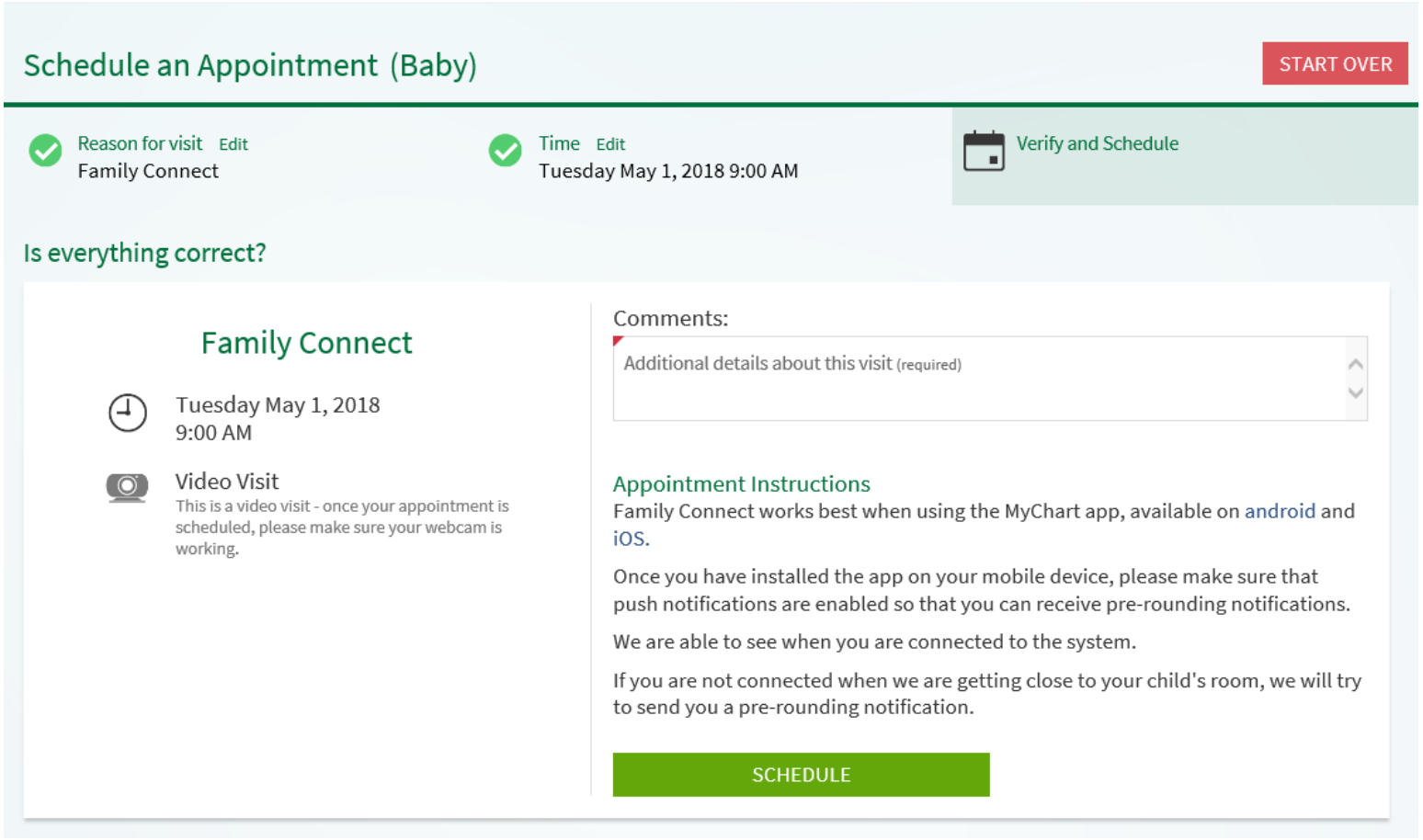
Click below if you are ready to begin scheduling:

