

Improving Patient Engagement through Automated Education

How Interoperability helped Valley Medical Improve Patient Engagement

ABOUT VALLEY MEDICAL CENTER:

Located in Renton, Wash., Valley Medical Center is a 303-bed acute care hospital and clinic network committed to providing safe, quality, compassionate care. Valley Medical Center is the largest nonprofit health-care provider between Seattle and Tacoma, serving over 600,000 residents.

Challenge:

To maintain its stroke certification, Valley Medical Center (VMC) needed to demonstrate the delivery of patient education videos.

Solution:

Valley Medical Center automated the process and a bi-directional interface was deployed between Skylight Interactive (a patient engagement platform) and VMC's EpicCare™ EMR using Iguana®.

Results:

In 10 months, over 745 stroke videos were viewed by patients at Valley Medical Center outperforming other hospitals of the same size by 550%.

To maintain its stroke certification, Valley Medical Center (VMC) must continually demonstrate that it meets all certification requirements. Patient education is one of those requirements.

Historically, nurses at VMC would have to login to a separate system to assign patient education videos. There was also significant variability in the education that patients were assigned and received. This created a hurdle for VMC as it worked to maintain its Joint Commission stroke center certification and hindered its ability to provide consistent education to patients and their family.



Compared to the average 150 views by other hospitals of the same size, VMC outperformed them by 550%.

The hospital turned to Skylight® Healthcare Systems and switched to the GetWellNetwork® patient engagement platform.

To ensure interoperability, Skylight Healthcare used iNTERFACEWARE's Iguana integration engine to rapidly develop and deploy a bi-directional interface between Skylight Interactive and VMC's EpicCare™ EMR. Iguana translates data from the EMR into a language understood by Skylight Interactive. With Iguana's extreme flexibility, Skylight Healthcare was able to quickly respond to VMC's needs — even for interfaces that are hard-coded like those built for many EMR systems.

Skylight surpassed all expectations with its results. Within 10 months, over 745 videos were viewed by stroke patients at Valley Medical Center. Compared to the average 150 views by other hospitals of the same size, VMC outperformed them by 550%.

"For us, we were able to remove an administrative task from our nurses, streamline documentation, and improve our stroke education." explains Kristin Sellers, MSN, RN, ACNS-BC, CCRN, Med-Surg Clinical Nurse Specialist, UW Medicine Valley Medical Center.

Interoperability and the need for systems to communicate is essential for hospitals and health systems across the country. The partnership between Skylight Healthcare and iNTERFACEWARE® demonstrates how hospitals can overcome the interoperability challenges that exist in today's healthcare IT structure and improve the delivery of care.

Learn how you can improve your workflows and automation process.

Contact iNTERFACEWARE today.

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ABOUT iNTERFACEWARE®:

Since 1997, iNTERFACEWARE® has been on a mission to make healthcare data integration easier. Designed by developers for developers, the Iguana® integration engine offers the most robust, flexible and reliable platform available. See why over 800 software companies and healthcare providers rely on iNTERFACEWARE for their integration needs and ensure your interfaces are completed in record time.