



Product Overview

Real-time Patient Experience Predictions & Interventions

Predict & Increase HCAHPS | Increase CMS Reimbursements | Real-time Interventions | Enhance Productivity



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Connected
Healthcare Solutions



Key Trends

We are revolutionizing **patient experience** such that **patients love their hospital like their favorite coffee place** while helping the hospital increase upto **15% additional revenue & re-imburements.**

- **Patient Experience** (HCAHPS score) are directly linked with **Medicare reimbursements**
- More than **80%** of patients state that **customer experience** is the single most decisive factor besides the quality of care in determining their loyalty to any physician
- **Patient Experience** and **Value Based Care** top the HIMSS 2018 Trends
- More and more hospitals are hiring **Chief eXperience Officer** role with the core responsibility of setting up a patient experience program
- Need is growing for combining the eXperience - **X** and Operational - **O** data to receive the value based outcomes
- Demand for **real-time feedback** captured during the patient journey is increasingly more relevant and actionable as opposed to retrospective surveys

- 30% of Value Based Purchasing Program is based on Patient Experience while the remaining 70% also based on better patient outcomes
- Medicare Re-imburements have increased from USD 400 billion in 2007 to USD 700 billion in 2017 and are expected to increase around 30% in the next 10 years
- Word of Mouth, Online Reviews and Referrals play a key role in selecting the hospitals

Problem

Conventional Patient Experience is BROKEN!

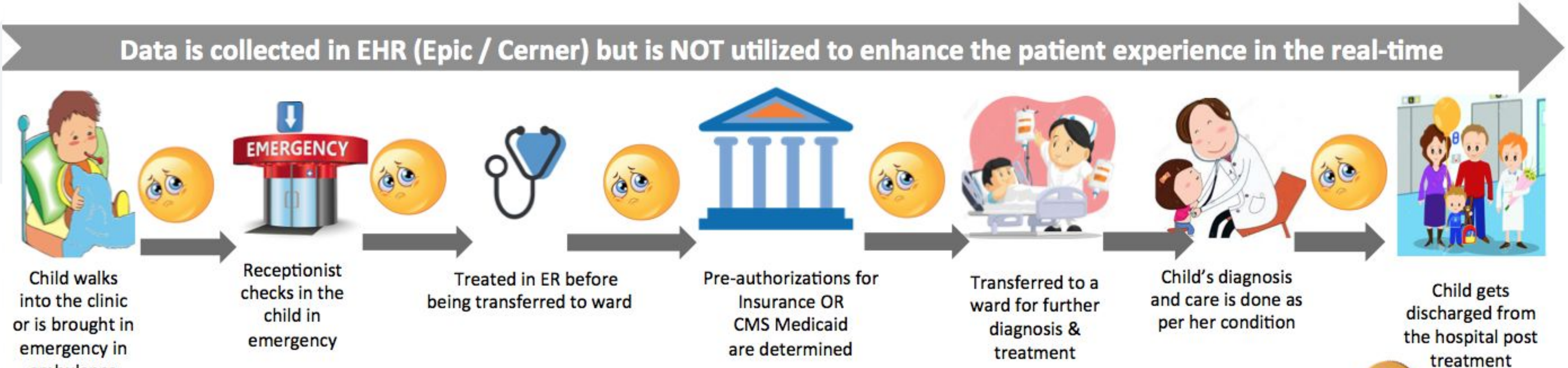
Hospitals lack a **real-time** and **predictive patient experience** intervention framework and platform.