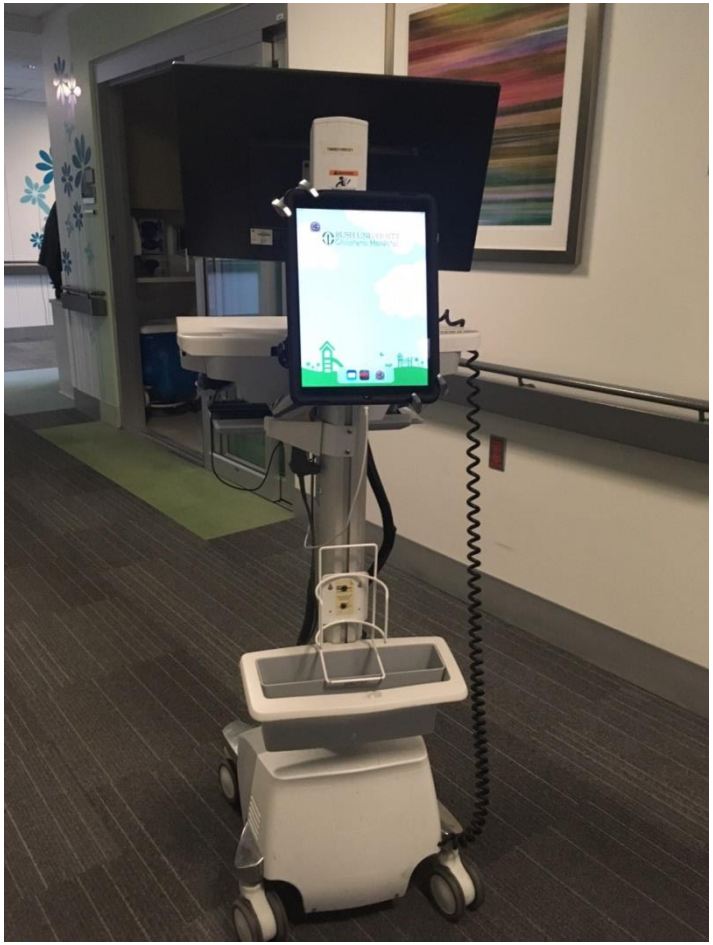
Schedule Family Connect

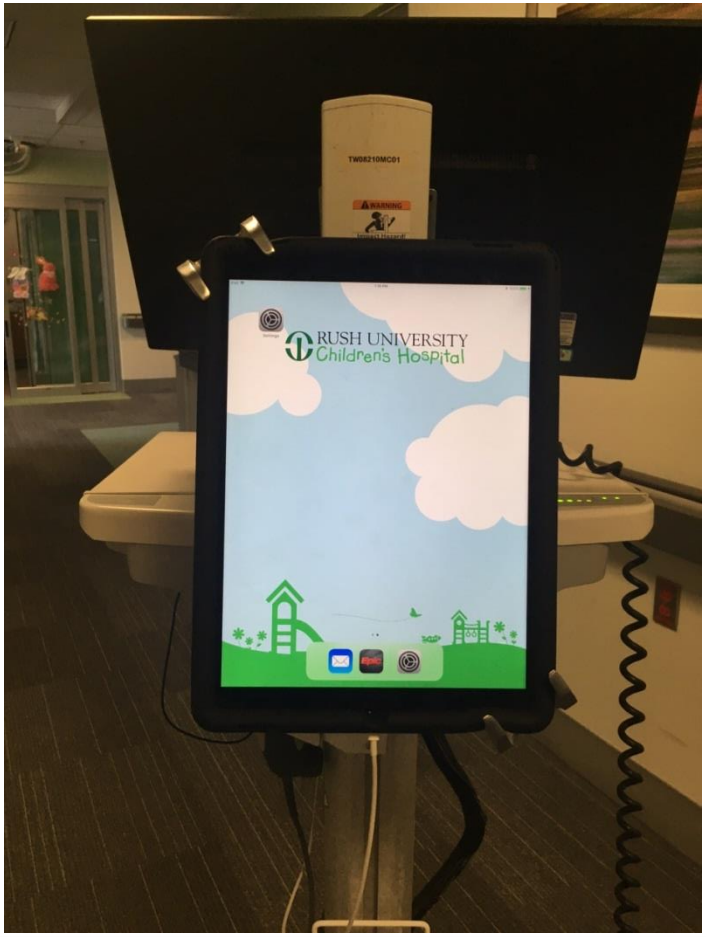
Family Connect works best when using the MyChart app, available on android and iOS.

