

AN EXECUTIVE SUMMARY

How Atrium Health and UAB Medicine Use Digital Care Journeys to Improve Quality and Patient Safety

PROVIDED BY

**healthcare
innovation**
PEOPLE. PROCESS. TECHNOLOGY TRANSFORMATION.

IN COLLABORATION WITH

SeamlessMD

A recent Healthcare Innovation webinar outlined how Atrium Health and UAB Medicine improved quality and patient safety by partnering with SeamlessMD. The webinar featured Misty Eller, ANP, Department of Surgery, Atrium Health; Daniel Chu, M.D., Vice Chair of Health Services Research, UAB Medicine; and Joshua Liu, M.D., CEO/Co-founder, SeamlessMD.

Dr. Chu gave a brief explanation of UAB medicine. He said, “UAB Medicine is one of the top academic medical centers in the United States and Alabama’s largest single-site employer.” UAB Medicine is located in Birmingham, Ala. and serves more than 1.6 million patients annually. It has more than 1,600 active physicians, 135,786 emergency department patient visits, 3,273 babies delivered, and more than 15,000 robotic surgeries performed.

Eller then gave a brief explanation of Atrium Health. She said, “Atrium Health is a nationally recognized leader in shaping health outcomes through innovative research, education, and compassionate patient care.” Atrium Health is located in Charlotte, N.C. and is an integrated, non-profit health system comprised of 70,000 employees, 40 hospitals, and more than 1,400 care locations.

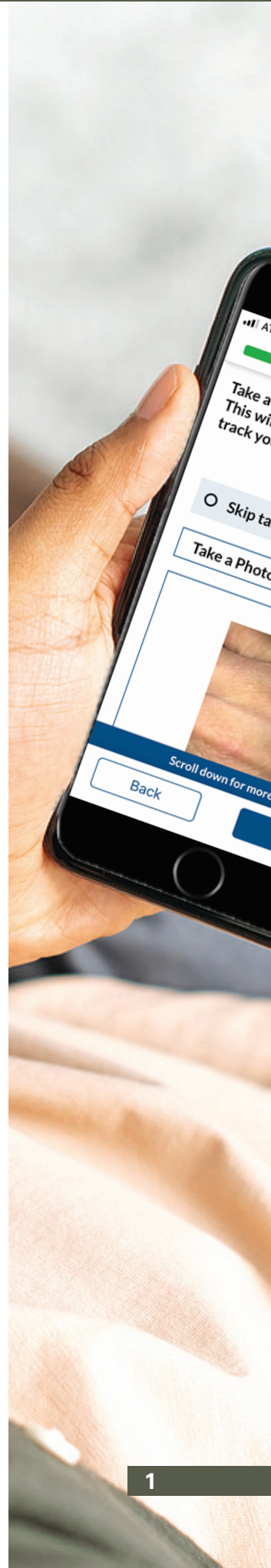
Dr. Liu explained that the conversation in the webinar will explore:

- what are Digital Care Journeys
- why they are key to improving patient quality and safety
- how Atrium Health and UAB Medicine have deployed them
- and the outcomes achieved.

He went on to explain “In a Deloitte report focused on digital transformation in healthcare, published in October 2021, based on a roundtable of health system leaders, they identified two priorities for digital transformation: better consumer (patient) satisfaction and engagement and improved quality of care and patient outcomes.”

Dr. Liu added that consumers are demanding more from healthcare and treating it like other experiences in their life, such as retail. He said, “What’s been interesting for us is, even though health systems have initially focused a lot of their digital patient experience efforts on making it easier for patients to search and schedule appointments, check in at the hospital, pay for services, etc. What’s really neat is that with the ongoing shift to value-based care, we’re seeing innovative health systems like UAB and Atrium really focus on using Digital Care Journeys to better engage and monitor patients across different episodes of care.”

He then polled the audience on which quality and safety initiatives their organization are focused on in 2022. Forty-eight percent said they were focused on improving the patient experience, 29 percent said they were focused on reducing readmissions, and 7 percent said shortening length of stay, and 7 percent said enhanced recovery after surgery (ERAS).