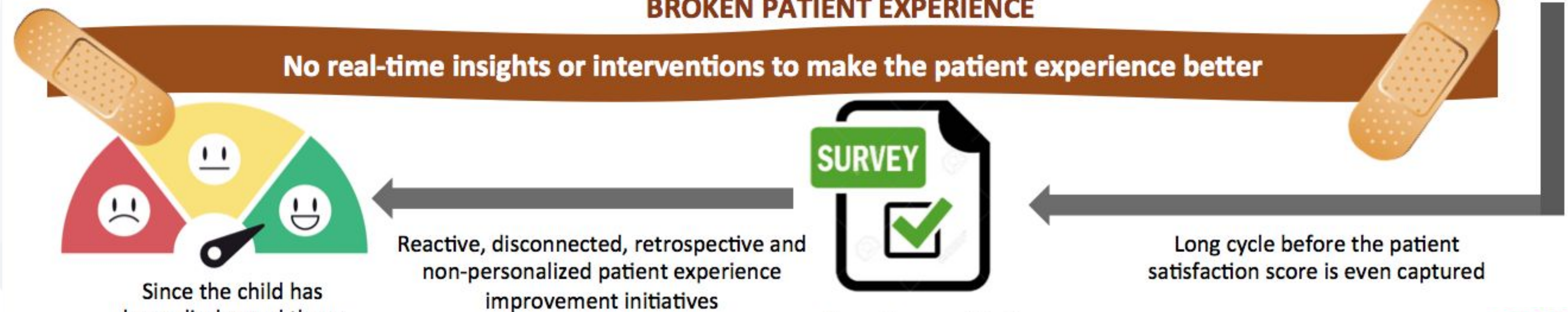
This results in **disconnected, reactive** and **non-personalized** patient experience costing hospitals their **reputation, reimbursement dollars** and **resources**.

Most hospitals, as part of their patient-centric digital transformation end up creating ad-hoc, band-aid solutions that try and tie up the EHRs with point of care solutions to respond to this need. The current solutions are NOT real-time, NOT patient-centric and are ad-hoc extensions of existing hospital-centric solutions.