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



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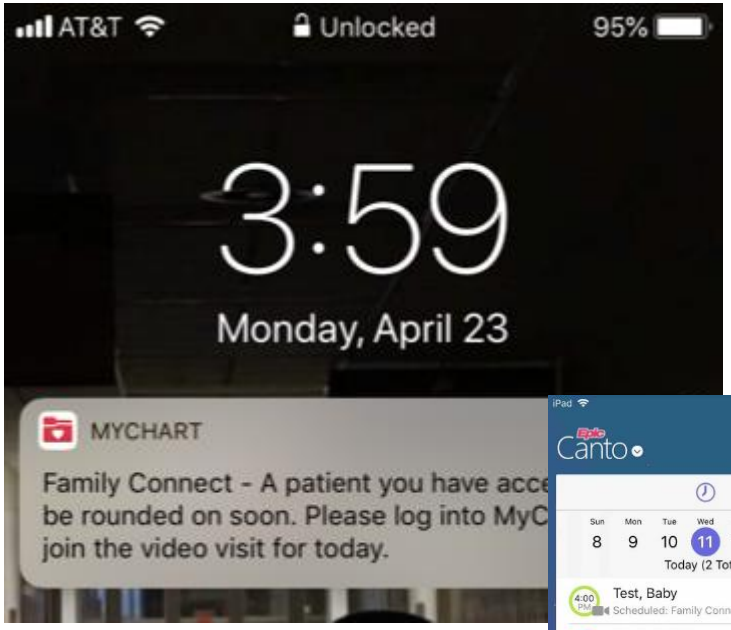
Children's Hospital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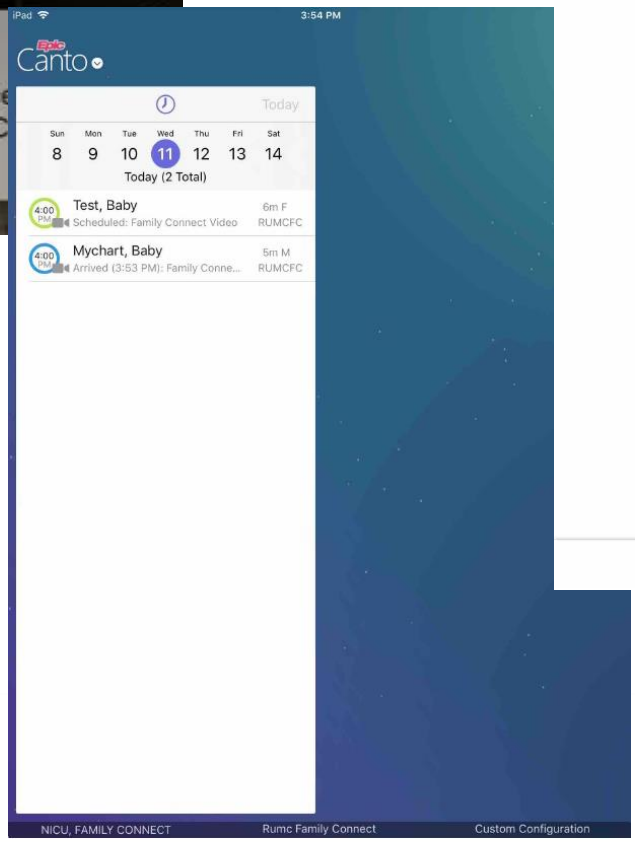
Monday, April 23
MYCHART
Family Connect - A patient you have acc
be rounded on soon. Please log into MyC
join the video visit for today.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3:54 PM
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Today (2 Total)
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Scheduled: Family Connect Video
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RUMCFC
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5m M
RUMCFC
NICU, FAMILY CONNECT
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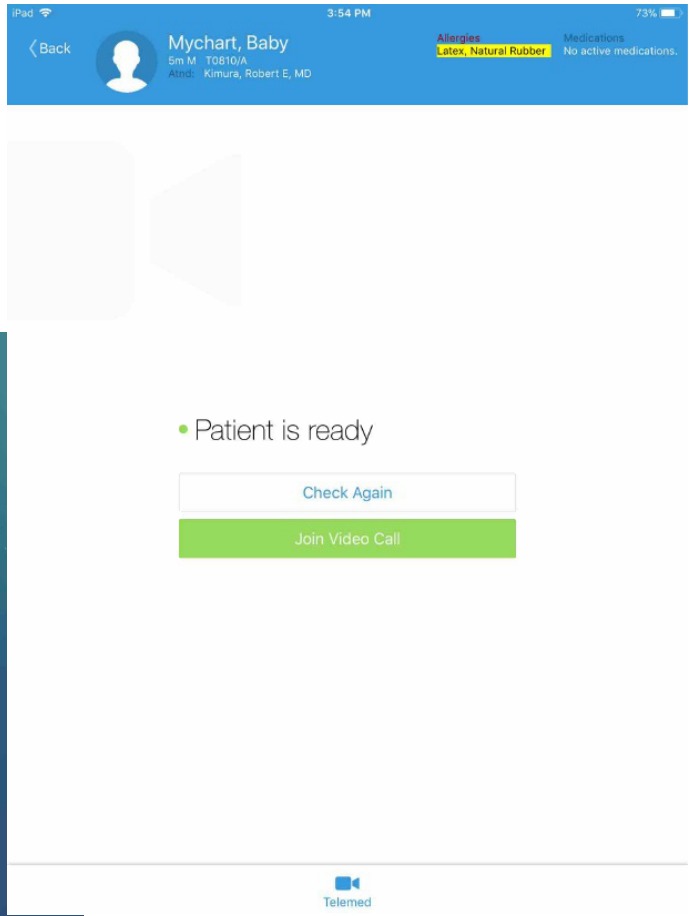
Custom Configuration


iPad
3:54 PM
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Attnd: Kimura, Robert E, MD
Allergies
Latex, Natural Rubber
Medications
No active medications.
Patient is ready
Check Again
Join Video Call
Telemed