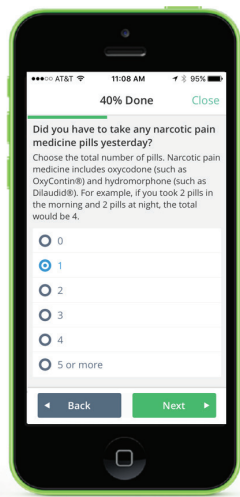


Digital Care Journeys Amplify Enhanced Recovery After Surgery (ERAS) Success

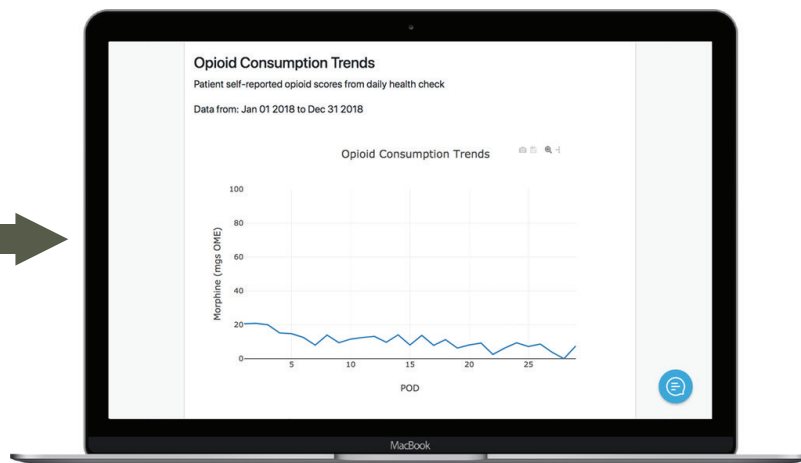
Following the poll, Dr. Liu asked both Dr. Chu and Eller to share how technology is helping improve quality of care and patient outcomes. Eller began by saying that Atrium is using SeamlessMD to help with ERAS. She said, "It helps us to keep patients on track and also helps with documentation, which has been a big issue within ERAS, because a lot of times people are doing the activity, they're doing the mobility, they're doing all these things, but it's not documented in the EMR [electronic medical record]. And so, the fact that we can actually translate that over and it can be documented in the EMR is helpful."

Eller added that Atrium has also been using SeamlessMD to help with reducing readmissions. She explained that she pulls up a dashboard within SeamlessMD and looks at the remote monitoring surveys from patients who have been discharged (tracking temperature, pain levels, surgical incision photos, etc.) and calls patients whose responses are flagged to show signs of risk so she can intervene sooner. Additionally, Eller added that one of the biggest things Atrium has been able to do with SeamlessMD is curb opioid use by being able to identify which patients are at risk and which patients are not utilizing their opioids and, therefore, do not need them at home.

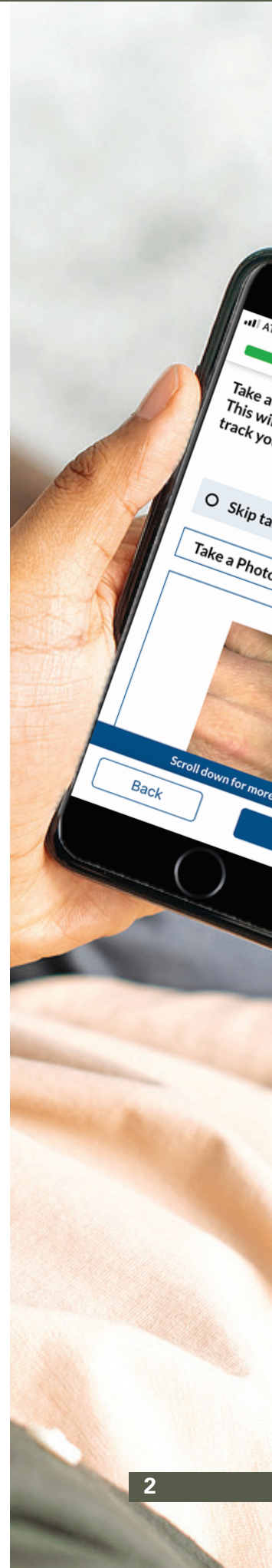
Collect data on opioid use
(patient view)



Analyze & reduce opioid use across the population
(provider view)