Problem: Conventional Patient Experience Lifecycle is Broken



BROKEN PATIENT EXPERIENCE

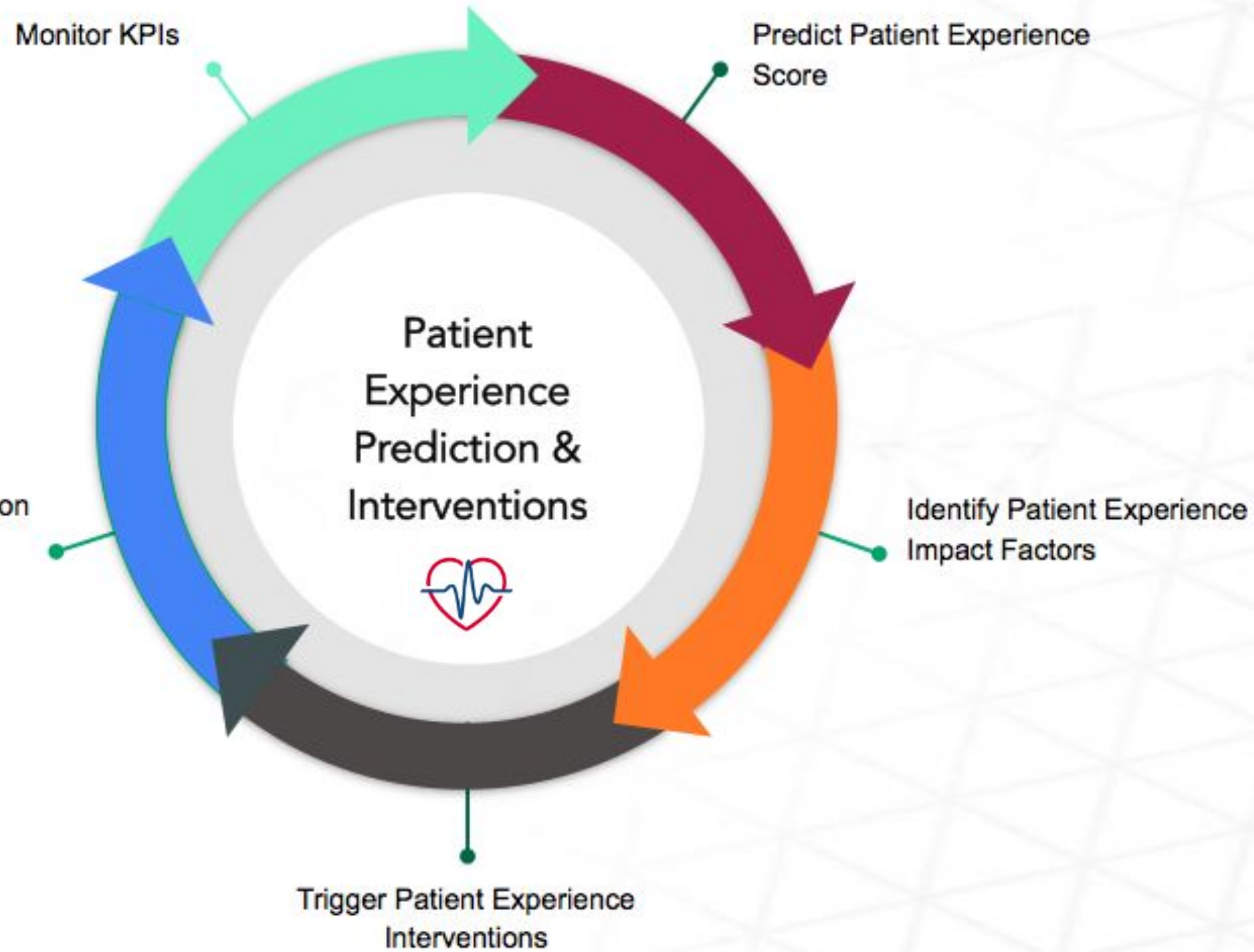


Since the child has been discharged there is no way to improve her or parent's experience now.

Parents report their child's experience & their own experience with their child's inpatient hospital stay



Solution



Predict
HCAHPS Score

Improve
HCAHPS Score

Increase
CMS
Reimbursements

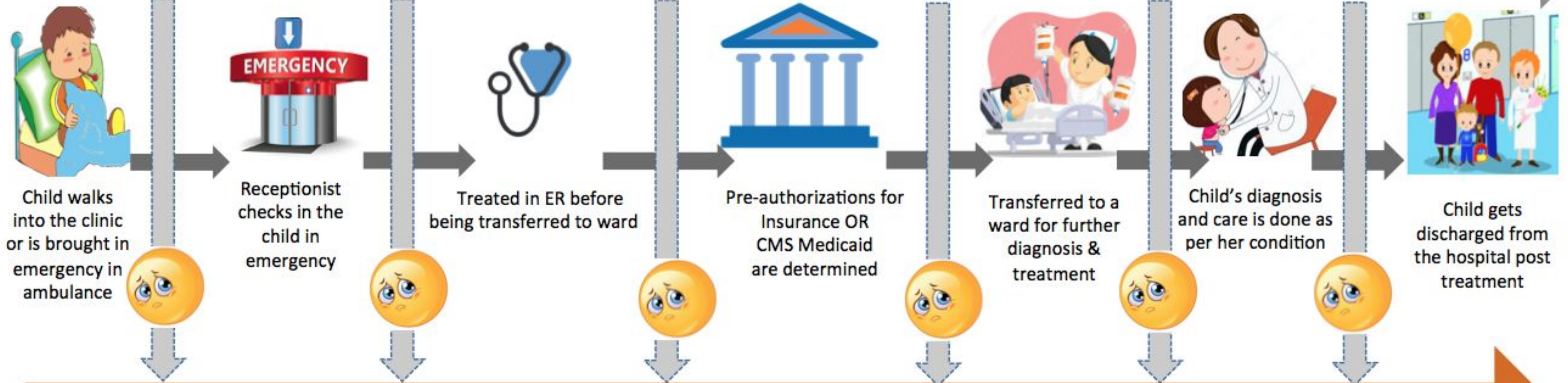
Real-time
Patient Experience
Interventions