Extended Use to L&D

Video

Social Determinants of Health Screening & Social Service Referrals

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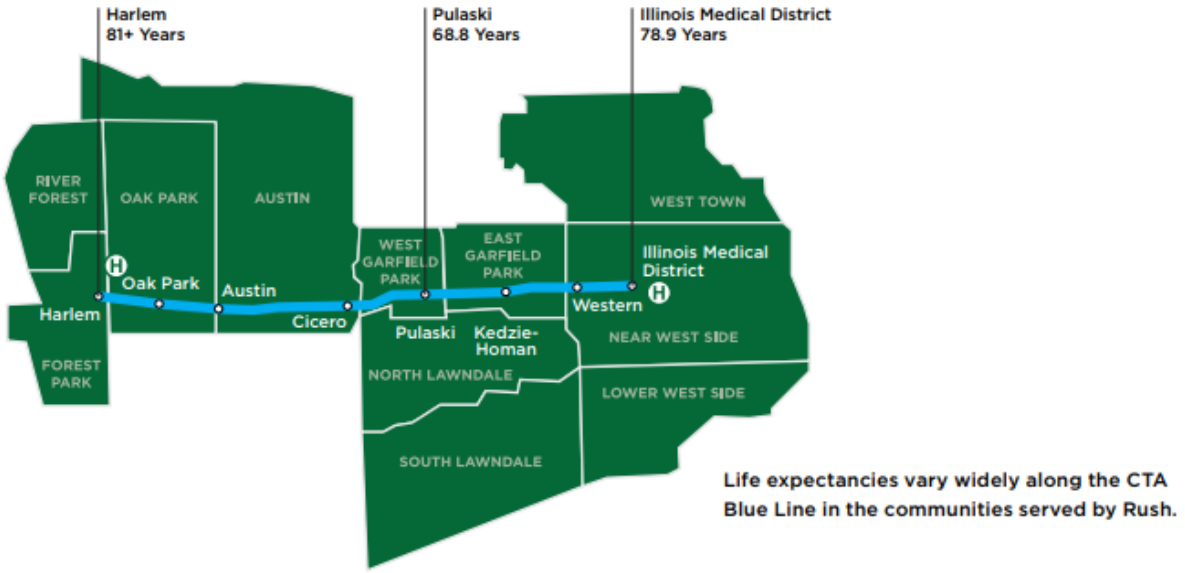
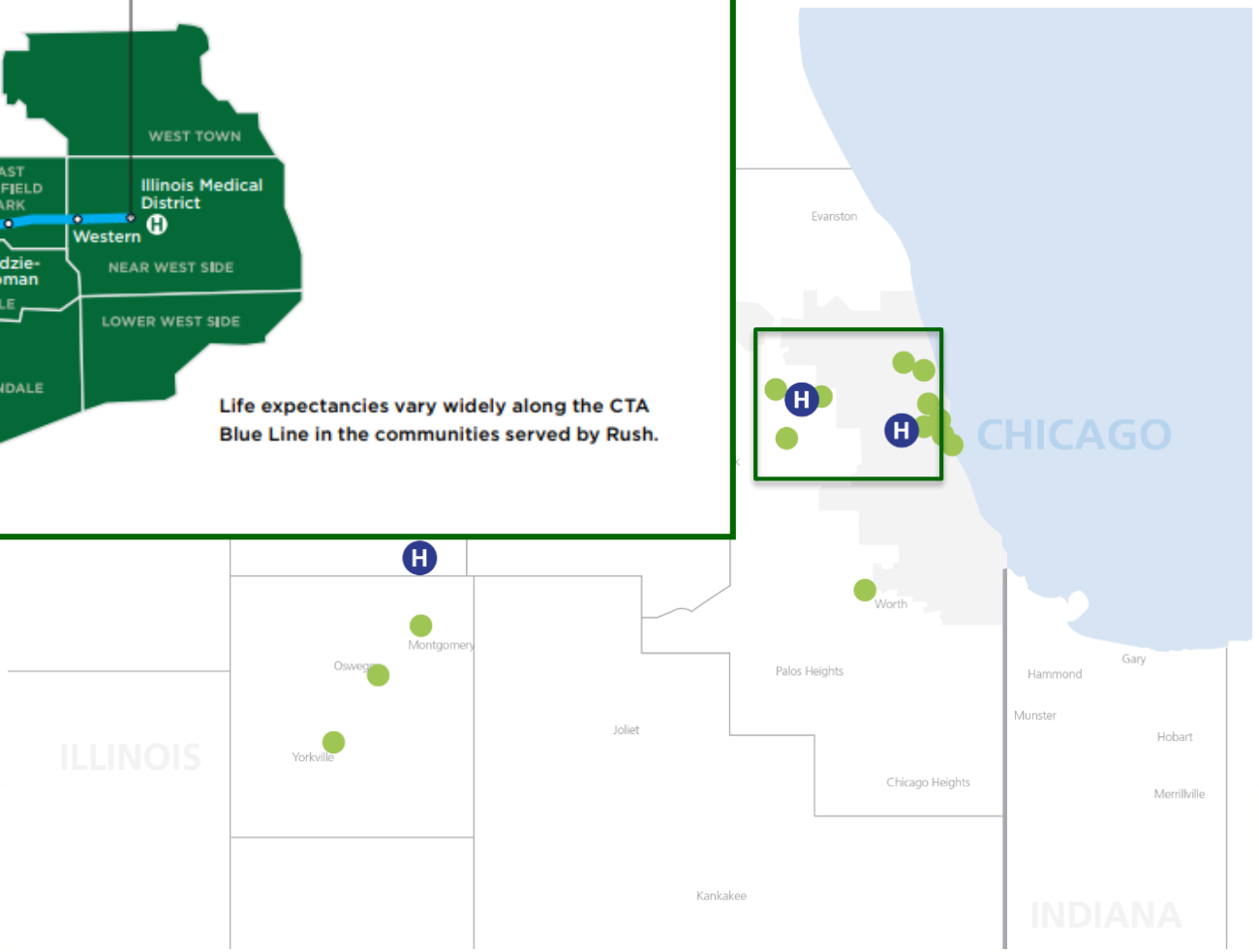
Rush as a Community Partner

