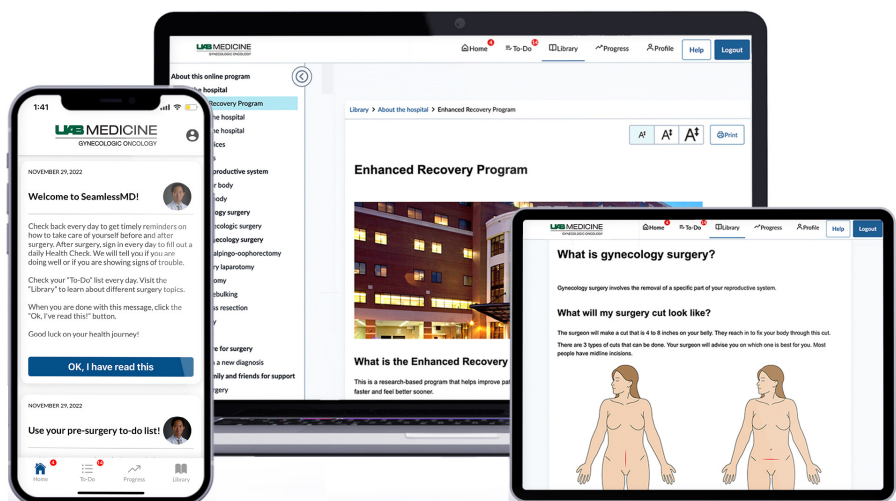


# Implementing Digital Care Journeys for Gynecology Reduced 30-Day Readmission Rates by 50%

## Key Results:

- ↓ 19% Avg. Length of Stay
- ↓ 50% 30-day Readmissions
- ✓ 95% of patients would recommend SeamlessMD
- ✓ 93% of patients said SeamlessMD helped them feel more confident post-procedure
- ✓ 31% of patients noted SeamlessMD helped avoid calls to their healthcare team
- ✓ 5% of patients reported SeamlessMD helped them to avoid an ED visit

UAB Medicine is one of the top academic medical centers in the United States, providing health care services for more than 1.6 million patients annually. The healthcare organization is a recognized leader in innovation - delivering quality patient care, research, and training while also offering a wide array of services that aren't yet available at other medical centers in the region, including research trials for promising new treatments.



## Leveraging Digital Patient Engagement to Amplify Enhanced Recovery After Surgery Success

Enhanced Recovery Program (ERP) consistently leads to significant improvements in patient satisfaction, clinical outcomes, and lower costs of care. UAB initially implemented an ERP pathway for Gynecology Oncology in 2016, and achieved faster recovery, shortened hospital length of stay and fewer readmissions.

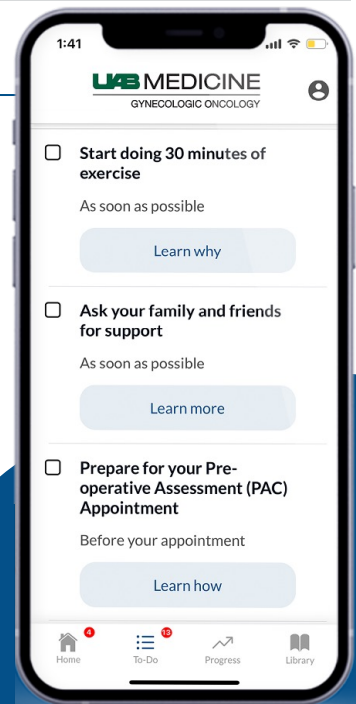
Always looking to improve, UAB believed that a Digital Patient Engagement platform would better standardize the delivery of ERP patient education, improve patient compliance with ERP protocols and automate the collection of ERP-related Patient-reported Outcomes (PROs).

In 2018 UAB partnered with SeamlessMD, a leading Digital Care Journey platform, to augment their ERP strategy by digitally engaging and monitoring patients undergoing gynecology oncology surgery.

