

Intelligent Clinical Engagement Engine

Team management + data mediation

The Opportunity

Healthcare is changing: Value-based purchasing will become the dominant reimbursement model over the next few years; risk-sharing is becoming prevalent; data transparency is the norm; and patients will be cared for by an integrated team, that includes the patient. Shifts toward population management demand providers and patients across the inpatient and outpatient spectrum function as an integral unit. This requires a new way of managing wellness, not just illness, and new tools are required to make that possible.

Intelligent Clinical Engagement Engine (ICEE)

The Adelante Platform serves as an Intelligent Clinical Engagement Engine by performing two necessary functions. First, it is the mediator between existing patient touching applications: ADT, Hospital EHR, Practice EHR, Billing, HIE, etc. It monitors those systems for key signals: orders, diagnoses, admissions, discharges, scheduled appointments, missing HEDIS indicators, etc. Second, it applies rules to these mediated data and then triggers the most appropriate engagement action to team members: alerts, education material, text messages, surveys, phone calls, case management tasks, appointment scheduling, etc.

The Adelante Platform bridges the gap in care settings, easing the transition to self-managed care. Multi-directional communication is facilitated to promote behaviors resulting in better outcomes.



Population Management

Teams manage a set of priorities - primarily focused on the highest risk customers. The right team member needs the right information at the right time to leverage intervention opportunities necessary to keep patients out of the hospital; facilitate timely clinically indicated discharges; reduce hospital readmissions; and engage patients. A fully developed team would include primary care physicians, hospitalists and ED physicians, nursing, post-acute care providers, hospital and community case managers, pharmacists, and the patient and their family.

Adelante recognizes the patient/customer and their family members as critical members of the team and enables a range of data-driven tools to educate, alert, remind, survey, and touch them to maximize their engagement.

Today

The Platform is designed, developed, and supported by a successful, experienced, multi-disciplinary team that includes physician, hospital CEO, IDN CIO, software architects, and experience designers. They have a contracted relationship with a Best in KLAS patient engagement company. With installations in place and operating and more being approached at this time, the company's premise has been validated, the technology has been proven, and installations and functionality are growing, according to plan and schedule.