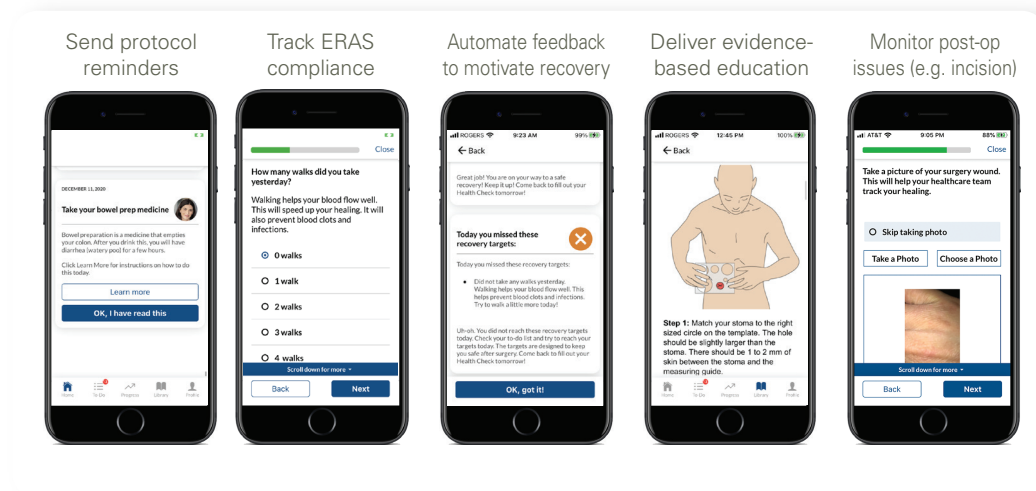
Dr. Chu then explained that UAB's first experience with SeamlessMD was about four or five years ago in the colorectal service line and expanded from there. He said, "Patients truly love this opportunity to be engaged with their journey, because surgery is, as we all know, literally a journey from the beginning to the end. And they are able to really have a customized experience."



He went on to add that technologies have not only enabled just the ability to collect traditional metrics—like length of stay—but also patient reported outcomes. The patient’s experience, he said, on what they are truly experiencing, like nausea, pain, etc., is invaluable. He added that the remote patient monitoring has been extremely helpful because it provides an additional safety net for patients as they can use the standard portal system to get back to their primary teams.

Dr. Liu mentioned that Eller said that Atrium Health was using digital experiences before COVID, but the onset of the pandemic only made it more important. Eller said that a lot of Atrium Health’s patients are not local and in the middle of COVID, patients could not bring a family member to their appointments. She said that having Digital Care Journeys was extremely important and gave an example of a patient taking a picture of their incision the morning of their appointment so the clinical staff could be prepared by already having the image in the EMR before the appointment even began.

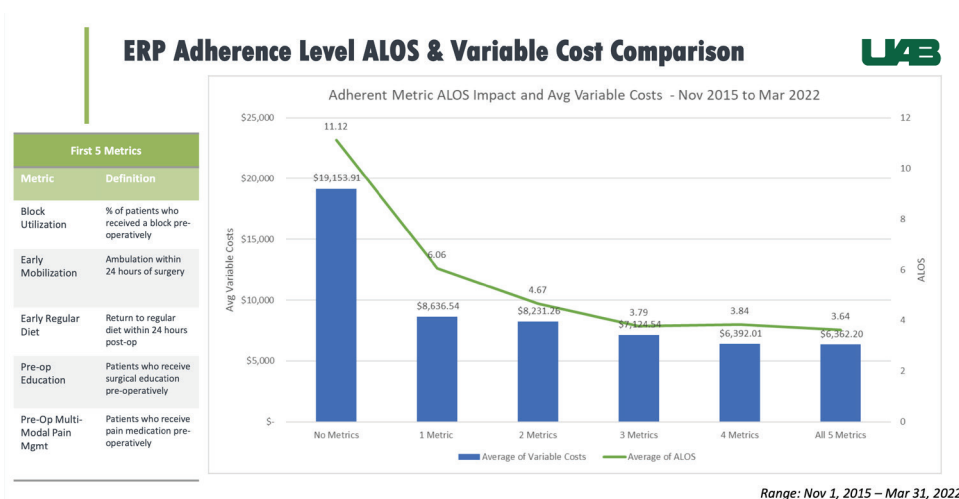
As for the biggest impact that SeamlessMD and the digital experience has had on UAB, Dr. Chu said, “The education piece.” He commented that being able to help patients and families understand things that need to be done before surgery and how critical it is to enhanced recovery. “We all checkbox out that we educated a patient but doing it in a way that is aligned with everyone’s different levels of health literacy is important,” he added.