Enhance Staff
Productivity

Improve Referrals
& Word of Mouth

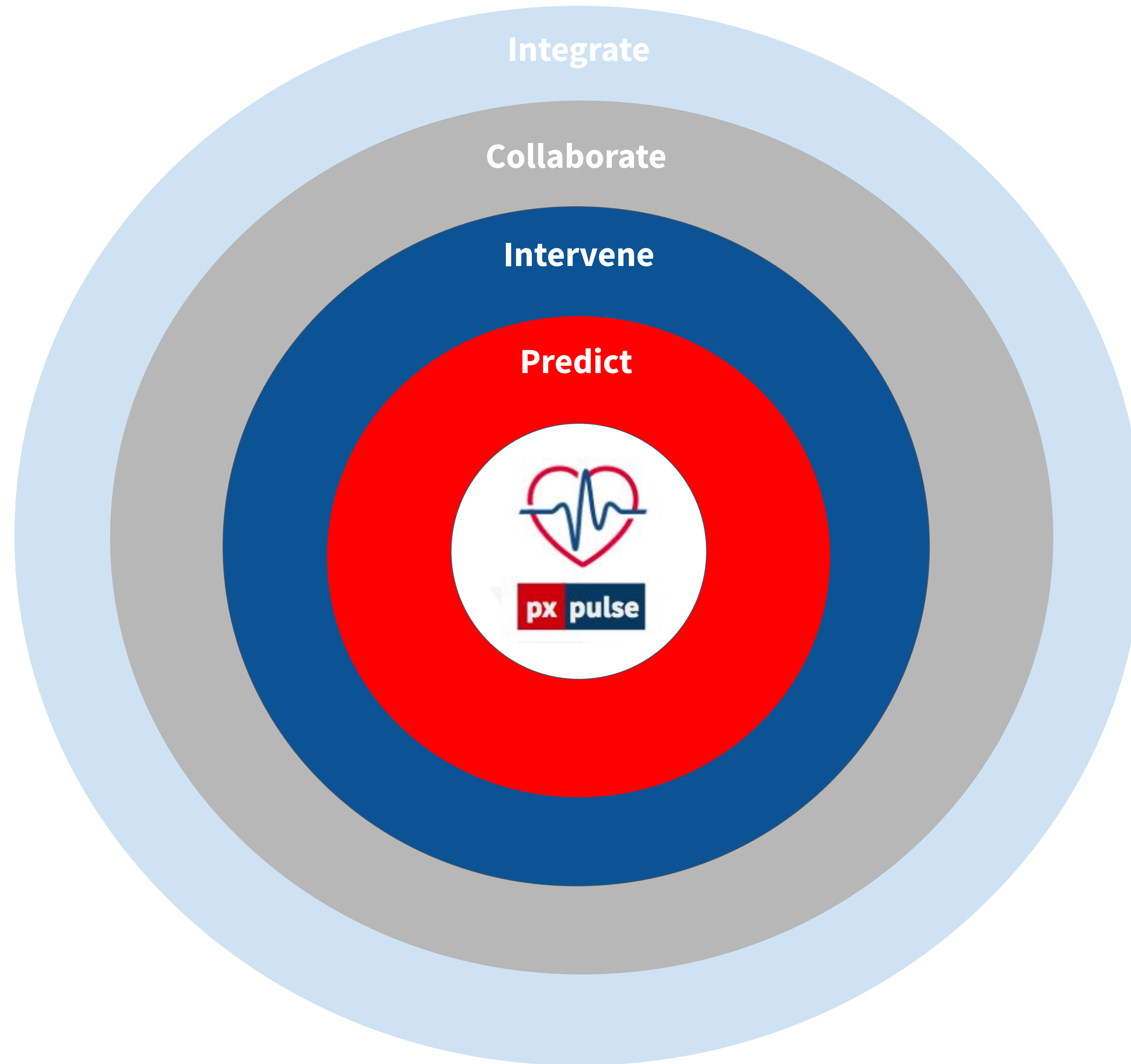
Solution: Patient Experience Intervention Framework Lifecycle

