

Using Technology to Reach and Teach Our Patients and Families

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Objective

- Identify a process for implementing and evaluating new technologies that provide health care information across the care continuum to patients and families



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New Technologies

- Crucial to maintain the interpersonal relationship between health care providers and patients
- Use new technologies to enhance and build the relationship between patients, families, and their health care providers



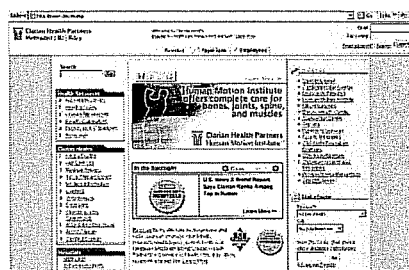
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New Technologies

- Internet
- Email
- DVD
- CD-ROM
- Kiosks
- Pod Casts for iPods
- Bedside computers
- Electronic patient education software
- Computerized patient monitoring systems
- Telemonitoring

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Hospital Sponsored Web Sites



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Internet

- More than 80% of American adults are online- 93 million people use the Internet to search for healthcare information (Harris Poll)
- Health care information is the #1 topic of searches on the Internet

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Health Topics Searched On-Line

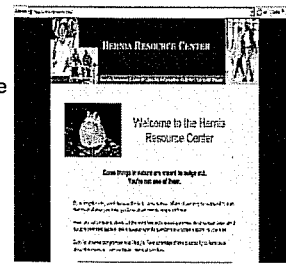
- Specific diseases 63%
- Medical procedures and treatments 47%
- Diet and nutrition 44%
- Fitness 36%
- Prescription and over the counter drugs 34%
- Alternative treatments and medicines 28%
- Health Insurance 25%
- Depression, anxiety, and mental health 21%
- Experimental treatments and medicines 18%
- Environmental health hazards 17%
- Immunizations and vaccinations 13%
- Sexual health information 8%
- How to quit smoking 6%

Pew Internet and American Life Project, Internet Health Resources, July 16, 2003



Internet

- Becoming the primary source of health information for patients
- Email – telephone of the 21st century
- Americans are as likely to use the Internet for health information as they are to ask their personal physician



Internet

- By 2010, more than 20% of all office visits could be replaced by their on-line equivalent (Price Waterhouse Coopers)
- Half of Internet users would like to communicate with a doctor on – line
 - 25% indicate this would be a factor in choosing a doctor
 - Download electronic forms
 - Appointment reminders
 - Refill requests
 - Patient education



Internet & Physician Practices

- 55% of physicians are recommending Web sites to their patients
- More than half of physicians have electronically integrated practices
- Physicians believe patients with access to on line information are more knowledgeable about their health care and tend to be better patients



Internet & Physician Practices

- 20% of physicians communicate with their patients via email
- 33% of physicians would consider email communication if barriers could be minimized:
 - Security of information
 - Patient confidentiality
 - Volume of messages
 - Potential liability
 - Lack of structure
 - Lack of time to respond
 - Lack of reimbursement

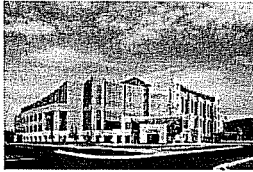


Patient Expectations

- Know who they are
- Know what they want
- Immediate accurate answers to their questions
- Variety of communication options
- Deliver critical information without being asked
- Access to accurate information anytime and anywhere
- Provide information that they can understand and in their native language



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- 170 bed full service community hospital
- Opened December 1, 2005
- Clarian Health Partners
 - Methodist Hospital
 - Riley Children's Hospital
 - Indiana University Medical Center
 - Clarian West

Clarian North Medical Center
December 1, 2005

Clarian North Medical Center

- All private rooms
 - 8 bed Pediatric ICU
 - 20 bed Neonatal Level III ICU
 - 24 pediatric beds



NICU

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Labor and Delivery



Newborn Nursery

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- 16 specialty surgery suites
- 32 medical surgical beds including 10 E-ICU beds
- 14 bariatric beds
- 14 bed Emergency Department



Medical - Surgical

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- Specialty Services
 - Center for Minimally Invasive Surgery
 - Orthopedics
 - Urology
 - Fertility Center
 - Bariatrics
 - Maternal and Fetal Medicine
 - Breast Care
 - Human Motion Institute
 - Riley North for Children - Pediatrics
 - Pediatric Hematology and Oncology

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- State of the art high tech facility
- 84 new electronic systems were successfully implemented upon opening
 - Cerner electronic medical record
 - Vas - Tech
 - Teletracking
 - Kronos
 - Lawson
 - Pyxis Patient Station
 - Krames On Demand (KOD)
 - Krames On Line (KOL)



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December 1, 2005