PROVIDENCE

Remote Monitoring of COVID-19 patients

340% INCREASE in nurse capacity

70 NET PROMOTER SCORE

87% ENGAGEMENT in full 14-day pathway

CLINICAL PRIORITY

Providence was the first to encounter the COVID-19 pandemic's expansion to the United States. They quickly recognized the need to prepare for a surge, and an important part of their plan was to keep hospital beds open for patients with severe viral illness.

Providence leadership sought to develop a patient self-monitoring program for COVID-19 patients who are well enough to recover at home, while maintaining open communication with the care team. They attempted to use their EMR-integrated patient portal to gather self-reported assessments from patients but only achieved 5% engagement. A pure texting solution achieved a 30% adoption rate. The Telehealth Team needed a more effective, scalable patient engagement tool.

"This program is successful because it's so accessible to all of our patients. Twistle is an equalizer in our quest to deliver equitable care, delivering tools and technologies to benefit all patients."

Dr. Hargobind S. Khurana, Medical Director of Telehealth Acute Care
PROVIDENCE

APPROACH

Providence collaborated with Twistle to build and deploy clinical communication pathways to address a variety of COVID-19 patient education and monitoring needs including:

- Preventive measure prompts
- Symptomatic self-monitoring
- Monitoring of positive or presumptive positive cases

In addition to the need for much higher patient engagement, the team focused on delivering alerts that could be finely tuned to reduce fatigue, and population health dashboards to allow the nursing team to efficiently track and manage a large patient volume. Providence continues to evolve their COVID-19 communication program; for example, they added a pathway to monitor patients at home after receiving antibody and antiviral medications administered in their temporary infusion tents.

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"This solution dramatically improved the effectiveness of our nurses. While starting at a 1:25 ratio of patients to nurses before Twistle, a week after deploying, Providence reached a 1:50 ratio. We then iterated pathways and streamlined internal processes to reach a safe and effective ratio of 1:85."

Sherene Schlegel, Executive Director of Telehealth Clinical Operations
PROVIDENCE

IMPLEMENTATION APPROACH

At the start of the project Providence and Twistle worked together to build, iterate, test, train and go-live with a COVID-19 monitoring pathway in just five days; Two days later the pathways were integrated with their Epic EMR. Shortly thereafter, the system supported patient communication in both English and Spanish.

Patients are given a thermometer and pulse oximeter, and the EMR triggers an automatic invitation to the COVID-19 care plan as part of an order set. The program was deployed across 80+ hospitals, urgent care and ambulatory settings in Washington, Montana, Alaska, Oregon, California, and Texas.

RESULTS

- Nurse care coordinator productivity increased from a 1:25 ratio of nurses to patients, to 1:85 since implementing Twistle
- Providence has been able to safely monitor nearly 16,000 with remote patient monitoring technology
- The organization is seeing an 87% engagement rate, due in part because patients do not have to download an app or login to a portal
- Patients find the technology easy to use, providing a Net Promoter Score of 70, which is unprecedented in healthcare technology and patient communication solutions

ABOUT PROVIDENCE
Providence is a national, not–for–profit Catholic health system comprising a diverse family of organizations and driven by a belief that health is a human right. With 51 hospitals, 1,085 physician clinics, senior services, supportive housing and many other health and educational services, the health system and its partners employ more than 119,000 caregivers serving communities across seven states— Alaska, California, Montana, New Mexico, Oregon, Texas, and Washington, with system offices in Renton, WA and Irvine, CA. Learn about our vision of health for a better world at Providence.org.

ABOUT TWISTLE
Twistle automates patient-centered, HIPAA-compliant communication between care teams and patients to transform the patient experience, drive better outcomes, and reduce costs. Twistle offers "turn-by-turn" guidance to patients as they navigate care journeys before, during, and after a care episode. Patients are engaged in their own care and follow best practices, communicate as needed with their care teams, and realize measurably better outcomes. Twistle integrates sophisticated automation with multi-channel communication, engaging patients through secure text messaging, interactive voice response, patient portals, or the health system's digital applications.