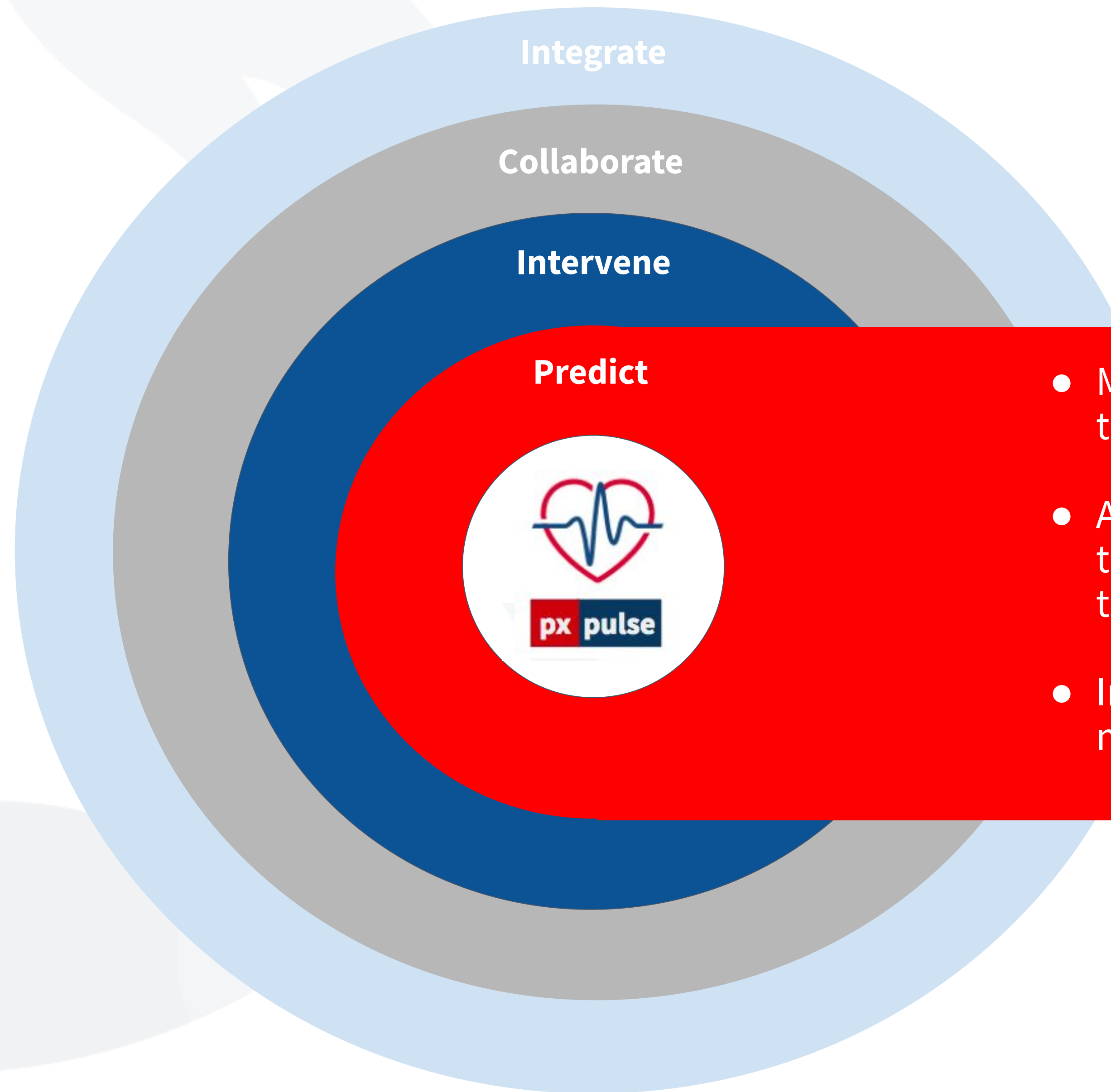
Patient Experience Score is predicted by the ML model throughout patient's journey in the hospital



Interventions are generated automatically when Patient Experience Score is lower than the threshold

