notable + Intermountain Healthcare

Intermountain Healthcare

Employed Providers:
2600

EHR Used:
Cerner

States Covered:
Utah, Nevada, Idaho

Use Case:
Digital Front Door

Intermountain Healthcare reduces check-in time by 25% with intelligent automation

Intermountain Healthcare is a not-for-profit system of 24 hospitals and 215 clinics, including a Medical Group with 2,600 employed physicians and advanced practice clinicians. They are widely recognized as a leader in transforming healthcare by using evidence-based best practices to consistently deliver high-quality outcomes and sustainable costs. In service of these goals - and to meet evolving patient expectations - Intermountain identified a need to modernize their patient registration and intake experience.

25% decrease in check-in time

96% patient satisfaction rating

91% pre-visit registration & intake completion

300% increase in co-payment collections

30mins daily time-savings per MA

4 weeks to launch initial deployment

Previously, like many health systems, Intermountain's patients checked in by filling out paper forms on a clipboard, with many questions repeated across different types of forms.

"This slowed down the experience and was really cumbersome," explained Susan Tew, AVP for Consumer Digital Solutions at Intermountain. **"It was a very manual process."**

In addition to slowing down the check-in process, this workflow created a substantial amount of busywork for staff, who needed to manually scan insurance cards and informed consent forms into the EHR, as well as enter data into the right fields.

These challenges grew more pronounced with the emergence of COVID-19, which underscored the need to minimize the time patients spend in the clinic and to reduce the use of shared items like clipboards and pens.

"When you start thinking about the pandemic and the impact on healthcare, digitally treating patients becomes very important," explained Tew. **"And while in some ways, we were very prepared, in other ways, we really had to up our game."**

Reimagining patient registration and intake with intelligent automation

To address these challenges, Intermountain partnered with Notable to provide an automated digital check-in and registration experience for patients, providers, and staff.

Notable's platform deploys intelligent digital assistants that automatically perform repetitive administrative and clinical tasks just like a human would, enabling health systems like Intermountain to engage more patients in need of care while increasing clinician and staff capacity.

With Notable, digital assistants continually scan Intermountain's EHR (Cerner) for upcoming patient appointments, and send each patient digital registration and intake questionnaires via text or email two days prior to their visit. Using artificial intelligence, these are personalized according to patient medical history and visit type. As part of the digital check-in process, patients can upload their insurance card by taking a picture with their smartphone and e-sign informed consent documents - completing their entire check-in process before stepping into the clinic.

The experience is optimized for ease of use: patients do not need to download an app or create a log-in to complete the registration, and information shared from previous visits is automatically populated for patients to review and confirm. As a result, over 90% of patients provided with the experience now complete their entire check-in prior to setting foot in the clinic. And unlike many digital health offerings, Intermountain's experience has been widely adopted by patients of all ages, contributing to a 96% patient satisfaction rating.

"We've had older patients tell us this is easy to use even though they describe themselves as technically challenged," shared Tew. **"Notable makes it easy enough for my 88 year old mother to do this."**

Increasing staff capacity by automating administrative workflows

In addition to modernizing the check-in process for patients, Notable automates administrative workflows for staff.

For example, once patients complete their registration and intake, the information they shared is automatically placed within the appropriate fields in the EHR, compiled into a Cerner PowerForm, and pulled into a progress note. This frees staff from repetitive data entry and makes accessing data in the EHR less time consuming, allowing them to spend more time directly serving patients.

"Rather than looking all over the EHR to find out if the annual wellness HRA has been completed, and then looking someplace else to see if the PHQ9 is completed, the data is right in front of the MA, making it easy to understand what has been asked and answered, and what has not," explained Tew.

Intermountain's MAs report that this experience has been **"an amazing time saver,"** and one shared that they **"would prefer this for [their] own care."** On average, it has saved each of Intermountain's MAs using Notable 30 minutes per day, enabling them to spend more time directly serving patients.

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Empowering clinicians to improve care with automated clinical follow-up

