



Intermountain Healthcare automates pediatric clinical forms; drives 77% digital completion rate of Well-Child questionnaires

Simultaneously driving standardization and
customization for specialty forms

77%

pre-visit digital
completion rate

98%

patient satisfaction rating

12,500

well-child forms completed via
automation over 3 months

Intermountain Healthcare is a leading, not-for-profit system of 33 hospitals and 385 clinics serving the Intermountain West region. With 3,800 employed physicians and advanced practice clinicians, Intermountain Healthcare is the largest healthcare provider in the Intermountain West, and is home to Utah’s most comprehensive care network for infants, children, and adolescents.

The health system is widely recognized as a leader in transforming healthcare with evidence-based practices to consistently deliver high-quality outcomes and sustainable costs. In service of these goals – and to meet evolving patient expectations – Intermountain Healthcare identified a need to modernize the patient registration and intake experience for its pediatrics clinics.

Pediatrics presents a unique challenge since children see the same doctor for up to 21 years, but each age group requires different approaches to care and therefore, different intake workflows. At Intermountain Healthcare, pediatric intake workflows varied not only by age group, but also by clinic or provider. In partnership with Notable, Intermountain Healthcare leveraged intelligent automation to standardize the well-child intake workflow to serve patients in age groups 0–21, to align with the American Academy of Pediatrics Bright Futures recommendations for screening questionnaires for childhood development, behavioral health, and social determinants of health, as well as other age-specific assessments. Additionally, deploying intelligent automation at scale helps ensure Intermountain Healthcare pediatrics continues to meet the NCQA Medical Home recognition standard of obtaining an annual comprehensive health assessment on all patients.

“Pediatrics is unique in that it involves the entire family unit. Parents and guardians are central in pediatric care, which adds a layer of complexity when it comes to managing or tracking information about the child. Notable has made it easier for parents to complete the forms with ease, and enables our staff to work with increased operational efficiency to ensure the best possible outcomes for our patients and families.”

Donna M. Barhorst, MD
FAAP Senior Medical Director of Pediatrics,
Intermountain Healthcare,
Canyons Region

About Intermountain Healthcare

Intelligent Intake

Use case

Cerner

EHR

Utah

Market

3,800

Employed providers

Embracing iteration to optimize configuration

Leveraging Notable's intelligent automation platform, Intermountain Healthcare has started to standardize their well-child intake forms and automated outreach to patients and their families to complete the forms prior to their visit.

Intermountain Healthcare deployed Notable's digital intake solution in phases, starting with four pilot pediatric sites in Utah and expanded to additional clinics on a weekly basis. Today, Notable is deployed at 17 Intermountain Healthcare pediatrics clinics in Utah with fully automated patient intake.

This iterative implementation approach along with Notable's highly configurable platform enabled pediatrics administrators to tailor automation capabilities for their specific needs. For example, administrators could trigger intake forms based on patient ages and forms unique to the pediatrics specialty, like developmental milestones, or the Edinburgh Postnatal Depression Scale (EPDS) could easily be configured and sent to patients based on clinical and demographic criteria.

By standardizing pediatric clinical forms, parents can complete them in the comfort and privacy of their home, at a time when it's convenient for them. As a result, Intermountain Healthcare has reported a 98% in parent satisfaction, which can be attributed to Notable's user centered design and self-serve functionality:

"Loved this experience! Thank you for making it easy to take my child to the doctors. (:"

"I love being able to fill out the form in advance. Thank you!"

"I like having it done before I am there and can do it when kids are not pulling on me."

"Easy to fill out and I love that I don't have to do this in the office and I can do it from the convenience of my phone at home."

"On my own time...not with kids at the office."

"In the past we have had to choose between standardization and customization. Notable has changed all that. Notable enables us to standardize the operations of our workflows, without sacrificing specialization that is vital to pediatrics care. Intelligent automation has saved our staff time in the intake process so they can spend less time typing information into the EHR and more time with patients."

Taylor Hadley,
Senior Manager,
Primary Care Service Line,
Intermountain Healthcare

“It’s convenient doing it online before the appointment! Especially when I have a toddler in tow in person :)”

“Better than filling out papers the day of the visit. Especially when it is a child visit and my child makes it more difficult to finish the paperwork at the clinic.”

“Not having to fill these forms out in the Dr. office with my child is what makes these forms so convenient.”

“Can fill out information at leisure vs sitting in the waiting room while also trying to keep my toddler entertained.”

Immediate impact, minimal change management

Since partnering with Notable to automate well-child forms, 77% are completed and automatically entered into the discrete fields in the EHR before the parent and child arrive at the clinic. This frees staff from repetitive data entry and makes accessing data in the EHR less time consuming. Staff can now spend more time directly serving patients.

The deployment of Notable’s intake solution does not require modification of existing workflows, eliminating the need to retrain staff or overhaul existing processes. Some workflow adjustments are needed, such as recognizing when patients don’t need paper forms, but Notable’s seamless integration with the EHR notifies staff without disrupting the existing workflow.

Compared to legacy healthcare technology implementations, training for the Notable-powered intake workflow was highly-focused, resulting in low barriers to entry for staff and patients alike. This enabled a faster go-live and immediate, transformational impact. As of this writing, the Intermountain Healthcare pediatrics service line has identified five additional screenings and questionnaires for automation, and will continue to roll these out in expanded phases.

To learn how intelligent automation can streamline specialty practice workflows and drive patient engagement, request a demo with a Notable product specialist.