

"A Mobile App Impact on Care Delivery"

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Objectives

- Technology centered applications help drive cost efficiency in healthcare
- Using technology to increase patient centered outcomes
- Ideas for increased adoption of technology with clinicians and patients



Technology can help!

Timeliness

- Connect with patients and family
- Allows an “in-between” visit check-in
- Check trends before the visit



Respect

- Understand the patient’s needs and wishes
- Allows patient to take control of their care
- Securely communicate about needs in the moment

Communication

- Ongoing updates from patient and family
- Lets patient and family communicate directly with care team
- Simplifies complex care plans into daily steps

Patient Facing Technology = Cost Savings

Advanced analytics alert the care team when a patient requires attention.

Set **customized alerts** in real time based on:

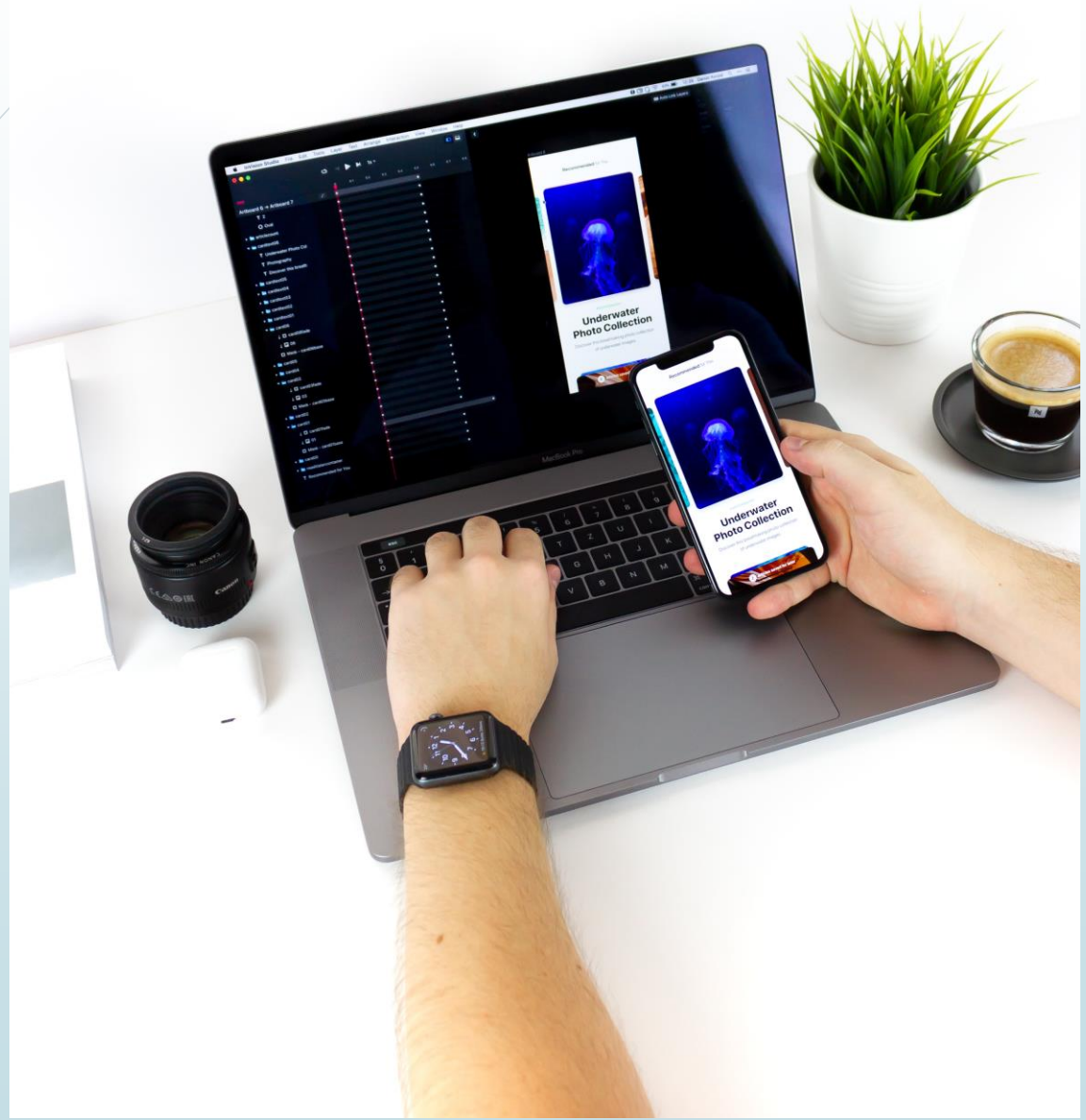
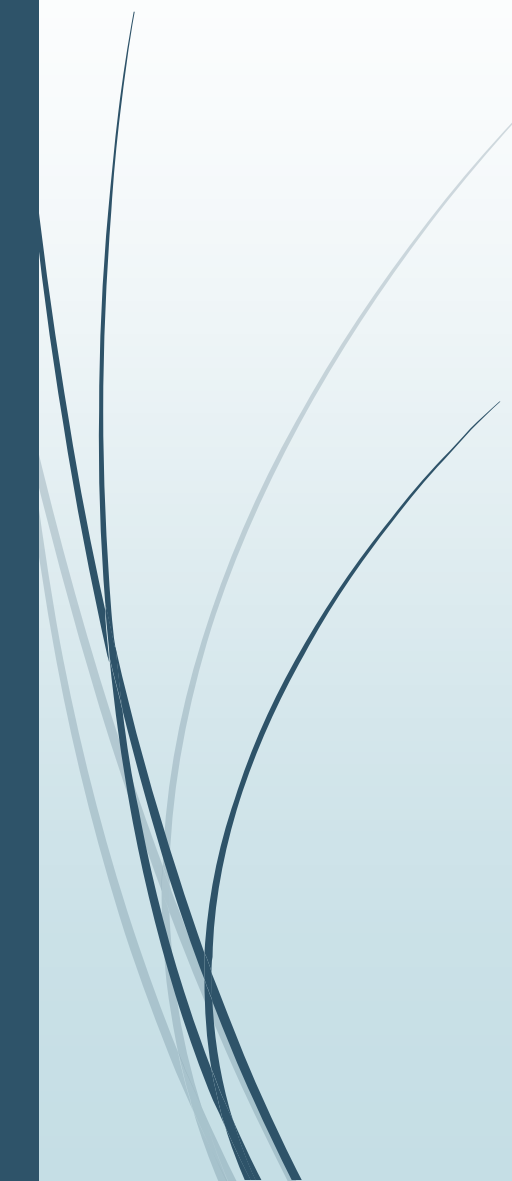
- Positive action i.e. patient completed pre-surgical activities
- Lack of action i.e. patient missed a medication
- Specific measure i.e. pain level increase
- Specific symptom i.e. leg swelling
- Rapid assessment of clinical caseloads
- Combination of factors