Notable's platform has provided Intermountain with the opportunity to extend intelligent automation beyond patient check-in, and use it to optimize post-visit clinical follow-up.
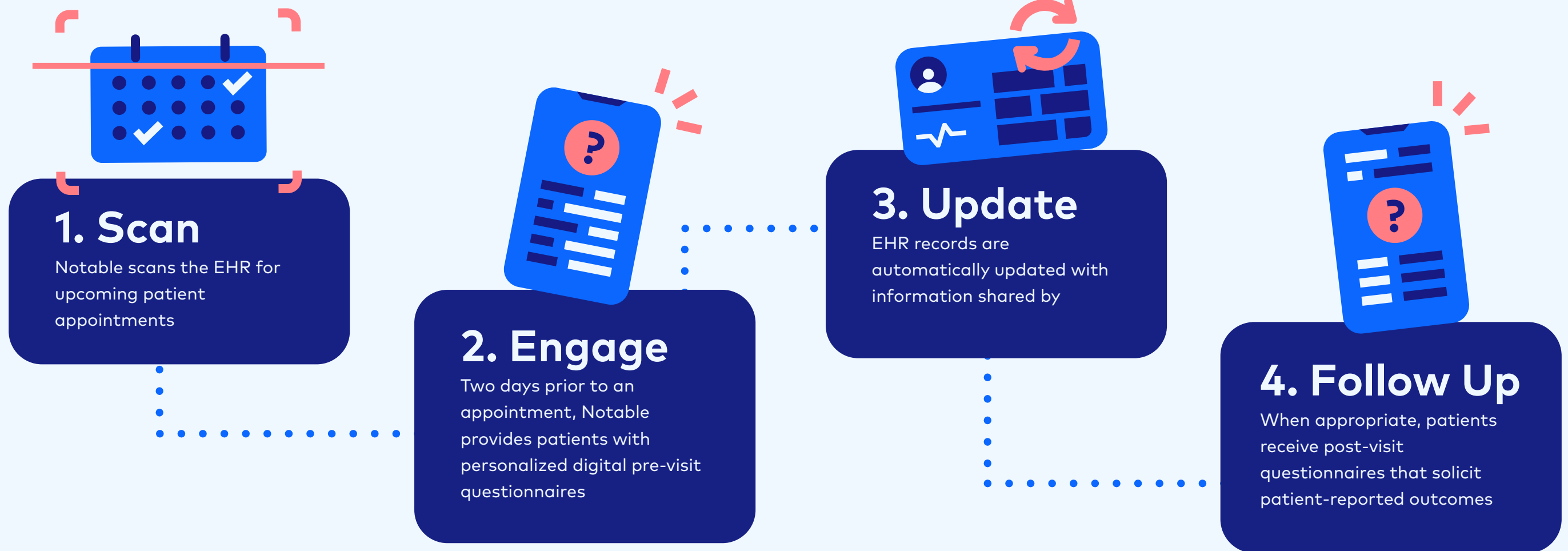
Following patient visits, providers push alerts for follow-up to monitor clinical outcomes and keep patients on recommended care pathways. This includes sending intelligent questionnaires that solicit patient-reported outcome measures (PROMs) and place relevant data into the EHR, helping clinicians evaluate a patient's clinical trajectory and make necessary interventions in real-time.

PROMs are key to understanding how patients perceive the outcomes of the treatment(s) they receive. However, the traditional process of obtaining PROMs was cumbersome and time-consuming for caregivers. Before Notable, Intermountain manually collected PROMs using paper surveys, which averaged a 10% completion rate in pre-visit PROMs and 5% post-visit. Since deploying Notable, more than 82% of Intermountain patients now complete PROM surveys.

"I get excited about the learnings that are going to come from this," said Tew. "As we get our hands on more and more data, we'll become better informed on what delivers the most value, which will inform clinical decision making."

How Notable powers
Intermountain's digital front door

1. Scan
Notable scans the EHR for upcoming patient appointments

2. Engage
Two days prior to an appointment, Notable provides patients with personalized digital pre-visit questionnaires

3. Update
EHR records are automatically updated with information shared by

4. Follow Up
When appropriate, patients receive post-visit questionnaires that solicit patient-reported outcomes

Reinventing care delivery with intelligent automation

The COVID-19 pandemic has forced healthcare providers to rapidly innovate in service of evolving patient needs, and with Notable, Intermountain Healthcare was able to launch their reimagined patient experience in less than a month. **"Their team has been agile, focused, driven, creative, and service-oriented,"** shared Tew.

Building off the initial Notable deployment, Intermountain plans to automate inpatient workflows, as well as expand to more specialties. To build on their industry-leading patient satisfaction rating, they plan on enabling a fully automated in-clinic check-in process, using iPads for those who don't complete their questionnaires ahead of their visit, and a barcode-enabled, touchless check-in for those who do.

"Our vision with Notable is to provide a great experience for patients, and as part of that, supporting our providers and staff to best care for them," shared Tew.

Additionally, Intermountain has seen a 300% increase in co-payment collections since deploying Notable to automate prior balance collection and payments.

