

120,000 patients, 100% coverage: Success with post-discharge calls

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100%

OF PATIENTS REACHED WITHIN
72 HOURS OF DISCHARGE

74%

OF CALLS REDUCED FOR MEDICAL
COMMUNICATIONS TEAM

70%

OF PATIENTS COMPLETE THE
TRANSITIONS ASSESSMENT

SUMMARY

Nebraska Medicine, one of the largest provider organizations in the state, faced a considerable challenge. To ensure a consistent care experience, leaders wanted to reach 100% of Nebraska Medicine's patients with post-discharge calls—no small feat for an organization that discharges more than 120,000 patients each year. But with NRC Health's capabilities, Nebraska Medicine was able to streamline its post-discharge contact operations, and produce some outstanding results in the process.

"We want our patients to feel a sense of confidence for their entire care journey, not just when they're in the hospital. That's why it was important for us to cultivate a better post-discharge experience."

— **Chaise Camp**, Executive Director of Patient Experience, Nebraska Medicine

OPPORTUNITY

Nebraska Medicine is one of the premier academic medical centers of the region, making it a draw for complex medical cases. Patients receive extraordinary care while in a Nebraska Medicine facility, but occasionally, patients harbor confusions about medications or follow-up appointments. To alleviate this confusion, Nebraska Medicine's leaders wanted the patient's post discharge experience to reflect the same standards that Nebraska Medicine sets within its facilities—but to do that, they needed to reach 100% of the organization's patients with post-discharge calls. Even with a dedicated Medical Communications team, the organization's enormous volumes made manual phone calls within the critical 24–48 hours post-discharge period prohibitively time-consuming.

SOLUTION

NRC Health's automated platform uses Interactive Voice Recognition (IVR) technology to reach 100% of patients within one day of discharge. Its quick, convenient assessment invites high response rates from patients and enables them to self-select for extra clinical support. Once this occurs, the Transitions solution immediately notifies the Medical Communications team, who can then rapidly intervene to resolve the patient's issues.

RESULTS

After implementing NRC Health's post-discharge capabilities, it wasn't long before Nebraska Medicine started to see extraordinary results.

- 100% of patients receive a call within 24–48 hours of discharge
- 74% of calls reduced for medical communications team
- 70% of patients complete the transitions assessment
- Higher experience scores recorded from patients receiving follow-up calls

LEARN MORE

For more on Transitions solutions from NRC Health, call 800.388.4264 or visit nrchealth.com/demo.