



Coordinating the Connected Care Journey

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As healthcare evolves, so do its challenges. Complex diseases that require ongoing, multidisciplinary care are rising steeply.

Yet, we cannot ignore the importance of prevention and follow-up to help both healthy and at-risk populations stay well.

At the same time, healthcare facilities no longer stand alone, a single patient may be seen over a long period of time by several care professionals at multiple facilities, operating in a care network.

Meanwhile, in our consumer-oriented, 24/7 connected world, patients expect that same constant accessibility for their healthcare, while healthcare facilities are facing pressure to reduce costs but not quality.

New healthcare models make a lot of promises: engaged patients, pay-for-performance, improved outcomes at lower cost, and more. But none of this can happen without connected care that eliminates data siloes and enables information exchange between all different care team members, inside and outside the hospital.



The Engage Suite gives you the tools to coordinate this complexity.

Added on top of your existing electronic patient record (EPR) or Health IT infrastructure, it connects all stakeholders – both professionals and patients to support the care journey from start to finish. At the same time, it enables compliance with changing regulation and new reimbursement policies.

Step by step along the journey



Initiate and sign-up

The patient's journey begins well before the patient pushes open the door to your facility, and continues well after they have left for the day. Initiating a new care journey requires careful choices, based on the information available, for example when the GP refers a patient to your facility, or when you need to create a care team for patient's diagnosis and treatment.

With the Engage Suite you can accompany the patient and his care provider every step of the way: inside and outside the healthcare facility.



First-time and existing patients can create an account via the online platform, so they can securely access your healthcare enterprise's online services. Access is limited to authorized users only, and patients can conveniently and securely verify their identity with their mobile number or email.

Patient check-in via kiosk helps reduce long queues and congestion at the front desk. It makes the check-in process convenient for patients, by allowing them to identify themselves upon arrival, confirm demographic information to minimize data entry errors.



- Provide secure access to online services for first time patients, existing patients and family members.
- Sign up from the comfort of your home.
- Onsite check-in via kiosk.

Plan



The successful patient journey starts with planning. Careful scheduling, from the patient's first visit, through all consultations, examinations and (surgical or other) interventions, and finally the follow-up visits, is key.

Integrated with your scheduling, admissions, care planning and other planning systems, appointment management becomes a part of the care collaboration.

- Enable 24/7 online scheduling, including via mobile devices.
- Reduce patient waiting times for consultations, exams and interventions.
- Enhance patient satisfaction.
- Strengthen relationships with the referring community.

The planning tool allows scheduling of all consultations, exams, surgeries, day-clinic admissions, follow-up visits and more via an easy-to-use interface. Appointments can also be scheduled by the patients or their external referrers. Online booking can shorten the time to the consultation, exam or intervention.

Prepare

The Engage Suite offers you a channel to communicate directly with the patient. Send automated reminders to reduce no-shows. Provide general or tailored instructions before the visit: does the patient need to fast, for how many hours, etc. Your patients arrive correctly prepared, saving time during the visit and eliminating a point of frustration for patients and staff.

Patients can also complete forms and questionnaires before the appointment, in the comfort of their own home. These forms can include information on medications, allergies, complaints, pain scores, medical history, family antecedents, vital signs, etc. The patients have the time to answer all the questions and can check on anything they aren't sure of (for example, the exact dosage of medications they take). They can also upload previous results, clinical notes and more.

Your care professionals and administrative staff have all the patient information they need before the visit, which not only enables a smoother check-in, but also lets you confirm that the patient is scheduled to see the correct care team.



- Reduce no-shows, optimizing your staff and resources.
- Improve the check-in process and gain time during hospital visit.
- Assure your healthcare and administrative staff have the information they need.
- Enable a more informed patient and staff interaction.

Coordinate

Healthcare providers can effectively create and manage care plans for their patients and coordinate care teams.

The care professionals inside and outside the hospital know exactly what they need to do and can reach out to each other for collaboration, using a range of tools that support coordination and communication with colleagues.

Over video conferencing, the care teams can discuss results, treatment and follow-up, while having access to all the information they need. All members of the care team have access to reports, medical documents, lab results and images. They can keep track of the patient's medication schedule, for example, and to help verify that the patient is following the treatment to achieve the desired outcome.



- Support care teams to create, develop and follow up care plans.
- Provide access to data from different sources.
- Facilitate a multidisciplinary approach to enable optimal outcomes and reduce readmissions.
- Enable video conferencing, care coordination and continuity of care.

Monitor

The care team can closely monitor the evolution of the patients' therapy and condition, even away from the hospital environment.

Indicators and vital signs – whether for heart disease, pulmonary disease, diabetes, obesity, etc. – can be checked at home and then uploaded via mobile devices, saving the patient an unnecessary trip to the doctor. Care teams can see patients' health indicators at a glance. With just a click, they can go deeper into the indicators that are relevant to them, and filter and search for specific information.

If certain indicators or alerts raise a concern, the care team can take action. The care team can also organize (teleconference) meetings to discuss the patient's status and progress. All of the collected data is available to each participant, so the team can make ongoing decisions about the patient's treatment.



- Improve the follow-up of your patients, even for home treatments outside the hospital.
- For chronic conditions that require more permanent monitoring, the care team is connected.
- Patient and care team can be reassured that treatment is progressing as expected.
- Store or visualize information in the EMR to eliminate parallel systems that must be monitored.