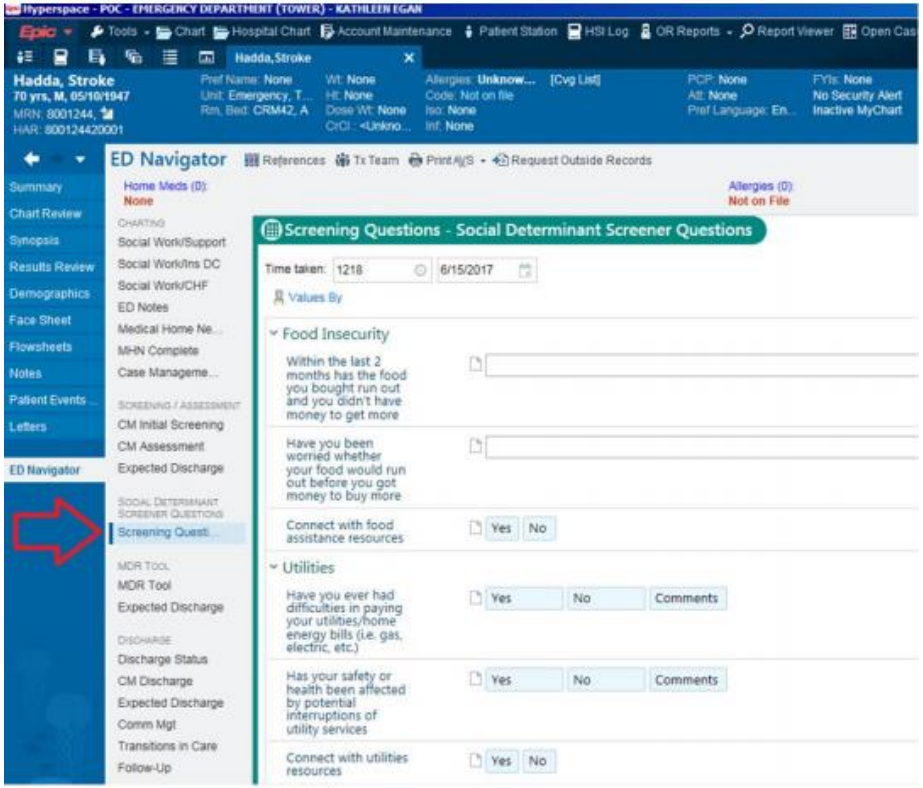




Social Determinants of Health Screening

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



NOWPOW

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

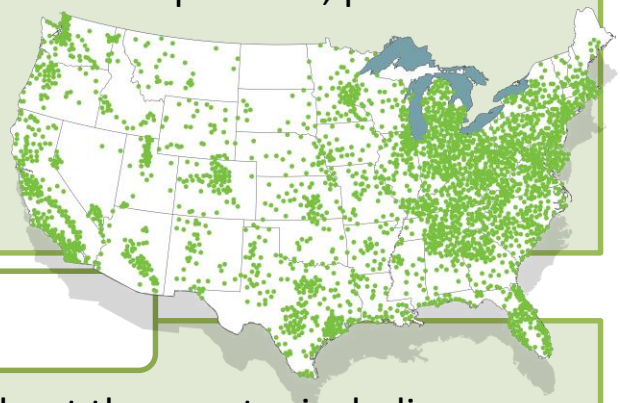
- Empower self care
- Triage to see only those needing care
- Scales to large populations

Who is higi?

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

What is a higi station?

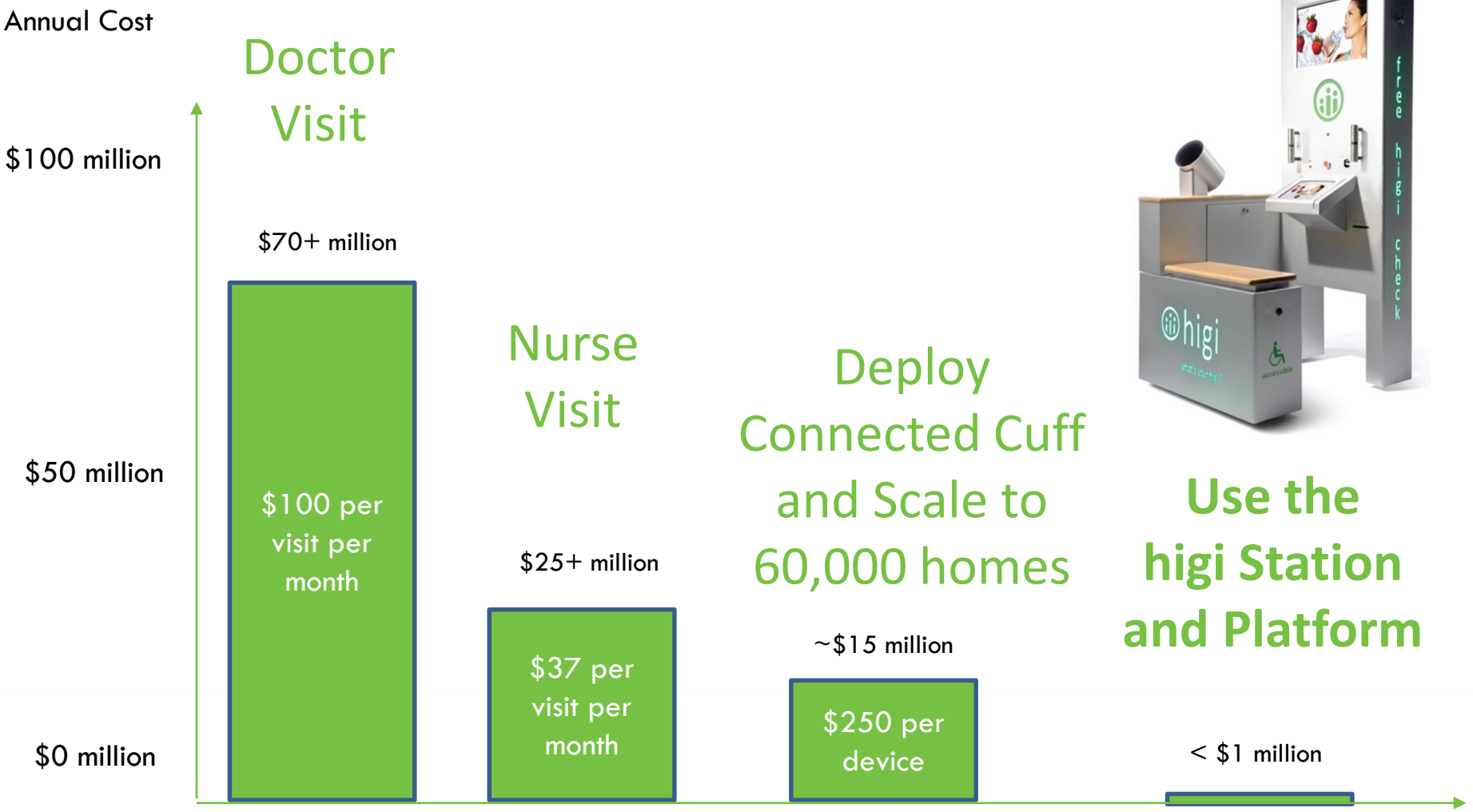
- higi stations allow patients to be able to check and track their blood pressure, pulse and weight in a non-clinical setting
- Serves as “check-ins” between clinical touchpoints
- FDA-Cleared Class II medical device
- Cloud based



