



“With the HSTpathways™ and CareWire® interface in place, the manual process and errors were finally eliminated”

-Debbie Montes,
Manager of Accounting and
Patient Services

Elmhurst Outpatient Surgery Center achieves operational and technological efficiencies with the collaborative implementation of HSTpathways and CareWire.

BUSINESS NEED

Elmhurst Outpatient Surgery Center is located just outside Chicago, IL. The multi-specialty ambulatory surgery center operates as a joint venture between Elmhurst Memorial Hospital and 50 independent physicians. Elmhurst has been using HSTpathways ASC software system since 2013 to manage six operating rooms, one gastroenterology lab and one procedure room. The surgery center performs between 7,500 and 8,000 cases per year with a staff of 50 full-time employees and 135 medical staff.

The busy center was facing challenges with the pre-admission process. Patients were dissatisfied with how and when the telephone interviews were done, clinical staff resources were spending only half of their time speaking with patients, and the time consuming efforts to complete pre-admission interviews often resulted in incomplete information with no additional follow-up resources available for the patients. Additionally, patients were not using the on-line medical history portal that could help significantly with the pre-admission process.

Elmhurst Outpatient Surgery Center sought a solution to connect with patients using a more effective, personal and consumer-friendly approach.

SOLUTION

HSTpathways and CareWire’s partnership agreement provides technology to easily and immediately connect with patients through a blend of SMS text and secure mobile messaging. The CareWire solution allows the surgery center to enhance communication by going directly to the patient with vital information. Messaging supports the patient’s journey prior to surgery by prompting the patient to take important actions, reinforcing previous printed and verbal communications, as well as alerting the patient of changes to the arrival time or unexpected delays by way of on-demand courtesy messages. HSTpathways ASC Information Management Solution provides the closed-loop automation of the data transfer to CareWire required for the use of the SMS text messaging services.

The messaging is a two-way communication channel. Patients are able to confirm their surgery date and post-procedure confirmations as well as provide the surgery center with immediate feedback on their surgical experience.

As part of the Elmhurst Outpatient Surgery Center implementation of CareWire, a comprehensive Message Map™ was developed that focused on the most critical information prior to the procedure. Types of information used for data gathering and messaging include the completion of medical history via the patient portal, arrival time, address and directions, available parking locations, what to bring on the day of surgery, NPO (nothing-by-mouth) guidance and other special preparation instructions, all of which remained available to the patients on their mobile devices for instant referencing.

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participating in mobile messaging program



spent less time on making voice confirmations



improvement in patient contact 5 days prior to surgery

Fully optimizing the pre-admission process required the ability to monitor the effectiveness of the changes made. CareWire's advanced telemetry allows Elmhurst to track the metadata associated with every transmission – date, time and delivery status of every message. CareWire's Mobile Communication Manager™ provides the tool that pulls all the content, date, and delivery status together into one place. It also tracks patient participation rates over time, including opt outs or patients outside the determined age criteria. The procedure time, arrival time, status of their last message and even historical communications are also available.

The automation of data transfer from HSTpathways to CareWire was the final step to close the loop and maximize the overall efficiency of the process. With the collaborative partnership between HSTpathways and CareWire, the data file transmission set-up, testing and automation was quick and easy. The surgery center realized the benefits immediately. Debbie Montes, the Manager of Accounting and Patient Services, said "With the HSTpathways and CareWire interface in place, the manual process and errors were finally eliminated." Elmhurst no longer had to develop checks and balances to ensure the file content was correct and that the file transmission was a success." This frees the staff up to focus on patient care and achieve the operational and technological efficiencies that they had targeted.

THE OUTCOME

By implementing CareWire and automating the file transfer from HSTpathways, Elmhurst Outpatient Surgery Center achieved the following results:

- 76% of eligible patients participate in the mobile messaging program
- Patient portal utilization increased from 1% to 10% within the first month of implementing mobile messaging. The surgery center was able to achieve a sustained utilization rate of 26% overall
- Time spent on making voice confirmation calls decreased by 50%
- Patients receiving CareWire messages are 4 times more likely to show for procedures and comply with NPO and bowel prep instructions
- Nursing full-time time employees in the pre-admission department reduced 6%
- 150% improvement in patients being contacted up to 5 days prior to surgery



HSTpathways is the leading cloud-based surgery center management software providing an entire suite of applications for surgical scheduling, inventory management, clinical workflow, medical coding, insurance and patient billing, and accounts receivable collections for multi-facility corporate enterprises and freestanding ambulatory surgery centers. HSTpathways has been a pioneer in the ASC software industry since 2005 and is based in Lafayette, CA.



CareWire takes advantage of the immediacy and simplicity of text messaging to communicate personalized, precisely timed, service specific education, instructions and alerts both before and after care. CareWire blends SMS text and secure mobile messages to extend the care delivery process and achieve significant and sustainable results for health care providers. CareWire is based in Excelsior, Minnesota.