



AnMed Health

AnMed Health is using their Tigr solution to improve patient education, enhance HCAHPS scores, and positively affect their Value-Based Purchasing points

Client:

AnMed Health
www.anmedhealth.org

Location:

Anderson, SC

Size:

- 695 Licensed Beds
- 485 Physicians
- 3,700 Employees

Customer since:

1996

TeleHealth Solutions:

- Samsung Healthcare Grade LED Televisions
- Curbell Gen4 Direct Access Pillow Speakers
- SmarTigr Interactive Patient Education System
- Multi-lingual Patient Education Videos
- TeleHealth 360° Service

The Client:

AnMed Health is a five-hospital, 695-bed not-for-profit health system serving the South Carolina Upstate and Northeast Georgia. The AnMed Health System includes 50 practices, more than 400 physicians, and 3,700 employees, making AnMed Health Anderson County's largest employer. The system is anchored by AnMed Health Women's and Children's Hospital and AnMed Health Medical Center, a 461-bed acute care hospital. AnMed Health is fully accredited by the Joint Commission, is part of the American Nurses Credentialing Center's (ANCC) Magnet Recognition Program® (which recognizes superior quality in nursing care), holds Baby Friendly designation, and has earned numerous other awards and accolades. AnMed Health is also a charter member of the Levine Cancer Institute and also has an affiliation with Carolinas HealthCare System in Charlotte, North Carolina.

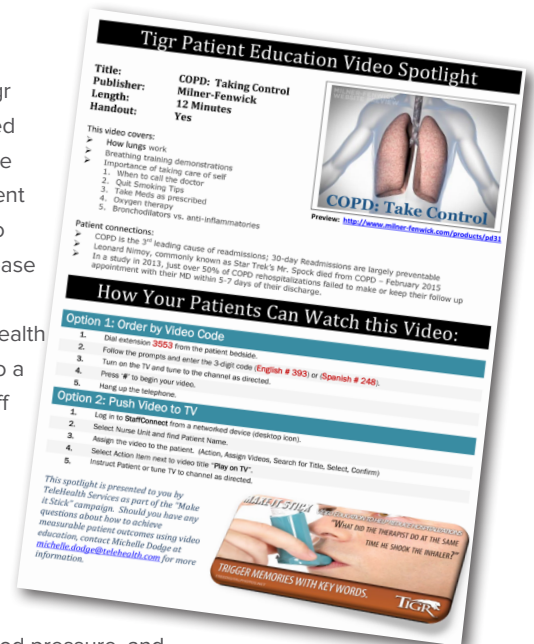
The Challenge

With healthcare pay-for-performance quality incentives such as Value-based Purchasing reimbursements at stake, there is a growing emphasis for hospitals to balance a satisfying patient experience with condition-specific patient education aimed at reducing readmissions and improving patient safety. Now more than ever, hospitals are seeking technology partners to help them reach their patient-centered goals.

One example of this is AnMed Health, a multi-disciplinary system with nearly 60 locations located in Anderson, South Carolina. AnMed Health is Joint Commission accredited, an ANCC Magnet recognized organization, and the state's largest independent, not-for-profit health system. Following an upgrade to TeleHealth's SmarTigr solution, AnMed Health wanted to leverage their SmarTigr interactive patient engagement solution to impact core measures and simplify sharing complex medical information among patients and their respective family members. With an aim to improve patient discharge education, the outcomes team set a goal to increase the number of education videos viewed by at least 25%. Their ultimate goal was to improve health literacy and their quality of patient education as measured by an increase in their HCAHPS discharge information score.

The Solution

Understanding the value in using their SmarTigr solution to engage patients in their care, AnMed Health offers patient education on a wide range of health topics and conditions, as well as patient safety and disease prevention. With the goal to enhance system utilization and ultimately increase their HCAHPS scores, the education team at AnMed Health worked closely with their TeleHealth account manager to weave the technology into a comprehensive program aimed at creating staff awareness and enthusiasm for their solution and the important education components. They implemented a multi-faceted program including weekly video spotlight emails with accompanying handouts for nurses designed to highlight various videos that correlate with clinical core measures such as COPD, high blood pressure, and smoking cessation. The spotlights are designed to show the value of the featured videos and include desired learning objectives, patient connection statements about the prevalence or severity of the condition, and directions on how to access and prescribe the videos.