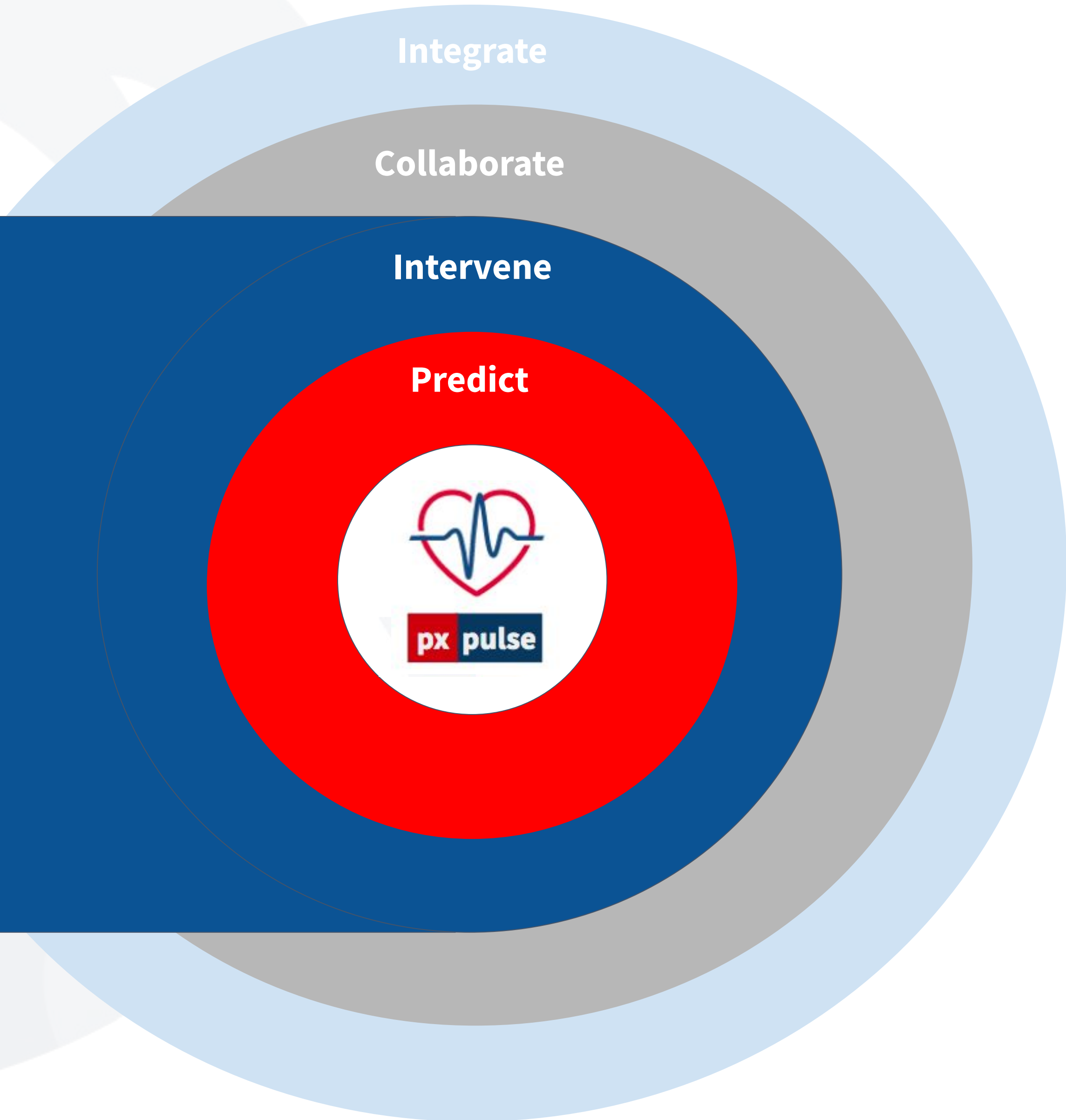


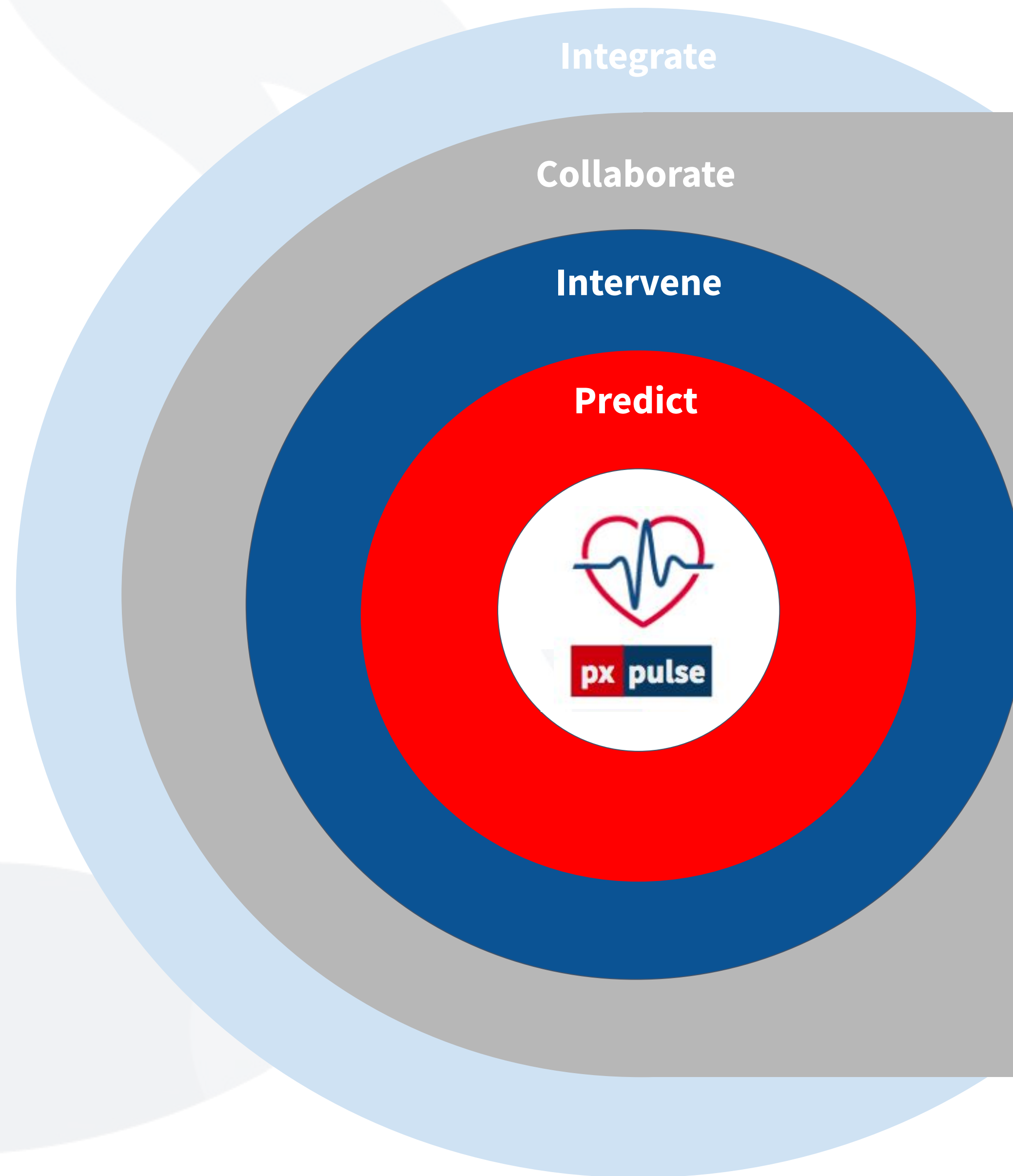




- Machine Learning Model predicts the **PX Score** and **HCAHPS Score**
- Advanced AI technique identifies the **impact factors** contributing toward the PX Score
- Impact factors identify the next most appropriate intervention

