EmOpti

aws partner network

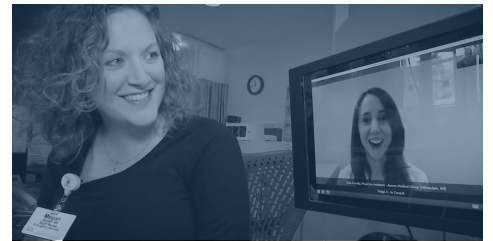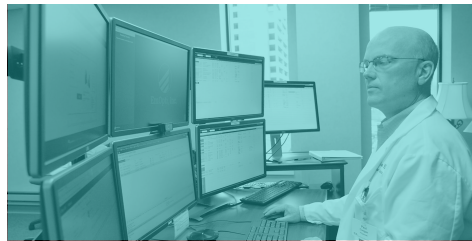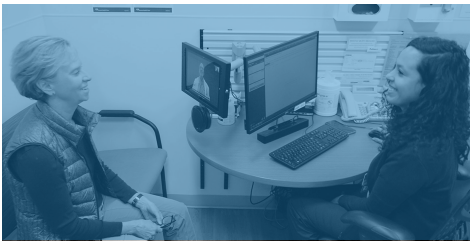# Workflow-Based Telehealth for In-Facility Care

Company Overview

Program & Services Overview

In order to survive and thrive, health systems need to rapidly adjust strategy to both respond to the COVID19 pandemic and adjust to the new post-COVID world. Workflows, business approaches and volume projections that made sense pre-COVID may no longer be valid. Health systems have historically made enormous investments in physical facilities and personnel. Now they must yield higher productivity from these investments to remain financially viable.

It is recognized that traditional on-site staffing models in emergency medicine and inpatient care cannot easily flex to address wide variations in patient census, causing long waits and system stress during busy times and higher costs due to excess trapped capacity during "slow" times.

Powered by Amazon Web Services (AWS™), EmOpti's performance analytics, workflow and telehealth technology enables both remote and onsite providers to manage system capacity in real time across multiple locations, decrease labor costs, protect staff and patients from exposure risk, and improve patient care metrics at all patient volume levels. Plus, thanks to AWS, the EmOpti platform can scale with best-in-class reliability and security.

We allow a move from the current fixed capacity model for each individual facility to a "system approach" – where variable capacity can adjust to meet the variable demand - both at the facility level and across the system.

This telehealth model will increase capacity by 10-15% without a change in physical plant, enable more flexibility in levels of staffing, require minimal upfront investment, and reduce or have a negligible net operational expenditure (OpEx) impact. In low volume scenarios this additional capacity enables adjustments in staff levels without creating risk of problems associated with patient surges. In high volume scenarios the increased capacity improves patient flow and decreases safety risk. In all volume scenarios this new model decreases risk of staff exposure to infectious disease and decreases demands on PPE supplies.

## Problem: Variable Patient Volume vs. Fixed Staff Capacity
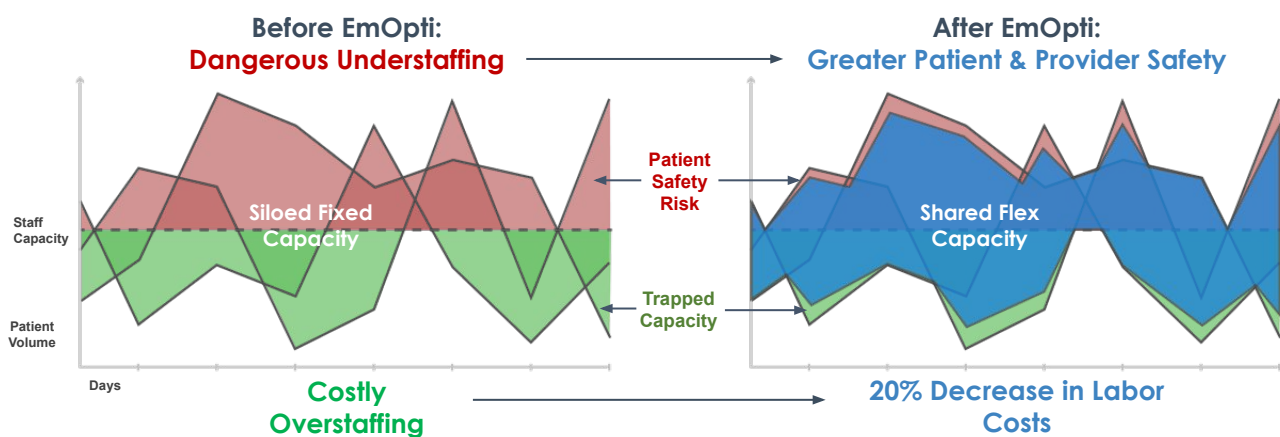
Telehealth Use Cases & Technology

EmOpti is an enterprise telehealth system built for in-hospital use cases. Below are the various telehealth solutions and associated use cases that the EmOpti platform enables.