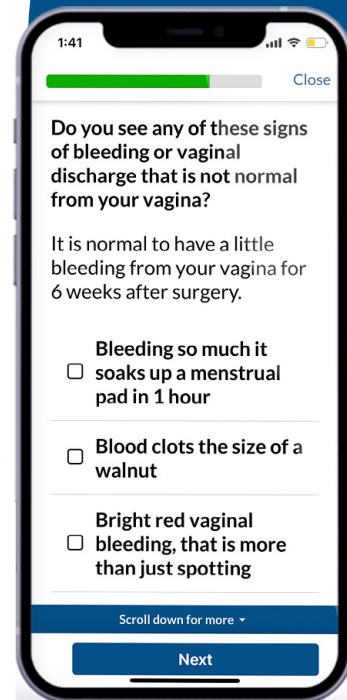
## Collaborating with SeamlessMD to Customize Digital Care Journeys

When implementing this evidence-based care plan for gynecology, SeamlessMD worked with the entire interdisciplinary team at UAB Medicine to customize protocols and content on the platform, which enabled the care team to:

- ✓ Engage patients with a mobile and web-enabled, virtual companion – guiding them from pre-admission preparation through post-discharge recovery;
- ✓ Deliver evidence-based ERP gynecology pathways, including:
  - Pre-operative optimization (i.e. smoking cessation, chlorhexidine shower)
  - Post-op recovery in-hospital (i.e. early mobilization)
  - Post-discharge care (i.e. incision care, diet, ostomy care, catheter care)
- ✓ Monitor patient compliance, symptoms and recovery progress
- ✓ Remotely monitor patients through daily health checks during the 30-day postoperative period
- ✓ Efficiently collect Patient-Reported Outcomes (PROs)
- ✓ Automate patient self-care guidance via smart algorithms and workflows (e.g. education for how to manage low-risk issues or when to escalate to a provider); and
- ✓ Receive alerts and monitor dashboards to identify when a patient's health status changes, enabling the care team to intervene sooner.



Example Patient "To Do"



Example Patient Post-op Health Check

"The response we've received about SeamlessMD from our patients and staff have been overwhelmingly positive. Patients have consistently reported greater satisfaction with their surgical experience, having convenient access to an extensive educational library helping to improve patient self-management. SeamlessMD has been a key partner in our hospital's strategy to deliver a cutting edge, digital experience throughout the patient journey. The use of remote monitoring and alerts in order to consistently engage with patients beyond the four walls of the hospital were a key factor in reducing readmissions, LOS, while improving the hospital's ERP efforts."



Dr. Haller Smith,  
UAB Department of Obstetrics and Gynecology

## Improving Patient Engagement & Satisfaction

SeamlessMD provides patients with the tools to be able to effectively self-manage from home, empowering individuals to more actively participate in their own healthcare. Patients actively engaged on SeamlessMD feel less anxious and more connected to their care team throughout their care journey.

### Here’s what patients like most about the program:

- This program helped me to know that I was progressing normally. I also used home health during this time so between both, I felt very confident that everything was going well. Also liked that the program kept me informed about what to expect each day and week.*
- I liked the idea of "checking off" my daily health progress. On the days when my mood and energy level were "off" it eased my mind that I was indeed healing.*
- Each day the set of questions I answered helped me know what to expect during my recovery. If my body or mine wasn't in line with the recovery expectations, I would know right away by the answers I gave.*

## Results

### 1. Outcomes Analysis

	Control (n=335)	SeamlessMD (n=347)	Relative change	p-value
Length of stay (days)	3.6	2.9	↓ 0.7 Days (↓19%)	<0.01
30-day readmission rates (%)	8.6%	4.3%	↓50%	<0.01

### 2. Improved Patient Engagement and Satisfaction

Metric	Result
% Patients who recommend SeamlessMD	95%
% Patients who said SeamlessMD helped them feel more confident post-procedure	93%
% Patients who preferred education received via SeamlessMD to printed ERP materials	84%

### 3. Optimized Healthcare Utilization

Metric	Result
% Patients who noted that SeamlessMD helped avoid calls to their healthcare team	31%
% Patients reported that SeamlessMD helped them to avoid an ED visit	5%