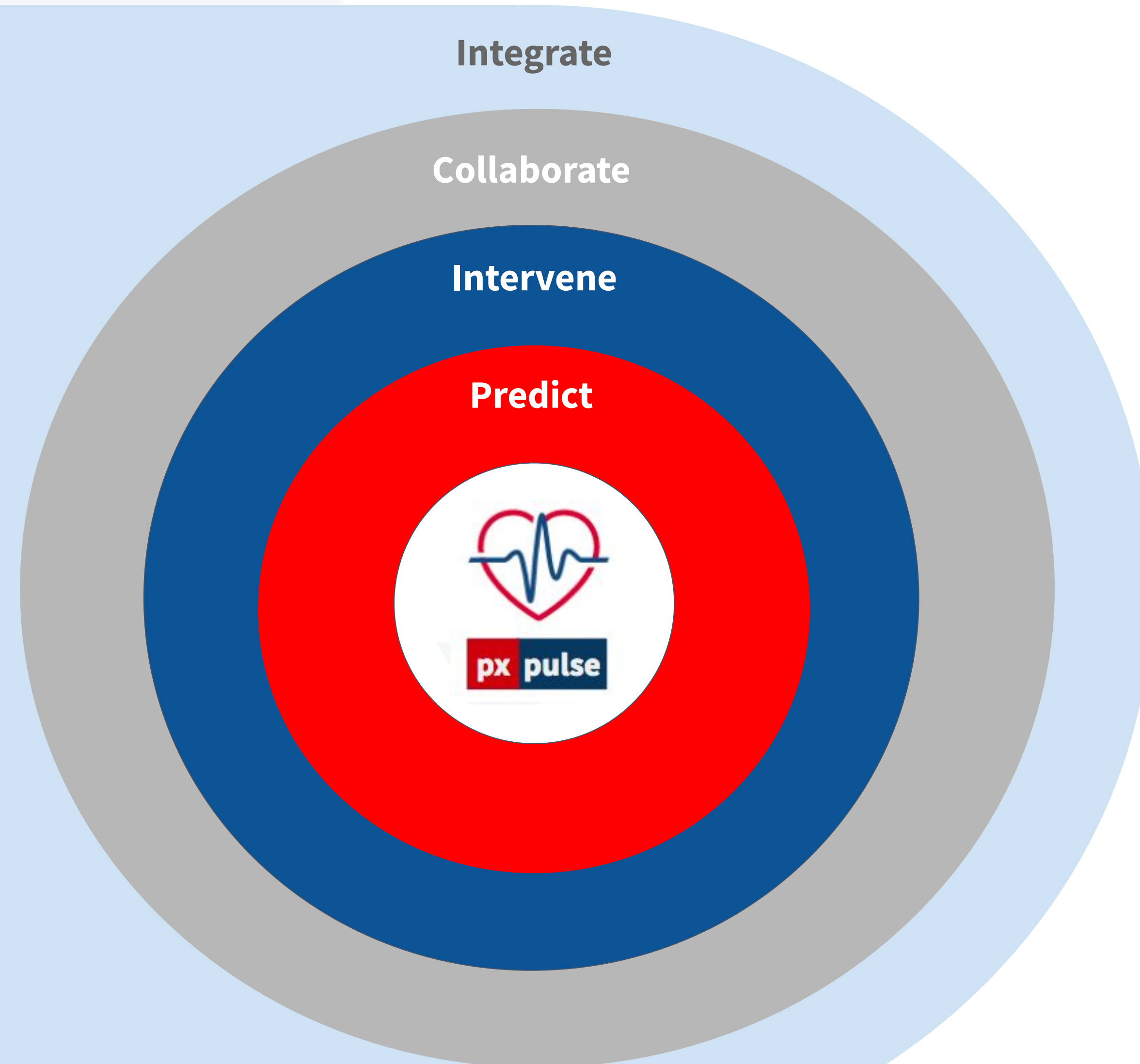
- Integrated **Intervention Framework** triggers the most appropriate PX intervention
- PX Interventions are mapped to the actions in the PX Standard Operating Procedure
- Most appropriate care team or extended team member is assigned the action





- Care Team and the extended team collaborates around the PX Intervention
- **Collaboration** allows for smooth flow of interventions across the departments and teams

- PX Pulse is integrated with most common **EHRs** including Epic, Cerner, AllScripts and more...
- PX Pulse is **HIPAA compliant** and all integrations are secured using highest encryption protocols



Patient Experience Predictions | Interventions | Collaborations | Integrations

- PX Flo is integrated with most common **EHRs** including Epic, Cerner, AllScripts and more...

Integrate

Collaborate

- Care Team and the extended team collaborates around the PX Intervention

Intervene

Predict



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