1 — Emergency Medicine Solution

Triage • Discharge • Rounding • Registration • Discharge Teaching
Social Services • Interpreter • Specialist Consult • Academic Teaching

2 — Hospital Medicine Solution

Rounding • Oversight • Sitter • Discharge Planning
Scribe • Interpreter • Specialist Consult • Academic Teaching

3 — Urgent Care Solution

Triage • Oversight • Registration
Transfer Coordination • Interpreter • Specialist Consult

4 — Behavioral Health Solution

Crisis Assessments • Inpatient Consultation
Outpatient Clinic Integration • Interpreter • Specialist Consult

Example Command Centers::
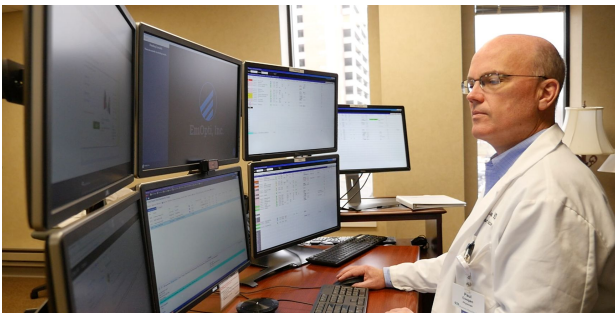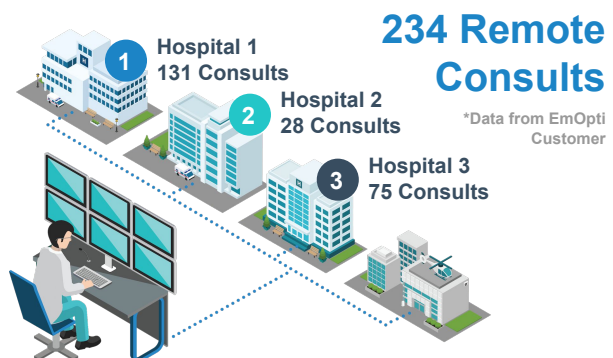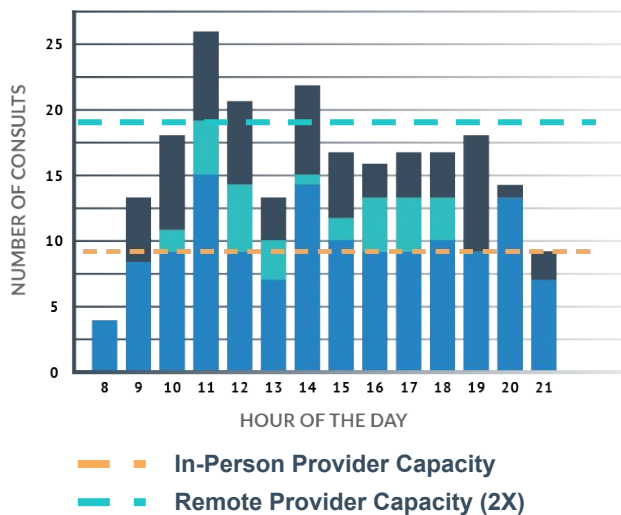

Example Patient Devices:

About EmOpti

For over 20 years, Dr. Edward Barthell, founder of EmOpti, worked as an emergency physician in Milwaukee, Wisconsin. His group provided physician coverage for large urban hospitals as well as small rural locations. Every day, he observed the outdated staffing model that leads to inefficient care delivery and unnecessary costs. In 2015, he assembled a team of elite technologists and experienced clinicians to develop and deploy a modern solution to this decades old problem.