The Rule of 5 for Apps to Succeed

- Be Clear - have a simple purpose
- Easy-to-navigate intuitive apps
- Provide balanced evolution
- Play with others - Connectivity
- Personalization





Choose the App to fit your brand and capacity

Offer innovative IT lessons

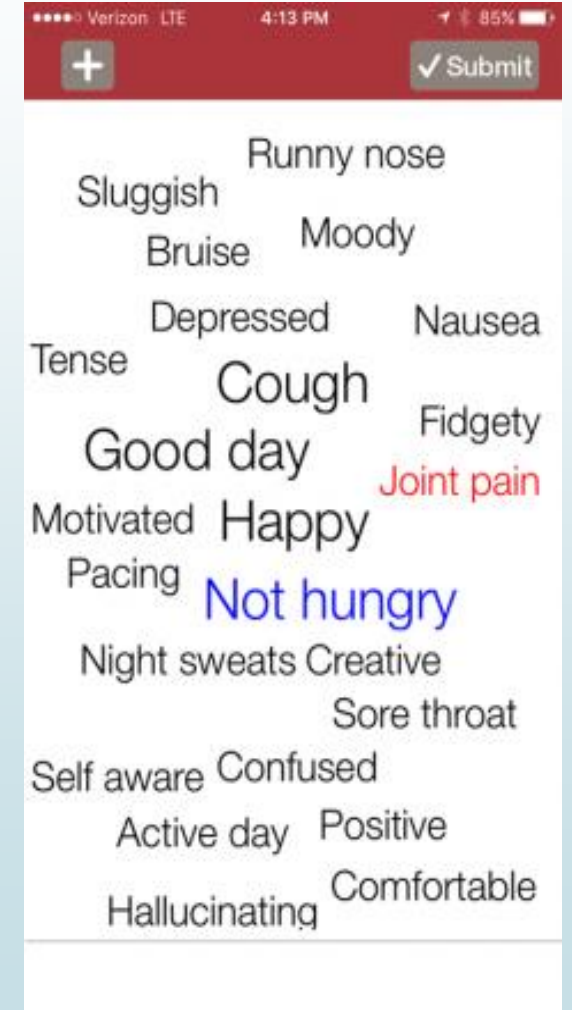
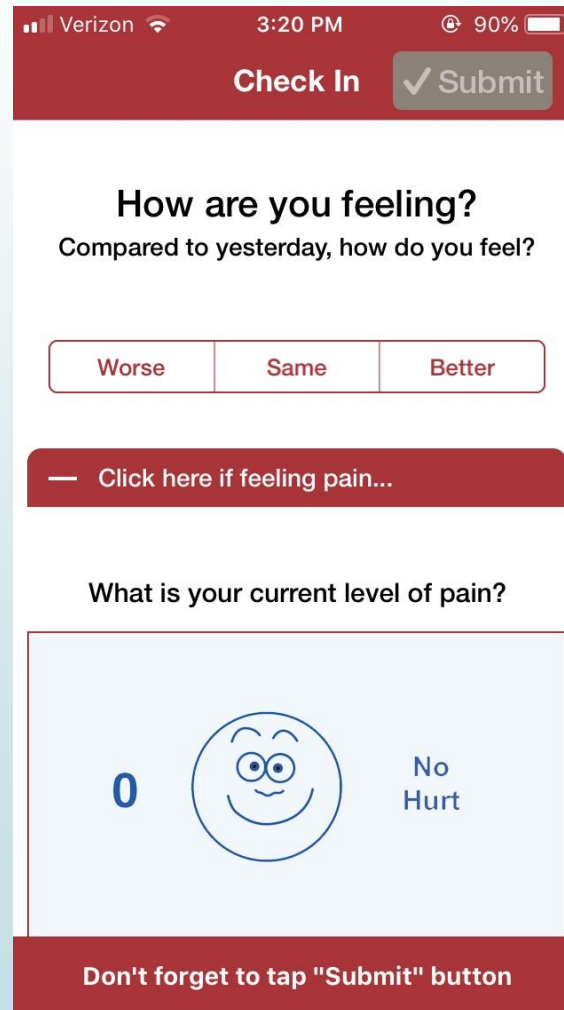
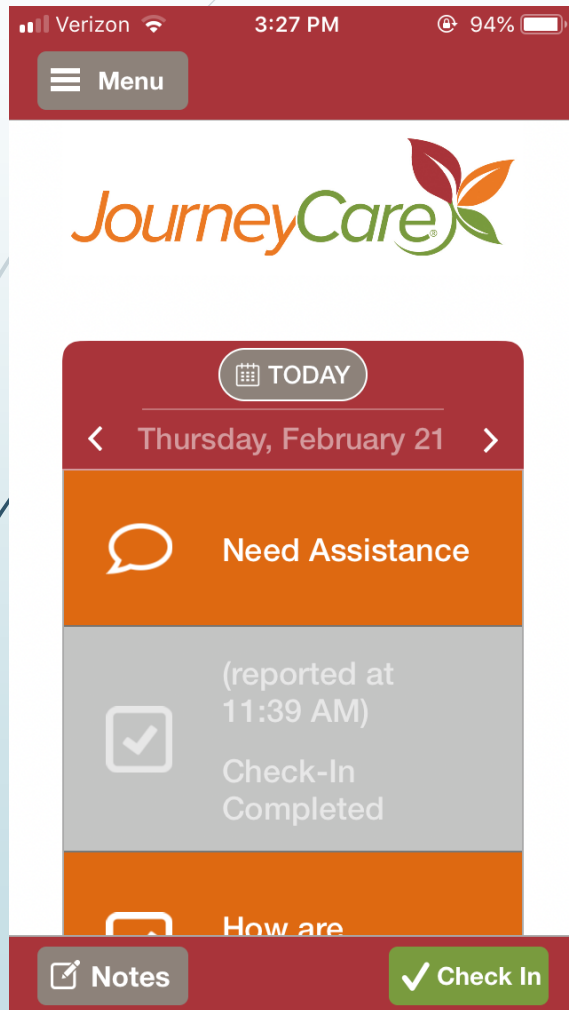




