

IBM Phytel Coordinate

Actionable insights for proactive
and targeted interventions



Key benefits

Empowers you to:

Reduce risk

- Accelerate delivery of care to at-risk patients
- Identify and address gaps in care
- Consistently monitor and communicate with patients at scale

Lower operational costs

- Increase productivity
- Avoid expensive errors and oversights
- Significantly reduce need for data analysts and dedicated IT staff
- Expedite performance reporting

Actionable insights

to measure performance

- Monitor individual care providers and facility performance
- Simplify transition to a PCMH model of care
- Help achieve alignment with the latest quality measures and initiatives

Introduction

In any patient population, there will be a segment with a risk of chronic diseases. The imperative in population health management is to identify them early, intervene aggressively with treatment regimens and ensure that their conditions do not deteriorate.

IBM® Watson Health™ offers intelligent, automated technology that allows you to quickly and proactively establish patient cohorts among your entire patient population, identify care opportunities using evidence-based guidelines, and execute focused campaigns that help providers lower risk and focus on promoting health outcomes with their top-priority patients.

Stratify patients

The first step in a proactive care coordination strategy is to group patients intelligently according to specified conditions and clinical protocols. IBM Phytel® Coordinate integrates your clinical data with a powerful protocol engine, allowing you to set up patient cohorts based on evidence-based protocols you select. Versatile views let you customize filters depending on the types of patients you want to target.

Run effective campaigns

Watson Health allows you to deliver automated, multi-modal communication campaigns that reach patients in an effective, consistent manner by phone, email or letter. You can easily supplement the template library and pre-recorded voice messages with customizable pre-recorded voice messages appropriate to your patients and to your quality improvement needs.

Optimize interventions

Comprehensive and organized patient information—including patient care plans and clinical trending data—allows care managers and coordinators to prepare effectively for follow-up patient visits, increasing efficiency, patient satisfaction and quality performance.

Track quality

Our all-payer, all-EMR patient-centered registry gives you quick access to integrated, analyzed data across all your providers, locations, medical groups and conditions. It also allows you to view performance across quality initiatives and clinical measures you need to monitor—including current status and trends over time.

Improve performance

Graphs, charts and tables make it easy to view summary results across your entire organization, or to drill down to particular groups and individuals. Highlighted variances allow you to identify care opportunities and initiate improvements. Information about patients with gaps in care feeds easily into Phytel Coordinate campaigns that can quickly engage patients and enable providers to promote better outcomes with their patients.

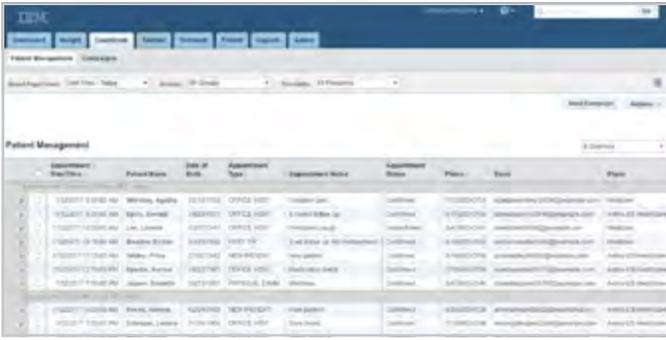


Figure 1: Prepare for upcoming appointments

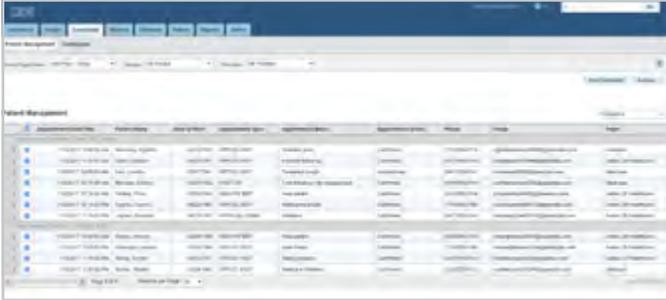


Figure 2: Customize patient work lists

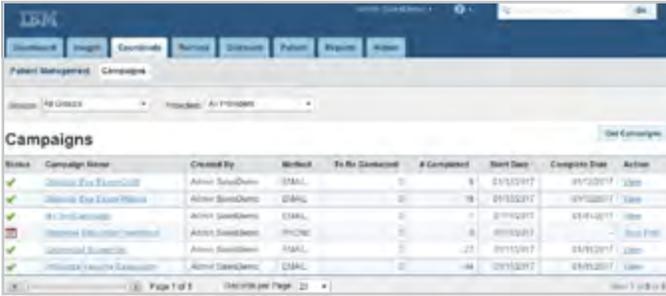


Figure 3: Manage active campaigns

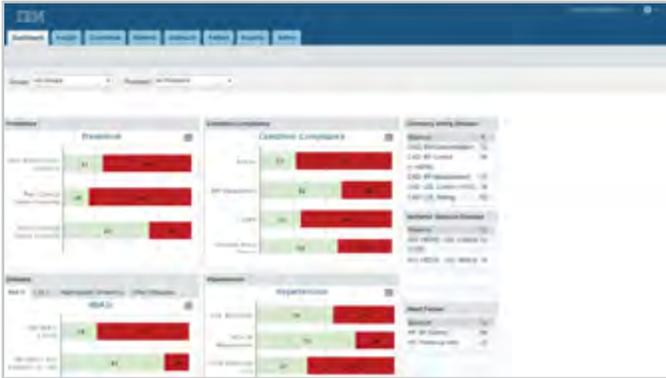


Figure 4: Evaluate and measure organization effectiveness
 Note: The names and information that appear in the figures in this paper are used fictitiously for sample purposes only, and any resemblance to actual persons is entirely coincidental.

Care management views

Phytel Coordinate makes it easier to stratify your entire patient population and view the specific individuals who fit a particular clinical profile. With automated data aggregation, provider attribution, smooth integration with your EMR and PMS systems, and mapping across your patients, services and providers, Phytel Coordinate helps ensure that information in the care management dashboard is current. Built-in clinical intelligence enables you to make effective care management decisions across risk factors and meet quality performance goals.

Automated, custom campaigns

Once you know which patients to engage in a specific campaign, setting it up is streamlined. Straightforward configuration options let you select the content and mode of communication, with convenient ways to customize and deliver personalized, patient-centered messages. Starting the automated process is as simple as hitting “Send.” Phytel Coordinate also provides your care team with detailed, easy-to-understand patient summaries, along with details about each patient’s extended care team throughout the medical neighborhood.

Quick deployment, safe web access

Watson Health’s hosted SaaS environment provides faster, safeguarded access to patient data over the Internet—without additional burden on your IT staff. ISO 9001:2008 certified, Watson Health’s solutions are highly scalable, versatile, and reliable. Rapid, high-touch implementation lets you deploy in as few as 60 days, with expert data integration and validation that leaves your team free to focus on business strategy and value-based quality goals.

Value reporting

One scalable, integrated population health platform for your entire care team

Our solution aggregates clinical data, delivering metrics and dashboard reporting that enables providers to evaluate and measure their organization’s effectiveness across various quality initiatives. Detailed analytics simplify alignment with ACO, pay-for-performance, PCMH and other programs. You could also qualify for NCQA PCMH auto credit, accelerating the path to recognition as a medical home.

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 Transition.

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.

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