EmOpti is a technology partner that brings innovation, efficiency and scale to clinical operations. Unlike other technology providers, EmOpti is a market leader in healthcare workflows, and our solutions are specifically designed to optimize those workflows. Our software has proven to enable staff to double their productivity compared to alternatives. The platform is secure, reliable and HIPAA compliant and the approach to EMR integration is lightweight, seamless and proven.
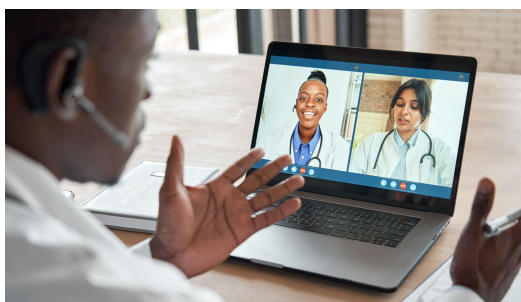
Partnering with EmOpti to enable this care model transformation brings the "best-of-breed" technology to market and mitigates risks. EmOpti has implemented our unique virtual care platform technology with leading health systems and their physician group partners, enabling them to improve critical metrics (LWBS, D2P, LOS, etc.), improve patient experience and satisfaction scores, and improve employee morale. These benefits have been achieved while reducing labor costs and increasing revenue.

Example Customer Impact:

234 Remote Consults

Hospital 1
131 Consults

Hospital 2
28 Consults

Hospital 3
75 Consults

*Data from EmOpti Customer

- In-Person Provider Capacity
- Remote Provider Capacity (2X)

2X Patient per Hour at Multiple Facilities

20%+ Decrease in On-Site Staff Costs

Performance analytics derived from 35 million health encounters

Over 500,000 successful telehealth consults

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Lessons Learned

Commonalities

After more than 5 years of telemedicine leadership and creating the gold standard for use of analytics and telehealth to improve care in intense clinical environments, we have found commonalities in the requests we hear from clients and prospects. Typically, they want to:

- Quickly implement a turnkey, fully functional in-facility telehealth solution

- Establish clinical "command centers" where clinicians can have a broader reach to deliver consistent, world-class care and supervision across multiple locations

- Create a "force multiplier" that allows them to dynamically expand or contract capacity to meet variable demand in real-time across locations and departments

Workflows

EmOpti continues to grow and evolve and add additional use cases to our in-facility telehealth offering. The key to this development lies in understanding common workflows that exist in healthcare delivery. Identifying and building these archetypal workflows into the EmOpti platform enables us to use them individually or in combination to quickly configure our solution to meet almost any patient flow scenario.

Below are three example telehealth workflows that power various EmOpti use cases:

Virtual Team Workflow
e.g. Teletriage

Virtual Assistant Workflow
e.g. Virtual Scribe

Virtual Bedside Workflow
e.g. Virtual Rounding

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Lessons Learned (continued)

Hardware and EMR Integration

EmOpti has purpose-built our solution to be compatible with almost any commercially available hardware (tablets and speakers) in order to make the availability of telehealth low cost and ubiquitous in any patient care environment, from triage, treatment and inpatient rooms to clinics, schools and even paramedic rigs.

The other key component for usability is that EmOpti does not want to create a "shadow EMR", so we have created a solution that quickly and seamlessly integrates with any EMR platform through a one-way HL7 data feed. Implementation is completed in days, not months. Clinicians are always working in their native environment so the system requires very little instruction which drives very rapid clinical and operating impact.

User and Patient Experience

EmOpti's user interface is incredibly fast, intuitive and simple for your staff. Because our clients conduct dozens or even hundreds of remote consults each day, any superfluous clicks, delays or setup time can make adoption of the system difficult for your staff. The EmOpti platform is so fast and intuitive, it requires only minutes of training and a consult can be requested, accepted and completed with only a few clicks. Both providers and nurses love using the platform, and this is validated in staff satisfaction surveys from our clients.

Patient satisfaction with the EmOpti remote consult process is above 98%. They like being seen more quickly, having the uninterrupted attention of the physician on video and the fact that the health system is proactively implementing innovative processes to keep them safe and limit their exposure.

Ideal Application

The power of a comprehensive program that combines analytics and virtual workflow optimization results in a virtuous cycle of measure - improve - measure - improve.

Whether the system is used to help with patient flow in busy urban settings or to improve access to care in smaller hospitals or clinics in rural settings multiple benefits will be realized. The platform enables the sharing of scarce resources across multiple locations, allows remote supervision of lower cost onsite resources, provides clinical backup for surges or unusual cases and allows your top clinicians to have a much larger reach and impact with patients who are geographically dispersed. We believe the combination of analytics and telehealth solutions will be critical to the long-term improvement in health outcomes.

For more information about EmOpti, please visit www.emopti.com or email info@emopti.com