lumeon

CREATING AUTOMATED CARE JOURNEYS FOR NYC HEALTH + HOSPITALS

FROM APPOINTMENT REMINDERS TO COVID-19 REMOTE HOME MONITORING

NYC Health + Hospitals, the largest public health care system in the U.S., has been using Lumeon's platform to launch automated care journeys that improve the patient experience across emergency, chronic care and patient access departments.

As COVID-19 struck, the health system was able to quickly adapt their operations, with solutions launched within as little as seven days.

NYC HEALTH+ HOSPITALS

FEATURED SOLUTION: APPOINTMENT REMINDERS

CHALLENGE

- No-show rates of 20 - 40%
- Late cancellations causing under-utilized resource
- Legacy software required manual editing and sending of reminders
- Limited options (English only, voice only, no-rescheduling)

SOLUTION

Lumeon built a new appointment reminder system for NYC Health + Hospitals, supporting patient communication preferences, starting with SMS reminders in multiple languages. Full integration with their Epic EHR, alleviates staff workload, for example, patient cancellations are automatically actioned in Epic.

The reminder cadence and content is customizable, with messages typically sent three days and one day prior to the appointment. Patient experience is improved by offering clear, upfront options to confirm or cancel automatically or request to reschedule, in which case they are connected with an operator.

BENEFITS:

29% ↓
reduction in no-show rate
(6.1 percentage points)

$18.2M
projected revenue saving in year one

96%
of languages spoken by patients covered

> " Lumeon has proven to be incredibly effective in helping us incorporate patient engagement and care team coordination with best practice clinical and operational pathways "

Kaushal Challa, Chief Operating Officer, Ambulatory Care, NYC Health + Hospitals

lumeon

FEATURED SOLUTION: COVID-19 REMOTE HOME MONITORING

CHALLENGE

- Emergency departments overwhelmed by patients with suspected COVID-19
- No capacity to care for patients with mild to moderate symptoms in hospital

SOLUTION

Lumeon and experts at NYC Health + Hospitals launched the remote home monitoring solution in just seven days. Primarily offered to any patient visiting the ED with COVID-19 symptoms not severe enough to be admitted, the program was so well received that it was subsequently extended to other departments, including obstetrics.

Key to its success was the ability to interact with patients via simple text messages without requiring an internet connection.

PHASE 1: SMS BREATHING MONITORING

Patients were enrolled on to the COVID-19 monitoring pathway, either via provider-referral or self-referral and asked to complete a short medical e-form to capture their current symptoms and comorbidities. Patients who needed help with the form could call an operator to give their details verbally. This was followed by twice-daily breathing assessment via interactive text message.

An algorithm used their responses, plus their comorbidity score, to determine when escalation for clinical review was appropriate. Clinicians used the Lumeon system to monitor responses, call high-risk patients and refer them to hospital when necessary.

PHASE 2: REMOTE PULSE OXIMETRY

Pulse oximeters were provided for high-risk patients and Lumeon's solution was expanded to request and receive daily oxygen levels from these patient cohorts, enabling more precise monitoring.

As COVID-19 testing capacity increased, Lumeon was also used to notify patients of their results. Those who tested positive were escalated for further counseling and automatically invited to join the program, creating a seamlessly joined-up patient experience.

FUTURE PLANS

The health system is now looking at how similar remote monitoring programs can be applied to chronic disease management.
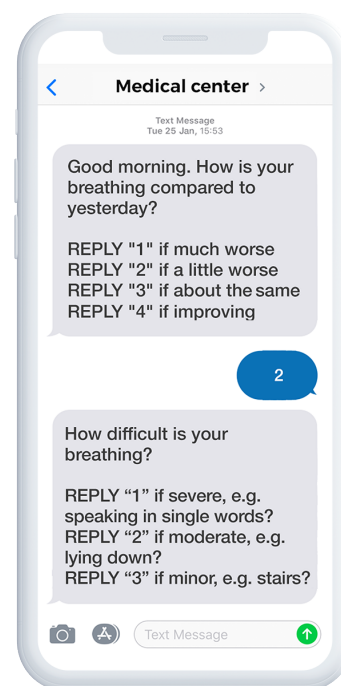
BENEFITS

Vital capacity freed up across 11 EDs

Safety net available to every patient at home

Launched in 7 days

Medical center

Text Message
Tue 25 Jan, 15:53

Good morning. How is your breathing compared to yesterday?

REPLY "1" if much worse
REPLY "2" if a little worse
REPLY "3" if about the same
REPLY "4" if improving

2

How difficult is your breathing?

REPLY "1" if severe, e.g. speaking in single words?
REPLY "2" if moderate, e.g. lying down?
REPLY "3" if minor, e.g. stairs?

> " The text message-based COVID-19 symptom monitoring solution has allowed us to extend the reach of our frontline health care workers – enabling us to monitor patients effectively and efficiently – while keeping patients safely at home. "

NYC Health + Hospitals Vice President and Chief Quality Officer Eric Wei, MD, MBA.

lumeon