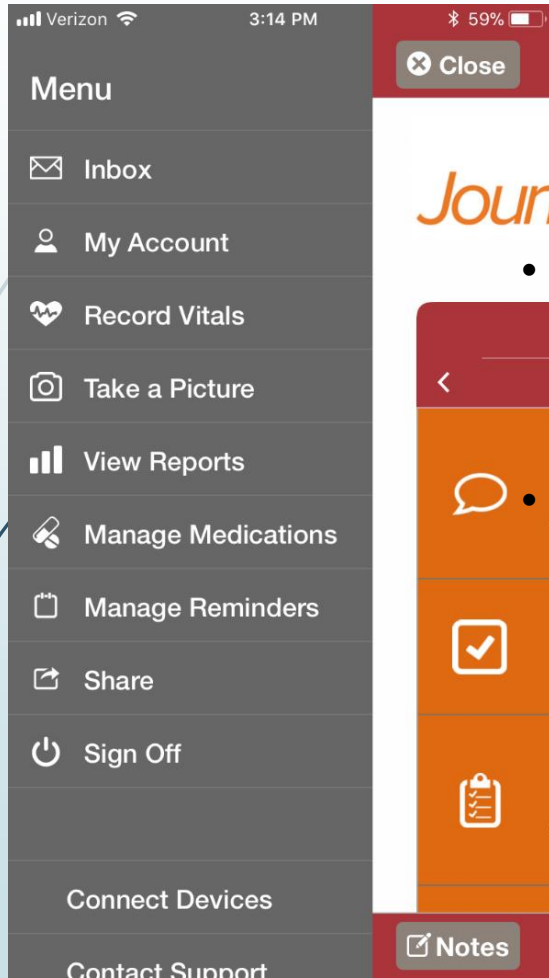
JourneyCare and TapCloud

- Collaboration resulted in a 4 year partnership
- Clinical staff, patients and family members provide on going feedback
- Initial Pilot Rollouts
- Success of adaptation
- Cost savings

Individualized and Intuitive Care Plan



Messaging - Balanced Evolution



PATIENT VIEW

- Patient clicks the inbox, and types the message.
- A team of clinicians will receive the message on their App, or on tapcloud.com



CLINICIAN VIEW

‘1-click’ messaging next to patient’s name.

Search for patients without Alerts using the ‘Filter’ function.

Respond to, or Clear alerts by touching on number, and then the alert

Clinical Dashboard - Engage Others

The dashboard features a grid of team filters at the top, including Amber Team, Amethyst Team, Citrine Team, Coral Team, Crystal Team, Diamond Team, Emerald Team, Garnet Team, Gold panel (1 Alert), Jade Team, Jasper, Lazurite Team (1 Alert), Moonstone Team, Onyx Team, Opal Team, Pearl Team, Sapphire Team, Silver panel (2 Alerts), Testing Team, Topaz Team, and Training. Below the filters is a table of patients with columns for Patient, Days, F/U, Recent Events, Well Being, Pain, and LACE. A tooltip for 'Hospice, Pat' displays the date 'Wed, 03/21/2018 10:56:31 AM CDT' and symptoms: 'Weak muscles', 'Diarrhea', and 'Exhausted'. A red box highlights the 'Well Being' column for 'Hospice, Pat', and a green box highlights the 'Well Being' column for 'Jones, Jason'. A black circle highlights the 'Well Being' column for 'Capecarro, Holly'.

