

Case Study 101:



Healthe Clinic at Cerner

Nimble Point-of-Care Content Management and Patient Engagement

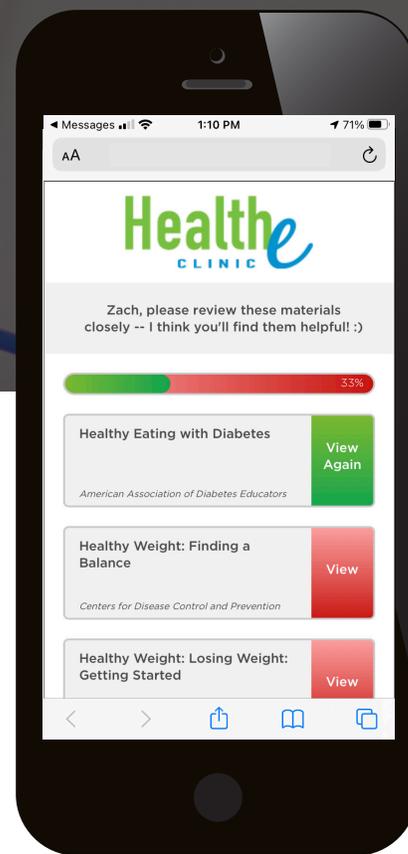
 Healthcare Provider for Cerner Employees

 Kansas City, MO

Patient Population: 5,000

Goals:

Organize and standardize cross-departmental patient education content and optimize workflow



Challenge

The Cerner campus's employee clinics (the Healthe Clinics) lacked efficient ways to communicate health information to their patients. While Cerner's EHR, Powerchart, contains some "generic" patient education materials, the Healthe Clinic's providers wanted to send their patients a wide range of self-authored materials that were created "in house" (videos, nutrition worksheets, vaccine information sheets, etc.). In addition, Cerner sought streamlined ways to track patient adherence and patient satisfaction.

Solution

PEG created an EHR-integrated content management system that enabled Healthe Clinic staff to organize and send educational materials to patients via email or text message. Materials were then written back to the patient portal and the patient's electronic health record for improved continuity of care. Patients who viewed the content were asked to complete a digital patient satisfaction survey via PEG's virtual assistant chatbot.

"Patient Education Genius has all of the things that I need in a Patient Education delivery solution. It is easily accessible, comprehensive, customizable and versatile. I love that I can send the materials to the patient via text or email."

- Susie Eitel, RN, MSN, FNP-BC, Clinical Operations

Results

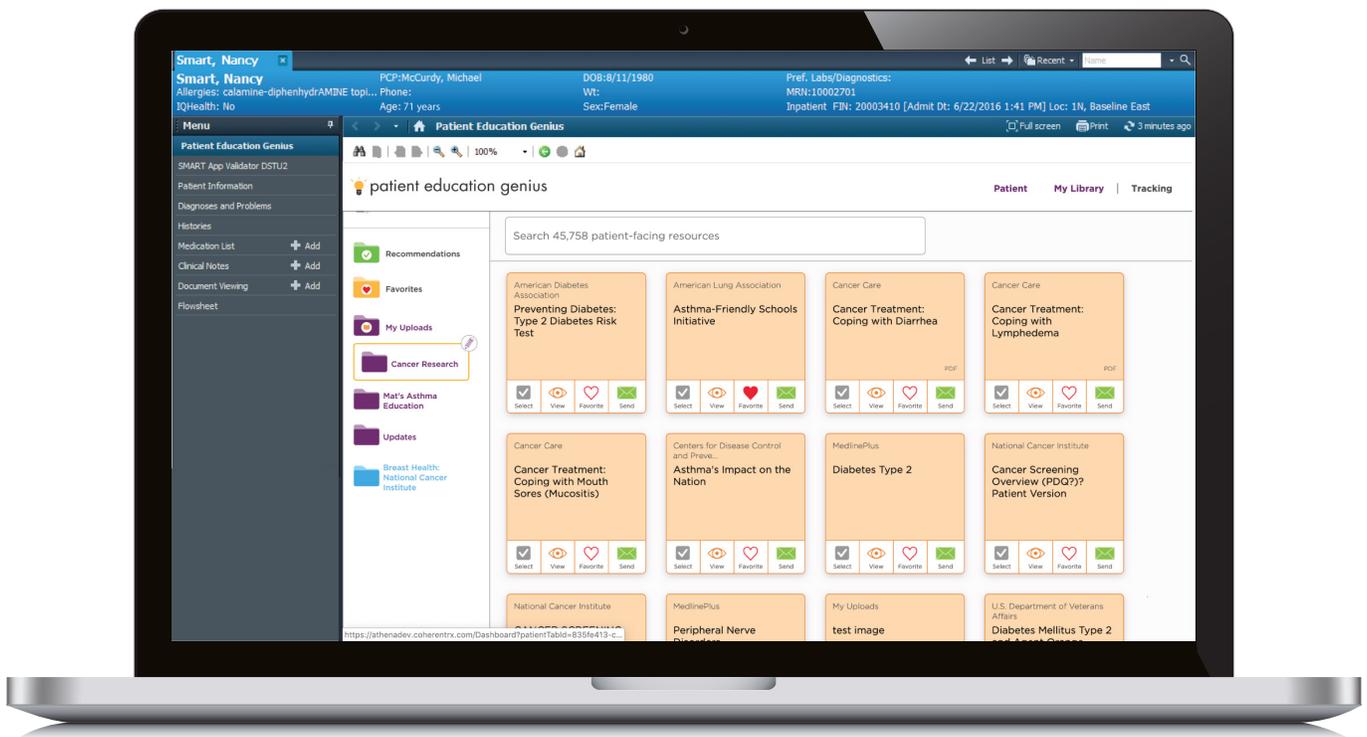
By employing PEG, the Health Clinics providers were not only able to give their patients educational materials on a far wider range of topics, they were able to use PEG's patient engagement reports to track engagement and satisfaction trends over time, enabling the Clinics to set benchmarks and goals for improvement.

70-90%

patient education open rate

500+

materials uploaded and organized into 60+ folders



"Thank you again for providing me with this data! I really do appreciate that. I like having the check step to ensure that the steps I'm completing in the admin tool are working. You all are so fantastic to work with!"

- Erica McCormick | Senior Learning Consultant | Team Lead | Cerner Corporation