In total, they expect to realize hundreds of thousands of hours per year in time savings for staff, and drive tens of millions per year in savings. This enables them to focus even more resources on the patient care experience, and to reduce the overall cost of care for outpatient and inpatient services.
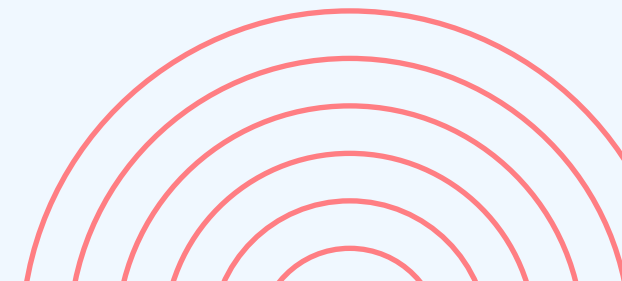
"For the past 10 years, I've had a vision of using modern technology to augment the delivery of care," shared Tew. **"Notable has been an incredible partner in helping us to rapidly bring this vision to life."**
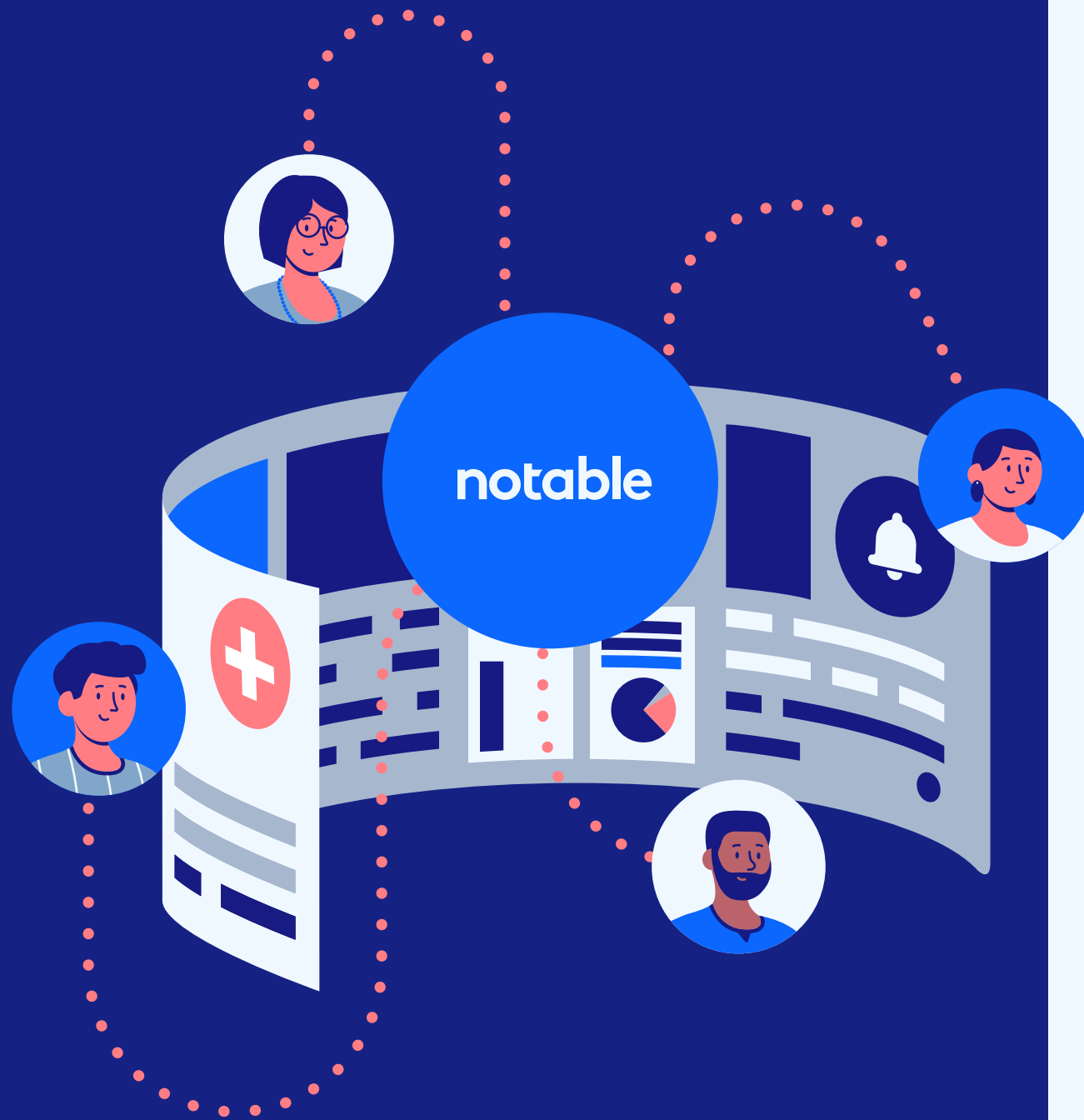
Notable Health empowers healthcare providers to improve care with technology that enables intuitive, connected experiences. The Notable Platform, the leading solution for intelligent automation in healthcare, enables providers to identify and engage more patients in need of care while increasing clinician and staff capacity. Leading health systems use the platform to digitize and automate administrative workflows like patient outreach, registration, documentation, and billing, and report saving 700+ hours of administrative work per provider per year; increased patient visit volume; a provider NPS score of 74; and an industry-leading patient satisfaction rating.

To learn how intelligent automation can help your health system increase patient visit volume, improve outcomes, and reduce the cost of care, **schedule a personalized demo with a member of our team.**

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