



CASE STUDY '16

# Patient Engagement with

 **Datashop**

Powered By

 **Datashop**

## Overview

---

As healthcare space expands and moves to value-based care, new challenges related to quality, cost and outpatient care keep coming up. Patient engagement is now crucial in healthcare and unquestionably improves the care experience.

## Health system aimed to improve Patient Engagement

---

One of our customer health systems was focused on the quality patient experience at every touch point. They were looking to streamline a process wherein providers could identify high-risk patients and prevent adverse events to ensure a successful engagement.

After carefully reviewing the entire process, the challenges were narrowed down to fragmented communication between providers and patients, hampering seamless information sharing - giving rise to delayed care, and the lack of patient-centric plans - the care plans were not designed with patient at the center of the decision-making process, in turn increasing discomfort and dissatisfaction. It was necessary for the health system to engage its patients more efficiently and more importantly keep them aware of the procedures, medications and crucial decision making.

## Improving patient experience with Datashop

---

Once the challenges were mapped out, Datashop began a data-driven prioritization process to identify the areas that needed attention, set a baseline and aim.

### Patient 360

Health System was able to view all patients' vital clinical history, medical records, treatments, billings and risk scores were aggregated into a single patient record which gave a holistic view of the patient's entire health and allowing physicians to intervene whenever required.

## Datashop Portals

Datashop's patient portals helped the patients and caretakers back at home to monitor the health status in real-time. Caregivers through their portals could reach out to patients and their care teams to educate them about their health and involve them in critical decision making.

## Automated Procedure

Datashop took it one step further and implemented push alert for various care activities. Today, when a patient arrives at the admit desk, they are expected, and the admit clerks pull up the needed information on their computer, eliminating unnecessary waiting and phone calls. After eliminating the manual process, Health System immediately experienced an improvement in efficiency and wait time.

## Impact

- Ranked 94th percentile for patient experience during the admission process.
- 41% participants were engaged via text messaging and 16.4% through email.