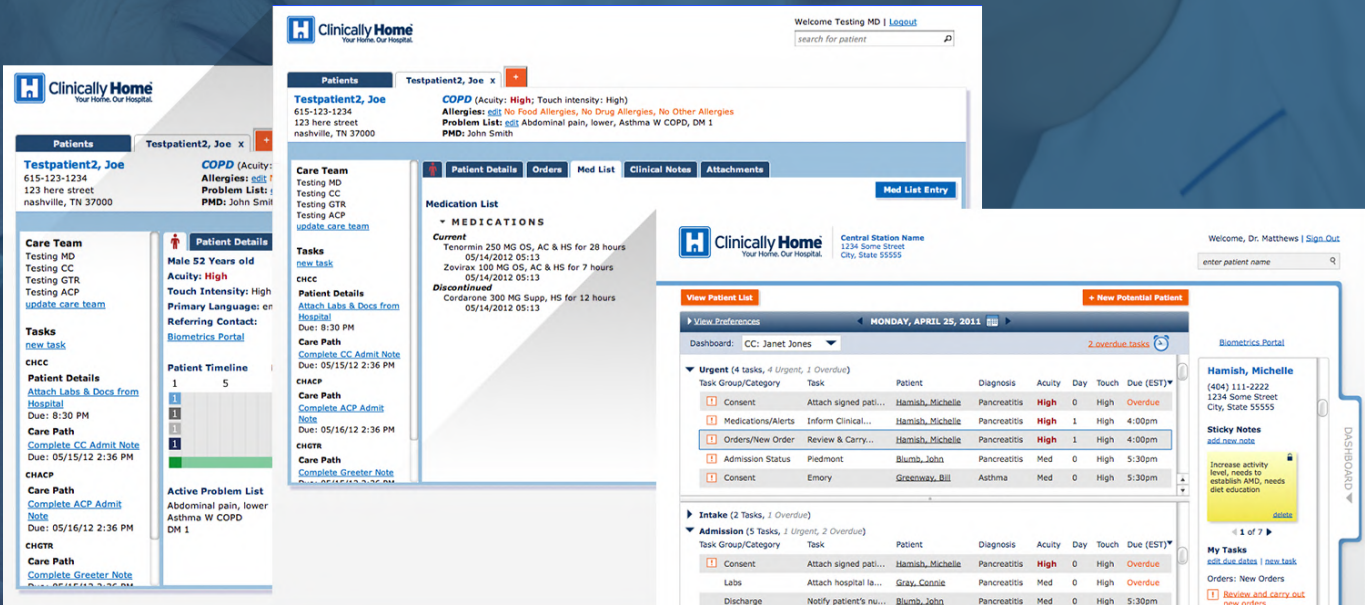




CASE STUDY:

Home-Based Care Coordination Platform Streamlines Provider Workflows to Increase Productivity, Improve Outcomes



The image displays three overlapping screenshots of the Clinically Home software interface. The top-left screenshot shows a patient profile for 'Testpatient2, Joe' with details like 'Male 52 Years old', 'Acuity: High', and 'Touch Intensity: High'. It lists a care team including a Testing MD, CC, GTR, and ACP, along with tasks and a patient timeline. The top-right screenshot shows a 'Medication List' for the same patient, listing 'Current' medications like Tenormin and Zovirax, and 'Discontinued' medications like Cordarone. The bottom screenshot shows a 'View Patient List' dashboard for 'MONDAY, APRIL 25, 2011', displaying a table of tasks categorized by 'Urgent' and 'Intake'. The table includes columns for Task Group/Category, Task, Patient, Diagnosis, Acuity, Day, Touch, and Due (EST). Tasks include 'Consent', 'Medications/Alerts', 'Orders/New Order', 'Admission Status', and 'Discharge'. A sidebar on the right shows a 'Biometrics Portal' for 'Hamish, Michelle' and 'My Tasks'.

“ PointClear did an exceptional job supporting the creation of our enabling technologies for Clinically Home. PointClear has been a key partner to us, providing solution strategy, user experience and development capabilities that will make the difference in our offering.”

- Jason Grant, CTO, Clinically Home

THE CHALLENGE:

Clinically Home, a home health organization that provides acute care for individuals in the comfort of their own homes, wanted a digital health solution to support improved care coordination. It recognized that an easy-to-access, easy-to-use platform that allowed for the sharing of comprehensive patient information would not only boost productivity, but also help reduce errors and improve health outcomes.

THE SOLUTION:

Clinically Home engaged PointClear Solutions to provide solution strategy, design, and development support. Together, the organizations planned, built and deployed a web-based EMR with three objectives:

- 1 The solution should simplify provider administrative functions with remote documentation, order entry, e-prescribing, and document management.
- 2 The solution should streamline physician workflows.
- 3 The solution should enable better care coordination among providers.

“We assembled a team of clinical subject matter experts, UI / UX experts, and developers to create and deploy Clinically Home’s patient management system,” says Blaine Anderson, chief strategy officer at PointClear Solutions. “Collaborating closely with Clinically Home stakeholders, we used an iterative design process to build a fully customized solution to support team-based care and streamline provider administrative processes.”

KEY PROJECT DELIVERABLES INCLUDED:

- Task analysis
- Interaction design
- Observational research
- Visual design

THE RESULTS:

With the release of its specialty EMR, Clinically Home saw:

- Increased provider efficiency and satisfaction
- A reduction in costs associated with care management and provider documentation
- Fewer gaps in care
- Improved patient outcomes