



Giving clinics immediate access to patient education resources

Challenge

A large Midwest Catholic Health System, with over 300 ambulatory clinics and 23 hospitals, wanted a patient education solution that would enable them to provide up-to-date, industry-leading content to their patients, as well as improve the workflow for their clinicians. The solution had to offer efficiency, integrate into their existing Epic workflow, and expand content options for engaging patients, including MyChart bedside access.

Solution

Ignite on FHIR

The Health System partnered with WebMD Ignite to implement Ignite on FHIR (IOF) formally Krames on FHIR (KOF) with Patient Portal Integration (PPI). They demonstrated an organization-wide commitment by allocating resources to multidisciplinary teams dedicated to the implementation project. IOF successfully launched, allowing users in the inpatient, ambulatory, and urgent care clinics immediate access to patient education resources. IOF was implemented in their emergency departments three months after their initial go-live.

To ensure organization-wide adoption, the health system:

Created a strong marketing and communications strategy with:

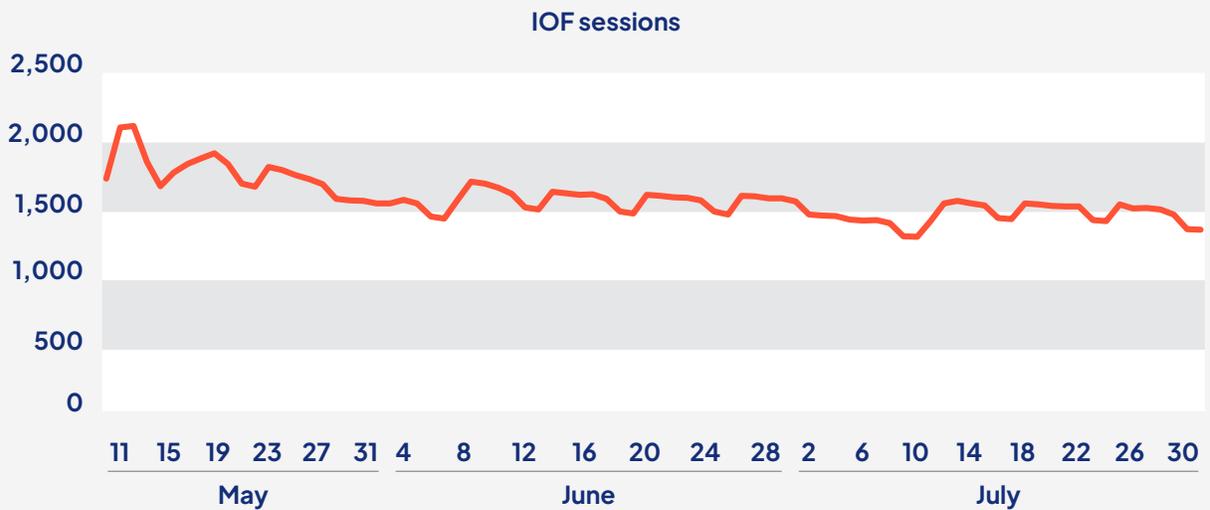
- Training sessions throughout the implementation process.
- Interactive learning modules and live webinars.
- Training materials on a dedicated internal intranet platform.
- Newsletter articles shared system wide, including a marketing screensaver that provided information about IOF implementation and training opportunities.
- A multidisciplinary steering team that represented key stakeholders at all levels and clinical environments, including nursing, emergency departments, patient experience, IT, pharmacy, and the patient and family advisory council.

Continued program refinement and improvement by:

- Increasing assignment of patient education and promoting patient engagement by utilizing FHIR data to measure and prioritize conditions important to the organization.
- Collaborating with a network of stakeholders to expand awareness and increase adoption of FHIR in order to achieve their goals around patient education assignment.
- Meeting with WebMD Ignite on a regular basis and serving as a thought partner, providing insightful feedback on patient education resources and committing to getting the most value out of the platform.

Results:

During the first three months following the launch of IOF, utilization performed as expected, spiking in the first week and then gradually declining as users grew accustomed to the platform. Since going live, utilization metrics have trended positively and continue to be steady among all encounter types, departments, and locations.



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