Where are higi stations located?

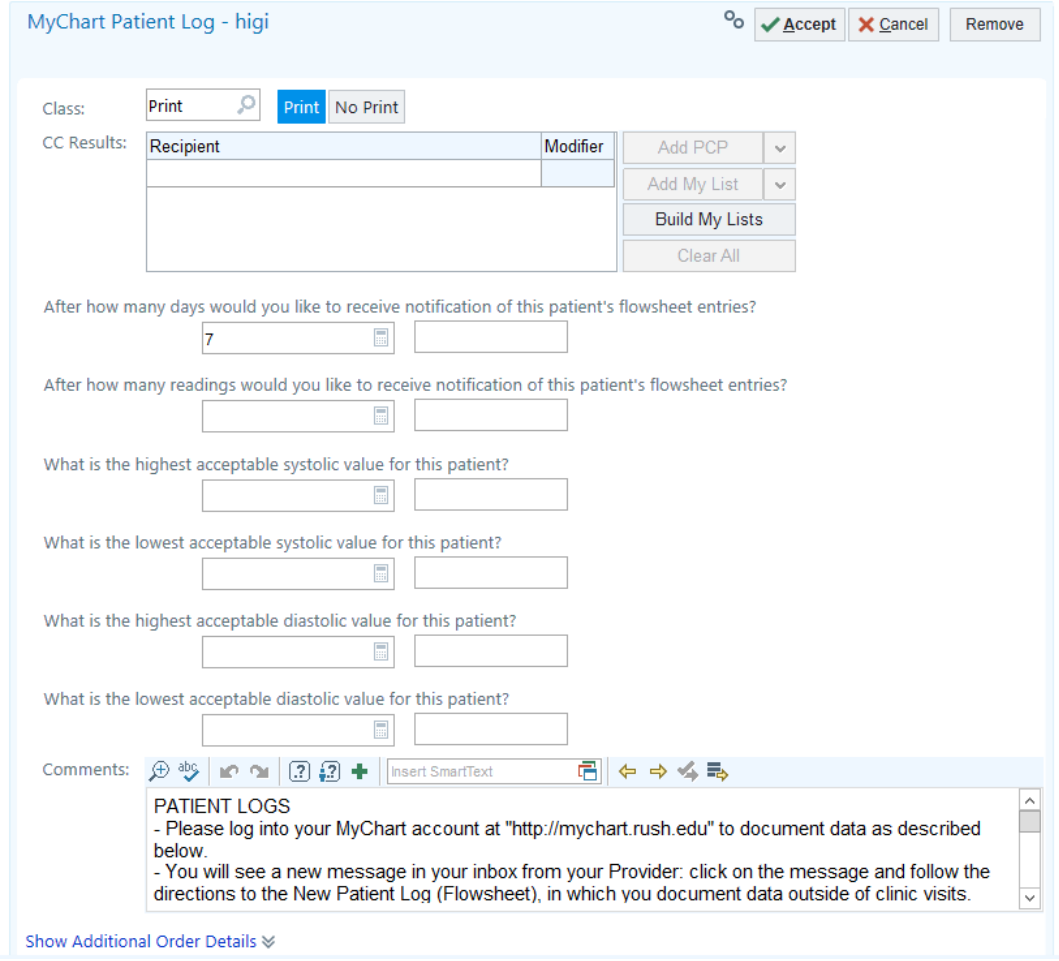
- higi has approximately 11,000 FDA cleared stations throughout the country including pharmacies such as CVS, Rite-Aid, grocery stores and community centers