!	Patient	Days	F/U	Recent Events	Well Being	Pain	LACE
	Hospice, Pat	0			🔴🔴🔴🔴🔴	2	0
T	Crystal, Crystal	2			🔴🔴🔴🔴🔴	0	0
T	Meyer, Stephanie	3			🟢🟢🟢🟢🟢	0	0
T	Moore, Bruce	9			🟢🟢🟢🟢🟢	0	0
	Peds, Petunia	15			🔴🔴🔴🔴🔴	0	0
T	Paliative, Paul	16			🔴🔴🔴🔴🔴	4	0
T	Jones, Jason	24			🟢🟢🟢🟢🟢	0	0
	Capecarro, Holly	24			🔴🔴🔴🔴🔴	8	0
T	Emerald, Emerald	65			🟢🟢🟢🟢🟢	0	0
T	Camp, Boot	87			🟢🟢🟢🟢🟢	0	0
T	Citrine, Citrine	204			🟢🟢🟢🔴🟢	2	0
T	Amber, Amber	204			🟢🟢🟢🟢🟢	1	0
T	Silver, Silver	245			🔴🔴🔴🔴🔴	2	0
T	Greene, Mary Ann	318			🔴🟢🟢🟢🟢	1	0
T	Pearl, Pearl	319			🟢🟢🟢🟢🟢	0	0

Patients with alerts are shown at the top of the list, allowing for quick follow up. Notes/entries can be seen easily.

Red is bad.
Symptoms
worsening

Green is good.
Symptoms
improving

Watch for trends as patients tap their symptoms. Last 5 check-ins are displayed.

Personalization



Text with your
patients, families and
healthcare providers
SECURELY
*It is HIPAA compliant

hello--my breathing is really hard right now. I can barely get out of bed without feeling very out of breath. what can I do?

Feb 20, 2019 11:36 AM from Karen G.

hi! I see on your medication list you have dexamethasone listed at 8 AM and 12 PM. Have you taken your dexamethasone pill this morning?

Feb 20, 2019 11:37 AM from Stephanie M.

i didn't take it yet. should i take it now?

Feb 20, 2019 11:37 AM from Karen G.

yes, please take that now. what is your breathing comfort level is 0 is no problems and 10 is worst?

Feb 20, 2019 11:37 AM from Stephanie M.

i am a 6/10

Feb 20, 2019 11:38 AM from Karen G.

what is your goal level?

Feb 20, 2019 11:38 AM from Stephanie M.

I think I can live at a 2/10

Feb 20, 2019 11:39 AM from Karen G.

you can also take an as needed dose of morphine 5-10 milligrams right now for some added relief of your breathing. would you like to do that too?

Feb 20, 2019 11:40 AM from Stephanie M.

oh-I didn't know that would help with my breathing too. I thought it was just for my pain. OK I will take 10 milligrams now.



Educate & Engage Patients/Families

- Create simple tools used for in the moment communication and education
- Set rollout as an expectation front and center
- Allow messaging between every member of the care team
 - Gives ability to update entire family all at once
 - Embraces technology to provide seamless care
 - Becomes an easy resource for those questions or non urgent needs that come up 'in-between' our visits (family members that live out of state)
- Real time feedback surveys for quality improvements in the moment
- Maintains independence, allowing check-in's with your care team when you want

In Summary



Simple, at-a-glance patient management

All collected data and history organized for rapid consumption & improved discussion / coaching



Prioritize patients based on health need (and intervene accordingly)



Gain extraordinary insights into patient health and activity



Full panel and individual patient drill down at Care Team's fingertips

Keep it simple



Questions

&

Thank You