

Improving Patient Satisfaction & Self-Management for Endocrine Surgery

Key Results:

- ✓ 90% of patients recommend SeamlessMD
- ✓ 95% of patients who felt more confident before surgery with SeamlessMD
- ✓ 39% of patients reported that SeamlessMD prevented 1+ calls to the hospital
- ✓ 6% of patients reported that SeamlessMD prevented 1+ visits to the hospital

“SeamlessMD has been a key partner in our hospital’s strategy to deliver a cutting edge, digital experience throughout the patient journey. The responses we’ve received about SeamlessMD from our patients and staff have been overwhelmingly positive thus far. It is a very user-friendly platform that has improved clinical workflow by providing our Endocrine Surgery patients with the tools to effectively self-manage remotely from home, leading to reduced phone calls and hospital visits post-surgery.”



Michael Campbell,
MD
Section Head of
Endocrine Surgery

UC Davis Medical Center is a 646-bed teaching hospital that admits approximately 30,000 patients per year and performs about 20,000 surgical procedures per year. With the rise of consumerism in healthcare, there are growing expectations amongst patients for digital engagement as part of their healthcare experience.

Dr. Michael Campbell, Section Head of Endocrine Surgery, recognized this shift and identified numerous ways that technology could enhance the patient experience. Specifically, by leveraging technology to facilitate more effective patient-self management, engagement and increased satisfaction. Dr. Campbell believed this could be achieved by automating the delivery of pre & post-op education, and the collection of Patient-Reported Outcomes (PROs) and protocol compliance data. By providing the tools for Endocrine surgery patients to give and receive information from home, he believed that this would reduce the number of phone calls and hospital visits necessary post-surgery.

A Technology-Driven Solution Led by the Interdisciplinary Team to Elevate Patient Care

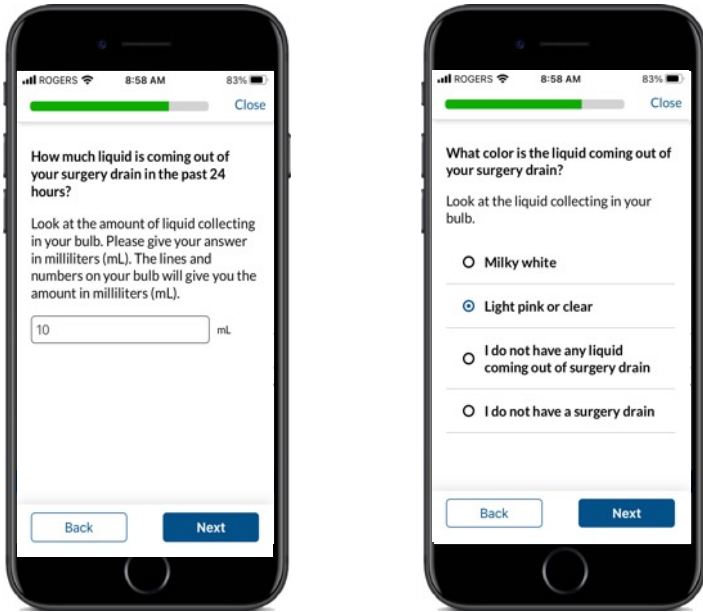
UC Davis partnered with SeamlessMD, a leading Digital Patient Engagement platform, to engage and monitor patients more effectively before and after thyroid, parathyroid and adrenal surgery.

SeamlessMD collaborated with the entire interdisciplinary team to customize protocols and content on the platform, which enabled the care team to:

- Engage patients with a mobile and web-enabled, virtual companion – guiding them from pre-op preparation through post-op recovery;
- Deliver evidence-based, endocrine surgery-specific pathways (adrenal, thyroid & parathyroid) in the form of multimedia education, reminders and tasks;
- Collect Patient-Reported Outcome (PRO) surveys (e.g. SF-36);
- Monitor patient compliance, symptoms and recovery progress (e.g. signs of low calcium levels, incision photos, etc.);
- Automate patient self-care guidance via smart algorithms and workflows; and
- Receive alerts and monitor dashboards to identify when a patient’s health status changes, enabling the care team to intervene sooner.