Engage

Support and increase your patients' engagement in their own care and therapy. They can download their health data, or share it with others via a link. They can see an overview of their medical and clinical information, such as weekly results and scores. They can upload additional health data, or take pictures of wounds or stoma and send them to the care team for feedback and instructions.

- Enable patients to actively participate in their own care and progress.
- Provide patients with "anywhere/anytime" access to their health data.
- Increase patient satisfaction and experiences.

The care team can also send instructions to the patient and caregivers. By providing patients with standard information and FAQs, you can free your staff from answering routine, repetitive questions and enable them to concentrate on value-added tasks that require their expertise. For example, new physiotherapy exercises can be updated regularly or when specified milestones are met. Video instructions for refilling or recharging implants, pumps or other equipment can be included.

Patients feel confident that they are being well followed up, while the care team can check on their status and satisfaction.

Follow up

You can also automatically send post-intervention forms, such as PROM, PREM and disease-specific questionnaires. It allow to follow-up patient outcomes and check on patient experiences and quality of life.

Create and send questionnaires to patients and caregivers to check that everything is progressing as expected, for example at specified times after surgery. Measure patient satisfaction with their visit and care – a key metric today for all healthcare facilities and departments.

You have a clear overview of the patients' status, evolution and satisfaction, to support their continued care and outcome.

- Send checklists, PROM, PREM and other, disease- or condition-specific questionnaires.
- Enhance the involvement of patients in their outcome.
- Improve and measure patient satisfaction.
- Provide continuity along the patient's care path.



The Engage Suite at work

Use Case:

Pre-visit questionnaires for irritable bowel syndrome treatment

Patients at a specialized clinic for inflammatory bowel disease (IBD) needed to provide updates at each visit: this not only took a lot of time for patients and staff, but also slowed the pharmacy workflow.

The clinic implemented the Engage Suite, **enabling patients to complete a questionnaire before their visit, with all the details the clinic needs**. The questionnaire is sent 'just in time', to assure that caregivers have up-to-date information, while enabling the pharmacy to prepare. The patients save time, and the clinic optimizes its pharmacy workflow and resources: time, medication, staff and lab.

- Patients receive questionnaires shortly before appointments.
- Hospital staff can review the newest information upfront and prepare the needed resources.
- The pharmacy is informed in advance, reducing preparation time.



Use Case:

Streamlined workflow for transplant patients

The transplant department at a prominent university hospital needed a way to streamline its workflow for patients and prioritize the waiting list for organs, as well as to comprehensively document decisions. The patients' priority in the list can be impacted by even a small amount of information – radiology, laboratory, clinical, pathology, etc. – so standardizing and sharing data is critical. Finally, transplant patients require life-long care and monitoring.

Using the Engage Suite modules, the department collects **clinical information from different sources and specialists**, while **patients can also upload their own data and indicators**: temperature, weight gain, etc. Using the **collaboration tools**, transplant teams can meet each week, and have access to standardized data, for informed decision-making.



- The Engage Suite facilitates documentation of complex decisions.
- GPs have a platform to connect with specialists who have specific knowledge of the needs of the post-transplant patients.
- Patient-generated data, from wearable devices, smartphones, etc. can be uploaded automatically, increasing patient engagement and self-care.
- The speed and accuracy of decision-making are enhanced, and patients can be prioritized in a precise and transparent way.

Use Case:

Better planning and follow-up for a day clinic

Patients at a day clinic were arriving for appointments unprepared, resulting in poor utilization of the intervention slots. At the same time, the information collected after interventions was not standardized, nor included in the EMR. And the clinic had no way to collect patient satisfaction measurements.

Using **pre- and post-intervention questionnaires**, the clinic can now collect the information it needs. Questionnaires are sent to patients before their hospital visit, so they can conveniently provide all relevant information ahead of time, while a nurse checks that all information is complete.

After the procedure, patients are sent the PROM form to monitor the patient outcome, and the PREM form to check on the patient experiences and quality of life. Questionnaires that are more targeted to specific diseases or conditions can also be created and sent. This feedback can be integrated into the EMR.

- Care teams have the information they need before and after the intervention.
- The questionnaires meet both clinical and legal requirements.
- Patient satisfaction is monitored in the same, centralized tool.
- Store or visualize information in the EMR and eliminate parallel systems that must be maintained, monitored or checked.



Use Case:

Supporting athletes to be and do their best

For professional and amateur athletes, careful monitoring is important to be sure they optimize their efforts. Wearables are giving more insight into athletes' condition and performance while they are engaging in their activity: tracking and monitoring steps, heart rate, sleep, fitness activities and other health-related data.

But this information is not automatically uploaded, and does not provide a progress overview. Furthermore, it can be difficult to share the data between healthcare professionals.

Agfa HealthCare sponsored two amateur athletes for the 2018 triathlon season. As part of this, the **data from their wearables is uploaded into the Engage Suite**, where it can be stored and shared. Not only can their indicators be monitored, but they can view their own progress.

- Data from wearables tracking the performance and condition of the athletes is automatically uploaded.
- The athletes and their coaches have a real-time overview of the athletes' data and can follow up on their progress.
- By optimizing performance, the athletes can break through their existing boundaries, to achieve more.
- Store or visualize information in the EMR and eliminate parallel systems that must be maintained, monitored or checked.



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