IBM Phytel Transition

Communicate proactively across care transitions

Watson Health™

IBM

Key benefits

Enables providers to:

**Proactively manage patient populations
and avoid unnecessary readmissions**
• Improve HCAHPS scores
• Qualify for performance incentives
• Enhance patient retention and acquisition

Lower readmission rates
• Avoid readmission penalties
• Reduce overall cost of care

Increase productivity
• Streamline care coordination
• Reduce administrative costs

Identify at-risk patients
• Decrease adverse events
• Expedite follow-up by care managers
 and primary care providers

Introduction

When patients leave the hospital or emergency department, the effectiveness of follow-up becomes crucial to their recovery, and to your bottom line. IBM® Watson Health™ delivers automated proactive post-discharge assessments, alerts, notifications and reports—enabling close monitoring for high-risk patients, and prompt attention to all patients who require additional assistance.

Identify risk

Detecting risk factors for each discharged patient—and addressing patient and family caregiver knowledge gaps—is expensive and time consuming, and can lead to costly and dangerous delays and oversights. IBM® Phytel® Transition's customizable, automated assessments are faster, easier and more effective, automatically alerting you to patients in need of follow-up care and interventions based on your configuration.

Take action

Streamlined and continually updated reporting tools allow you to optimize patient communication and prioritize cases for follow-up. From the day of discharge forward, IBM Phytel Transition enables rapid, proactive identification and handling of risk factors, optimizing the quality of care you deliver during the critical 72-hour post-discharge period.

Track progress

Detailed follow-up reports allow you to monitor care to date, arrange downstream appointments, direct new patients to associated primary care physicians, and keep patients active in your health network.
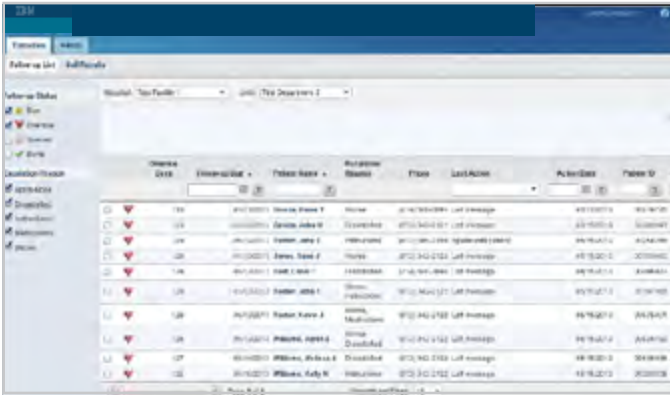
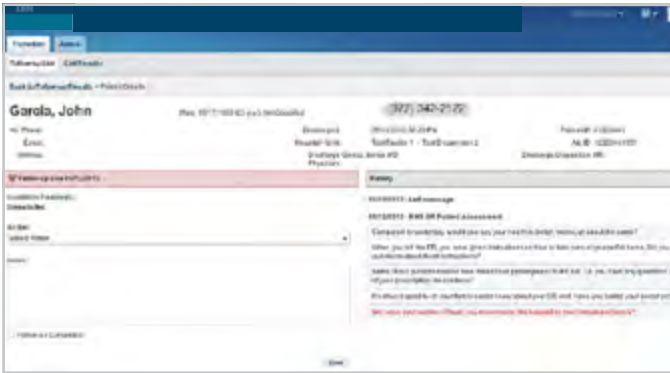Figure 1: Prioritized list of patients

Figure 2: Personalized outreach to improve patient engagement
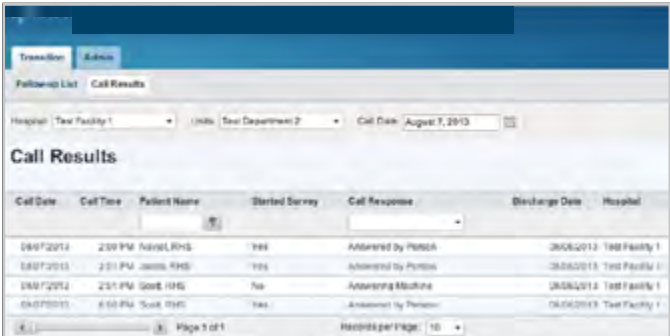

Figure 3: Post-discharge call results report
Note: The names and information that appear in the figures in this paper are used fictitiously for sample purposes only, and any resemblance to actual persons is entirely coincidental.

Automated post-discharge assessments

IBM Phytel Transition starts contacting your patients as soon as 24 hours after they leave the hospital or emergency department. Guided calls direct patients through a customizable assessment about their health status and evaluate their progress with discharge instructions. Dashboard-style reports—including easy-to-understand charts—give you at-a-glance tracking of call results for your patients, plus up-to-date, detailed monitoring for each individual.

At-risk alerts

Clear, easy-to-navigate screens include escalation alerts about high- risk factors revealed during each assessment. Readily available, current information allows you to quickly identify patients to designated care managers in order to improve communication, help provide proper care, and avoid preventable readmissions.

Safeguarded web access, rapid implementation

The hosted SaaS environment offered by IBM Watson Health™ provides faster, protected access to patient data over the Internet—without additional burden on your IT staff.ISO 9001:2008 certified, Watson Health's high-performance systems include rigorous security protections, and are highly scalable, versatile and reliable. Simple implementation includes expert setup of automated data aggregation and mapping across your entire organization, and enables deployment in approximately 60 days.

IBM Watson Health Patient Engagement

One scalable, integrated population health platform for your entire care team
The IBM Watson Health patient engagement solutions allow you to use clinical information and evidence-based guidelines to gain insight and help your care teams efficiently identify variances and care opportunities. It enables you to take action by automating care management, allowing you to focus on promoting better health outcomes with your top priority patients.

The IBM Phytel portfolio also includes IBM® Phytel Outreach, IBM® Phytel Remind, and IBM® Phytel Coordinate.

About IBM Watson Health

In April 2015, IBM launched IBM Watson Health and the Watson Health Cloud platform. The new unit will work with doctors, researchers and insurers to help them innovate by surfacing insights from the massive amount of personal health data being created and shared daily. The Watson Health Cloud can mask patient identities and allow for information to be shared and combined with a dynamic and constantly growing aggregated view of clinical, research and social health data.

For more information on IBM Watson Health, visit: ibm.com/watsonhealth.

Watson Health™