Remote Patient Monitoring to Intervene Sooner for Patients At Risk

Through SeamlessMD, Dr. Campbell and the entire Endocrine surgery care team were able to remotely monitor patients, helping them stay connected to their surgical care team even after leaving the hospital. This enables the care team to address patient concerns earlier and provide personalized care recommendations to improve patient outcomes.



Monitor surgery- specific post-op issues for Thyroid, Parathyroid & Adrenal Surgery

“I had my surgery at UC Davis and I returned home the same day (2 hours north of Sacramento). Being able to send photos of the surgical site was fantastic and it gave me comfort when my doctor responded to my concerns.”



Endocrine Surgery Patient
UC Davis

“I really enjoyed this app and was very impressed that after I input a question early on in the recovery process a nurse contacted me to follow up.”



Endocrine Surgery Patient
UC Davis

A Fully Epic EHR-Integrated Experience

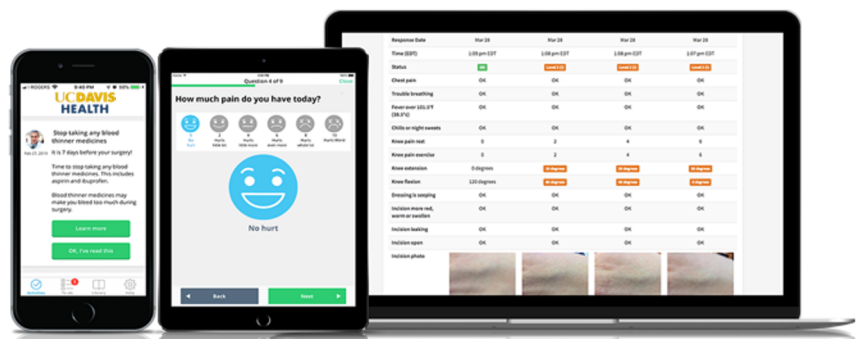
“With SeamlessMD, patients can self-report data remotely and receive self-care education and automated personalized care recommendations based on their input, truly empowering patients to take their care into their own hands. The platform has helped patients feel more confident before surgery and provides a remote monitoring solution that ultimately improves clinical outcomes and strengthens our discharge process.”



Claire Graves, MD
Endocrine Surgeon

To streamline the user experience, UC Davis leveraged SeamlessMD’s turn-key Epic integration from Epic’s App Orchard. This allowed UC Davis staff to easily:

- Automatically sign in to SeamlessMD’s provider dashboards while in Epic;
- Enroll patients into SeamlessMD from the Epic patient chart;
- Access SeamlessMD dashboards for remote patient monitoring directly from within Epic; and
- Receive alerts for patients at-risk via In Basket messages.



Digital Patient Engagement across multiple devices

Clinical Outcomes Improved with SeamlessMD

1. Patient Activation, Engagement & Satisfaction

Metric	Result
Patients enrolled on SeamlessMD	102
% Patients activated on SeamlessMD	89%
% Patients who recommend SeamlessMD	90%
% Patients who said SeamlessMD helped them feel more confident pre-surgery	95%
% Patients who felt SeamlessMD helped them feel less worried before surgery	93%
% Patients who felt SeamlessMD helped them feel more confident during their hospital stay	73%
% Patients who felt SeamlessMD helped them feel less worried during their hospital stay	70%
% Patients who felt SeamlessMD helped them feel more confident at home after surgery	88%
% Patients who felt SeamlessMD helped them feel less worried at home after surgery	87%

2. Phone Call and Visit Avoidance

Interactive reminders & education to keep patients on track (e.g. starting calcium supplements post-op)

Metric	Total
% Patients reported that SeamlessMD prevented 1 or more calls to the hospital	39%
% Patients reported that SeamlessMD prevented 1 or more visits to the hospital	6%

