



Kaiser Panorama City gained an enhanced patient experience from the use of interactive patient technology in the hospital, as shown by the significant increase in patient satisfaction scores and reduced readmission rates.

Challenge: Improving patient engagement, education, and outcomes

Kaiser Permanente's Southern California Region serves more than 3.3 million members through 12 hospitals and 130 medical offices. Kaiser Permanente Panorama City (KPPC), is one of the 12 hospitals, serving approximately 250,000 members in the east San Fernando Valley. Diverse membership makes Panorama City unique, with members from 100 countries, speaking more than 120 different languages.

In today's patient-centric healthcare environment, hospitals and clinicians are constantly challenged to increase patient engagement and education initiatives to further involve patients in their care, and aid them in making informed decisions while promoting overall health and wellness. Engaged patients are more compliant medical consumers who recover more quickly with less likelihood of readmission for the same illness or condition. The benefits to patients and hospitals are seen through better outcomes, reduced readmissions and enhanced patient and staff satisfaction.

Solution: Introduce an interactive patient engagement system

KPPC is on the forefront of this patient-cen-

Kaiser Panorama City Hospital

TeleHealth Services and Kaiser Panorama City Hospital are partnering to comprehensively engage patients in their recovery, reduce length of stay and readmissions, and boost patient satisfaction

tered model with initiatives designed to educate and empower patients to take a larger role in their health. As construction was completed on the new facility at Panorama City, KPPC sought out an interactive education solution that would be more effective than traditional print materials, easily accessible and flexible enough to complement their diverse population, all while helping to reduce costs and improve patient satisfaction ratings.

Quantifying both the enormous amount of information already flowing across their network from their EMR implementation and the cost of additional bandwidth, KPPC knew they wanted a system that could be delivered over the hospital's CCTV system. "In looking at many of the different interactive patient engagement systems in the market, the distribution of the signal was very important," said Robert Reber, audio/visual engineer at KPPC. "A solution that streamed content would choke the system with the vast amounts of health data and administrative information flowing over our network."

After extensive research, KPPC decided to implement TeleHealth Services' Tigr interactive patient system. Tigr features video-on-demand access to the facility's complete library of education and hospital information to simplify education delivery, allowing patients to use their bedside telephone and television to se-

lect and view educational videos at the optimal teachable moment.

The Tigr interactive patient care technology brings an unprecedented range of services and control to the patient's fingertips throughout the recovery process. Tigr moves beyond an on-demand network to a true interactive experience that engages patients in their care and provides valuable information that supports healing and recovery. The system's features include regularly scheduled programming, patient-specific education plans, comprehension testing and satisfaction surveys as well as digital signage capabilities to showcase hospital branded information and services to patients and visitors alike. Patients



TeleHealth's GM Dan Nthan celebrates with KPPC's Mei Ling Schwartz and Robert Reber at TigrCon for winning the Innovation Award in the "Increased Patient Satisfaction" category. KPPC's submission detailed their creation of multi-lingual instructional programs encompassing many critical health topics.

become part of a highly efficient clinical workflow with the ability to submit feedback and service requests directly to clinicians and hospital staff. Through this range of services, Tigr has emerged as a critical partner in KPPC's healthcare experience.

Innovation: Highly Personalized Care

Kaiser Panorama City furthered their patient-centered initiative by utilizing their Tigr system to further address the needs of their diverse demographics. KPPC created a series of programs in several languages and many subject areas such as chronic diseases, maternal and child health, healthy lifestyle, self-care, medical procedures and behavioral health. Additionally, KPPC implemented a dedicated relaxation channel featuring music and guided imagery to help enhance the healing environment. According to Mei Ling Schwartz, MPH, director, health & physician education, "The Tigr system allowed KPPC to deliver targeted education based on the unique needs of patients facing different conditions and/or challenges."

Schwartz and Reber worked collaboratively with a committee overseeing inpatient and outpatient education. They gathered teams of nurses, physicians and other specialists to ensure that content, including practices and guidelines, were accurate and appropriate for Panorama City patients. Next, the staff was trained to embrace and implement the curriculum into their workflows and advised clinicians on how best to integrate these tools into their patient education. KPPC also collaborated with TeleHealth on best practices for a patient-orientation and welcome video unique to their facility, providing patients and family members specifics on KPPC's approach to patient routine, nursing care, housekeeping, tests and medications.

"With Tigr, patients' unique educational needs can be filled quickly and simultaneously," says Reber. "Tigr gives us the ability to customize



KPPC and Tigr have been successful in reducing both cardiac and pneumonia readmission rates by over 12%.

education to the needs, cultures and languages of our patients. Patient education and engagement are critical components to delivering highly personalized care, and TeleHealth Services has been our partner in this dynamic transformation, every step of the way."

Results: Meeting patient needs, exceeding compliance and improving the healthcare experience

KPPC's health education program is one of the largest and most comprehensive in the country and serves as a model in healthcare reform efforts. KPPC is using their Tigr system as an effective engagement tool to provide patients and families timely prevention and treatment information. KPPC patients are consistently using the Tigr system to help them better understand their conditions and recovery steps. Family members are also joining in to get educated on how to provide supportive self-care and post-discharge management.

The Kaiser Panorama City team believes patient engagement is central to improving the health and wellbeing of their patients and thus helping to reduce readmission rates. Tigr assists in this effort by improving patient education at discharge through enhanced assessment of post-discharge needs, with patient and caregiver education and patient-centered communications. KPPC and Tigr have been successful in reducing both cardiac and pneumonia readmission rates by over 12%.

The Tigr system is also maximizing clinical efficiencies and return on investment through accessible education and facilitating exposure to revenue generating hospital services such as outpatient classes, support groups and rehabilitation services. Tigr is playing an integral role in helping to provide a more caring and valuable experience at KPPC—one of KPPC's specific goals.

As a result of Panorama City's success, five other Kaiser Foundation hospitals have now implemented TeleHealth Services' Tigr solution to empower patients, improve satisfaction and reduce costly readmissions. Through their collaboration with TeleHealth Services, Kaiser Permanente is realizing their vision of engaging patients through the entire continuum of care.

Kaiser Panorama City Hospital's HCAHPS Top Box Scores