Value Proposition



Physician Workflow

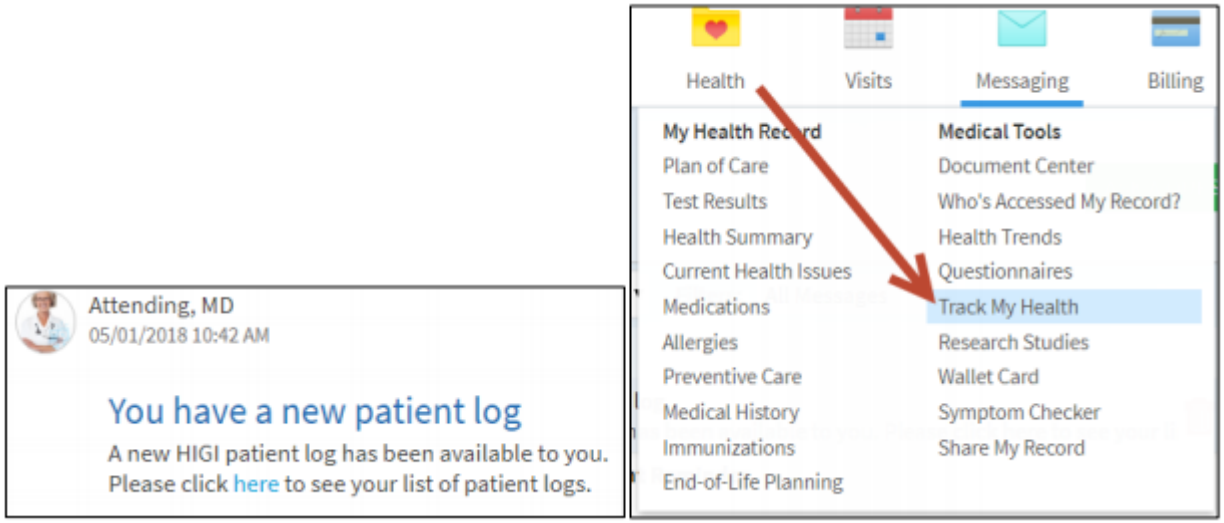
Place order for
“MyChart Patient Log – HIGI”



Patient Workflow

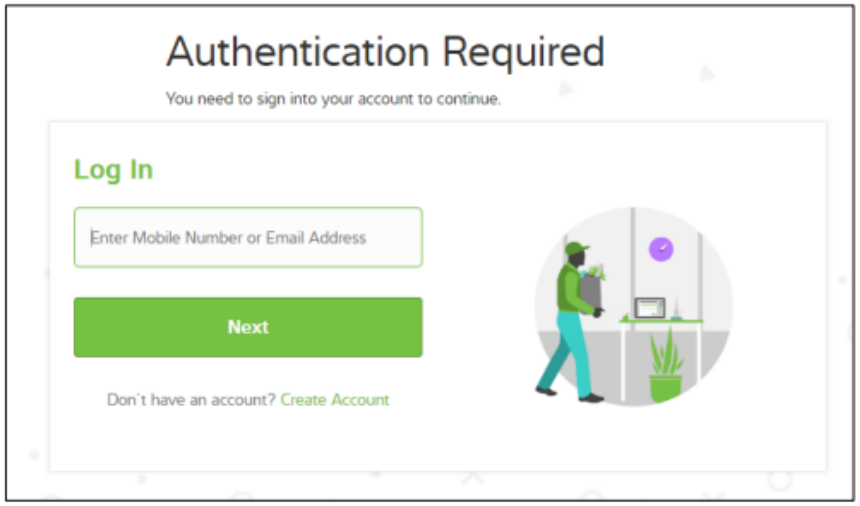
Prerequisite: Patient must have MyChart account & create a Higi account