Spotlights were also added to staff communication boards and email. In a year-over-year comparison, core measure videos volume has increased 5 ½ times.

Next, the program includes “Tigr Tuesdays” where the team makes rounds to different nursing units to increase awareness, answer questions, and educate staff on best practices. At the beginning of each month, an email is sent to AnMed Health’s nursing leaders at both the Medical Center and the Women’s and Children’s hospital to recognize the units that have the highest volume of videos viewed and the largest improvement in utilization of the system for the month.



The Mother/Baby nursing team at AnMed Health Women’s and Children’s Hospital

Also included to benchmark success and reveal shortcomings are the HCAHPS discharge information scores and the monthly report of video views by nurse unit. To create healthy competition among units, these units are recognized by leadership and featured on the AnMed Health patient experience portal. AnMed Health also added the number of videos assigned and viewed to their bedside reporting tool at nurse shift change, which allows for enhanced workflow efficiencies.

Lastly, with the assistance of their Tigr account manager, “prescription pads” were also developed for nurses to give to patients and families to inform them of videos that had been assigned to them and how to access their education plans on the Tigr system from their hospital television. Created in English and Spanish, the pads were an effort to assist the nursing staff in introducing the Tigr system while empowering patients and family to take an active role in their care and recovery.

“Our Tigr system is an impactful technology partner in our culture of patient and family-centered care. It not only improves health literacy by providing another mode of learning, but also allows patients and families to access important hospital information and education prior to discharge. We needed our nursing staff to be excited and to incorporate the technology into their daily workflow as an educational tool,” said Paula Martin, RN, OD Consultant at AnMed Health.

“By further integrating our Tigr system into our daily education and clinical routine, our patients are being better prepared for discharge and clinicians are experiencing streamlined workflows.”

Paula Martin, RN
OD Consultant AnMed Health

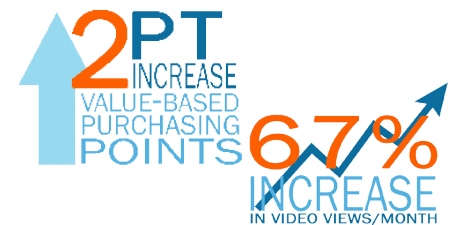
The Education Process

Clinicians at AnMed Health are actively using their SmarTigr patient engagement solution to educate patients and better prepare them for discharge and recovery. The clinical staff accesses SmarTigr’s StaffConnect dashboard from any networked device to prescribe education curricula directly to patients via their My To-Do List. Then, utilizing the aforementioned “prescription pads” as a teaching tool, nurses inform patients and their families of their assignments and how to access their education plans on the Tigr system from their hospital television. Patients complete their education items, which are checked off as “complete,” while StaffConnect allows the clinical team to track patient compliance from the nursing workstation in real time. Staff enjoy the ease-of-use by launching videos from their networked device to the patient room television to meet adherence and discharge planning goals.

The Results

The implementation of AnMed Health’s initiative to increase Tigr system usage and HCAHPS scores is a great success. Not only did AnMed Health reach their goal to increase video education by 25%, they surpassed it achieving an average of nearly 1,500 video views per month up from 900 views per month -- an impressive 67% average increase from 2014 to 2015.

All of these efforts have also led to substantial improvements in the HCAHPS discharge information scores at both AnMed Health Medical Center and AnMed Health Women’s and Children’s Hospital. Both hospitals saw a steady improvement of their average scores, with an increase of 2.44% and 1.35% respectively as compared to 2014 scores. In addition to these outstanding usage and HCAHPS results, AnMed Health also earned an increase in the Patient Experience of Care Domain (HCAHPS) under Hospital Value-Based Purchasing (VBP). Specifically, the dimension of discharge information was increased by two full points in 2015, contributing to an increase in their VBP incentive payments.



AnMed Health’s Progressive Cardiac Care Unit is also achieving incredible success in their discharge education patient satisfaction scores, increasing from 80.95% in March to 100% in June of this year.

“Our discharge information score is the one that has met the achievement level or above for the most consecutive times and has shown the most growth,” stated Martin. “We’re very happy with the results, and excited that reimbursements are positively affected,” she added. “It’s a testament that every dimension counts and we are pleased to have Tigr as our partner to help meet our patient engagement and education goals.”