Dr. Liu then asked Eller what helped the ERAS initiative at Atrium Health the most. She said, “It’s being able to help with the documentation. Initially, before we did SeamlessMD, we had timers on the doors, literally kitchen timers that we put on the doors, and patients would hit the timer, they would go for their walk, they would hit the timer, and the CNAs would have to document it on a sheet that was on the door. At the end of a 24-hour period, we’d have to have the nurses go and get those sheets with the can, and then they would have to go through and document 24 hours of their mobility. That was a lot of potential fails right there. So, it did fail a lot, but we d’dn’t really have a better way to be able to track it.”



Dr. Chu noted that when looking at enhanced recovery, the patient's adherence to enhanced recovery components really leads to increased success with enhanced recovery. Technologies like SeamlessMD can help with improving adherence and that leads to cost benefits. If a patient does not follow any of the components, the cost of the episode is very care in terms of variable costs but if the patient follows 100 percent of components there will be a much better outcome, including cost.



Leveraging Technology to Curb Opioid Usage and Address Health Literacy

Eller then touched back on how Atrium Health worked to curb the opioid crisis. She explained that using SeamlessMD's tools they learned that patients were not utilizing all of the opioids they were prescribed. She noted that if a patient used four tablets of Tramadol in the last two days in the hospital, she began sending them home with four tablets of Tramadol and educating patients on how they do not need more because of their use during their stay.

Hepatobiliary Surgery: Reducing LOS & Collecting PROs

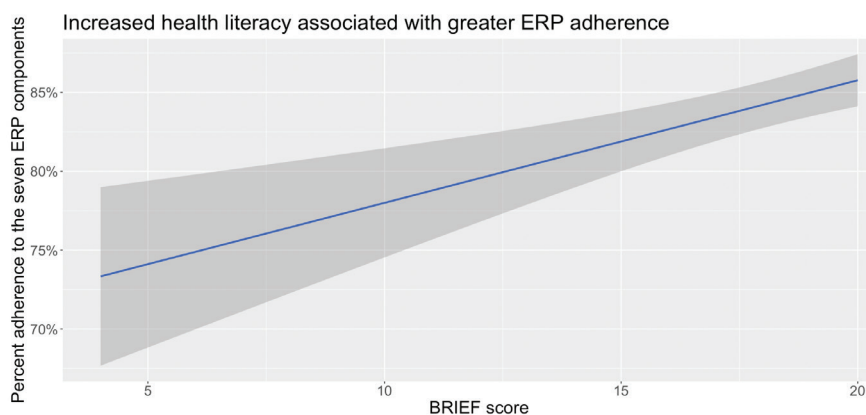
Whipple surgery	Control	SeamlessMD	Change
Sample size	137	78	--
Avg. LOS (days)	11.1	9.6	↓ 1.5 days

- 575 patients enrolled
- 91% patient activation
- PRO survey response rates:
 - Pre-op QoR: 61.54%
 - Post-op QoR: 56.1%
 - Post-op PROMIS: 42.21%



Dr. Liu concluded the webinar by asking Dr. Chu to give his final thoughts on health literacy. Dr. Chu said, "I think people have started to realize that just like health literacy matters in a lot of non-surgical conditions like diabetes and chronic diseases, it absolutely matters in surgery. Our team has been able to show that patients with limited health literacy or low health literacy, are at risk for having more complications, and longer length of stays. All the bad things that can happen in surgery can still happen, despite being even under, 'enhanced recovery programs.'"

Increased Health Literacy Associated with Enhanced Recovery Adherence and Post-operative Outcomes



Presented at the 8th ERAS World Congress June 1-3, 2022



SeamlessMD provides the leading Digital Care Journey platform for hospitals and health systems to engage, monitor and stay connected with patients across healthcare journeys. Over 30+ clinical studies and evaluations have shown SeamlessMD to improve the patient experience while reducing hospital length of stay, readmissions and ED visits. Health systems such as UAB, Intermountain, Atrium, University Hospitals, MultiCare, Baystate and others use SeamlessMD to elevate the patient experience, improve outcomes and lower costs. Patients access digital care plans on their smartphones, tablets or computers and are guided via reminders, education, and progress tracking. Providers receive alerts, monitor patients and access analytics to deliver better care. SeamlessMD is directly integrated with EHRs such as Epic, Cerner, Meditech, and Allscripts. SeamlessMD is recognized as a Top 5 Condition Specific Platform in the 2022 AVIA Connect Top 50 Remote Monitoring Companies Report.

For more information and to see SeamlessMD in action, visit www.seamless.md.