Receives notification that new patient log is available



Patient Workflow

Instructed to link Higi & MyChart Accounts



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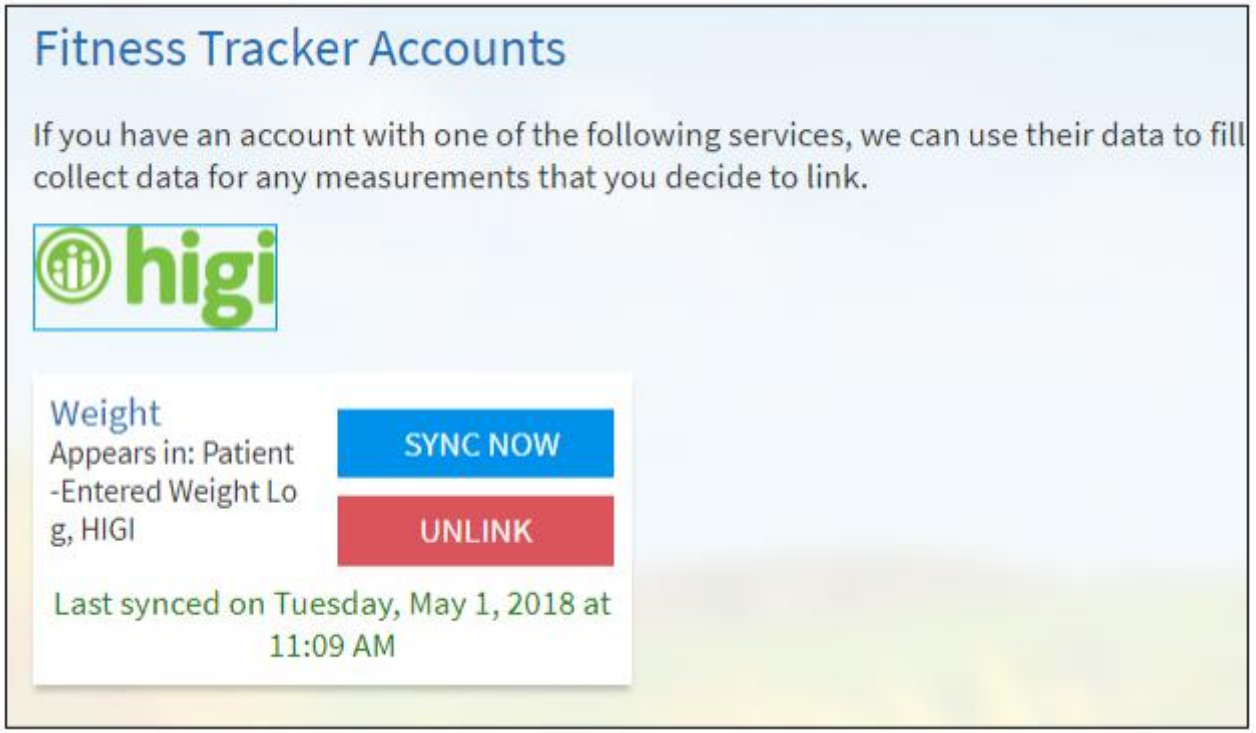
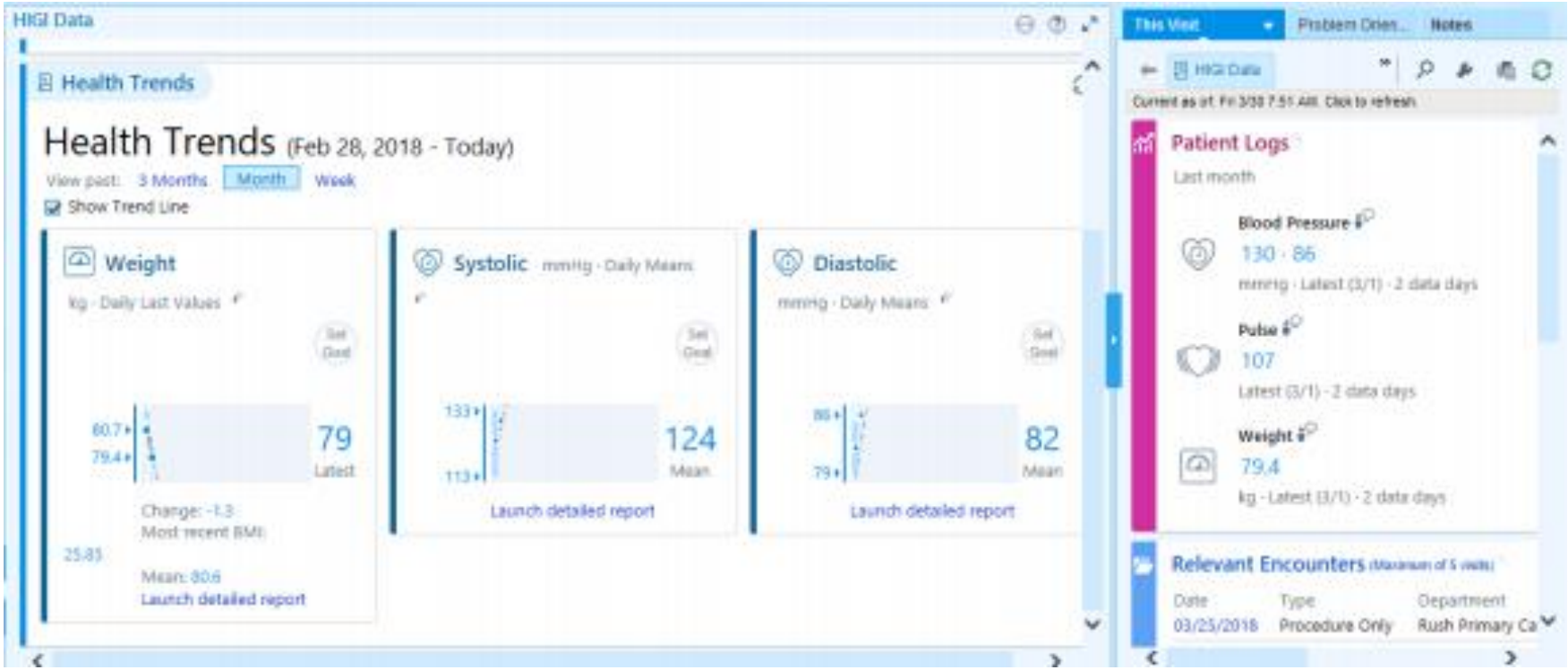


Physician Workflow

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 Wide is unmanaged hypertension and heart disease. By connecting higi 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?

Jordan_Dale@rush.edu
@JDaleMD