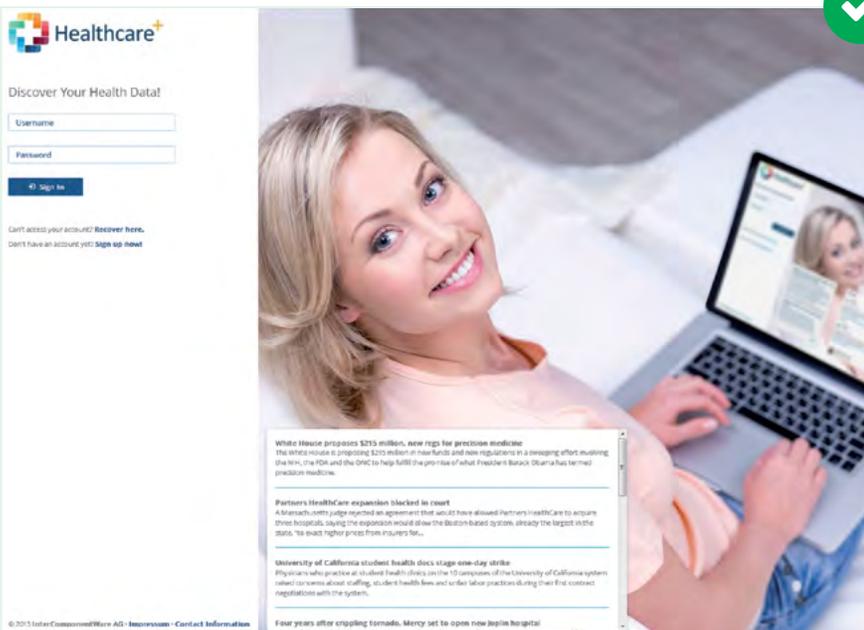


ICW Patient Engagement

Actively involve patients and their caregivers as members of the care team

There is overwhelming agreement within the healthcare community, that the tremendous challenges to renew healthcare cannot be overcome without strong involvement of the patient. The term patient engagement has become a synonym for redistributing the burden of healthcare innovation to a larger number of shoulders than today. Building stronger patient-provider relationships, increasing flow of health related knowledge and information as well as adaptation of processes to put the patient in the center are essential components of that movement. There is equally no doubt that modern information technology does play a major role within these activities.



HIGHLIGHTS

- Patient portal on an HIE level
- Task based interaction within care plans
- Innovative messaging concept
- Patient driven amendments of administrative patient data
- Usage on mobile devices
- Simple and high-secure end user registration
- Well-defined integration API for developing mobile apps
- Fully customizable design

Starting out decades ago, a series of attempts to remodeling healthcare have been made which strongly focused on changing political, organizational and economical boundary conditions. Only recently, at the background of emerging technologies for web-based applications, mobile apps, and social media new approaches arose which more strongly involve the end-user of healthcare – the patient.

A set of approaches have been taken with only minor effects so far. Patient portals tethered to single EHR systems, myriads of healthcare related mobile apps or patient owned personal health records could not yet solve the most pertaining healthcare related problems.

It takes a village to cure a patient...

The old African saying originally refers to raising a child, but it can be equally applied to describing the paradigm shift needed for modern healthcare. Team work rules!

ICW's Patient Engagement solution supports this shift of paradigms by integrating both the provider community on an HIE level and the care team working along the individual patient's care plan. At its core the solution provides means to strengthen patient-provider relationship through a broad range of interaction capabilities and one-to-one communication. The essential basis for these capabilities is the patient's longitudinal medical record.



HIGHLIGHTS

Patient portal on an HIE level – Provide a comprehensive, unified view to the entire care team on the longitudinal medical record.

Task based interaction within care plans – Ensure tight involvement of patients in their individual care plans through task assignment and tracking; flexibly implement care pathways with patient involvement.

Innovative messaging concept – Strengthen patient-provider relationship through person-oriented 1:1 communication.

Patient driven amendments of administrative patient data – Have patients check and amend their demographics as stored in the ICW Master Patient Index.

Usage on mobile devices – Support mobile needs via a fully responsive design implemented following the mobile first approach.

Simple and high-secure end user registration – Reduce operating costs through highly automated registration processes with minimum involvement of administrative staff.

Well-defined integration API for developing mobile apps – Extend patient engagement capabilities through implementing custom apps or portal extensions using the REST based application programming interface.

Fully customizable design – Adapt the design of your patient portal application to your healthcare organization’s corporate identity, configure custom content or images and offer multi-language support.

Activating the Longitudinal Record

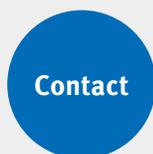
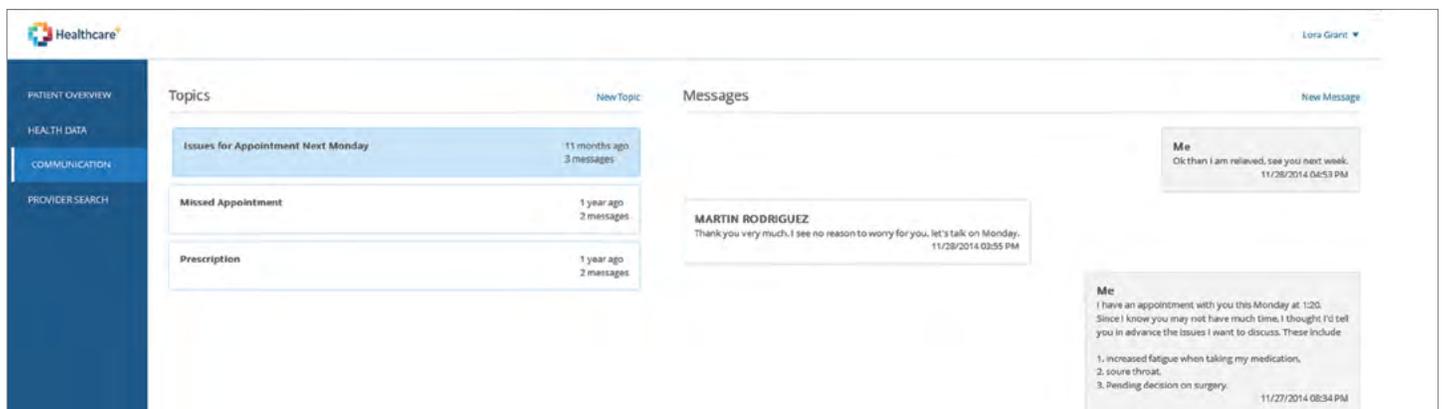
Access to that HIE level record is provided to patients and care givers through an untethered portal across healthcare provider venues with just one single login. A sophisticated consent management system ensures that users can exactly determine who sees what parts of their data and when. Access to the record is leveraged to fulfilling regulatory needs specified by Meaningful Use in the Patient Engagement domain. Availability on an HIE level greatly increases the number of patients to be included for incentive reporting.

At the background of that record, a large range of interaction capabilities is made available to patients, care givers and the professional members of the care team. These capabilities range from infor-

mation-specific actions offered in the context of individual record items to explicit tasks assigned to the patient – or their care-giver – as part of his individualized care plan. The task-based interaction is strongly enhanced by powerful ICW Forms technology enabling structured acquisition of patient generated data.

Effective communication – address the right topics with the right people

Effective exchange of information with respect to both administrative and clinical concerns is one of the most important pillars of patient engagement. ICW’s innovative conversation concept which clearly structures communication by persons and topics visually guides the patient through the communication with their care team members.



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