OUTCOMES-DRIVEN PATIENT ENGAGEMENT
LEADERS IN PATIENT ENGAGEMENT

- Meaningful, measurable ROI
- 12 years experience
- 8+ million programs prescribed
- 96% customer retention rate
- Outcomes-driven engagement
HEALTHCARE HAS CHANGED

LOWER REIMBURSEMENTS, INCENTIVES TIED TO QUALITY
CHALLENGE: Reducing cost of care while improving quality

NEED FOR GREATER EFFICIENCY
CHALLENGE: Do more with less and improve care delivery

NEW MODELS OF CARE
CHALLENGE: Cost-effectively managing the health of populations

WHILE IMPROVING PATIENT EXPERIENCE
Reduced surgical cancellations by two thirds: Beaumont Hospital

Improved all 3 HCAHPS “communication with” scores: Cleveland Clinic

Improved colonoscopy attendance by 30%: University of Chicago

Reduced consult times by 75%: Grady Memorial Hospital

Increased HCAHPS “overall hospital experience” score by 17%: Banner Estrella

In 6 weeks, HEDIS measures improved 13%: Summa Health System

Improve Economics

16% reduction in CHF readmissions: Hackensack University Medical Center

Improved Press Ganey Scores: The Methodist Hospital

27% of patients contacted office to schedule screening: Presence Health

Enhance Patient Experience

Reduced average length of stay by .7 days (across 6 DRG’s): UPMC hospitals

Improved HCAHPS scores across five categories: Summa Health System

Improved HEDIS scores of 500 underserved patients: Delta Health Alliance

Manage Populations

Avoided a $500,000 Loss: Stanford University Medical Center

91% of patients reported Emmi® saved a call to their physician: Survey of 300,000 patients

148 patients contacted office to schedule a breast cancer screening: Presence Health
A TOTAL, INTEGRATED SOLUTION

- Going Care
- Treatment Plan
- Disease Education
- Follow-Up
- Procedure
- Discharge
- Preventative Care
- Diagnostic Procedure
- Diagnosis
- Shared Decision Making
- On-Going Care
- Preventative Care
- Diagnostic Procedure
- Diagnosis
- Shared Decision Making
- Procedure
- Discharge
- Follow-Up
- Disease Education
- Treatment Plan
- On-Going Care
Managing expectations for hospital stay

Write down your medication information and ask your doctor or nurse to look over it with you, just to make sure you’ve got it straight.
IMPROVED HCAHPS SCORES AT 17 HOSPITALS ACROSS THE U.S.¹

66,953 HCAHPS surveys from multiple service lines in 17 U.S. hospitals were analyzed. Scores from patients who viewed an Emmi program were compared to scores from non-viewers. Confidence Level > 90% for 16 of 17 hospitals using Odds Ratio test.

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² Confidence Level < 90%
IMPROVED HCAHPS SCORES AT 17 HOSPITALS ACROSS THE U.S.

Summary
66,953 HCAHPS surveys from multiple service lines in 17 hospitals across the country were analyzed. Scores from patients who viewed an Emmi® program were compared to scores from non-viewers.

Results
• Patients who viewed an Emmi program had demonstrably higher HCAHPS scores
• 65% of hospitals' aggregate Top Box Answers improved +5% between program viewers and non-viewers
• 88% of hospitals improved +5% in the “Doctor Communication” dimension
• 41% of the hospitals improved +5% in the “Would you recommend this hospital?” question

Hospitals improved their aggregate Top Box percentage for all CMS dimensions

All reported results have a Confidence Level > 90% using Odds Ratio test
THANK YOU

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