

# UpToDate Engage Engagement Summary

## Frequently Asked Questions



### What is a program?

A program is an individual UpToDate® Engage title.



### What is a program view?

A program view is initiated every time a multimedia program is opened. If someone opens the same multimedia program twice, it will be counted as 2 separate views, but only one start.



### How are trending titles determined?

Trending titles are the multimedia programs with the highest increase in the number issued from the previous report period. Up to 3 trending titles will display.



### What is a patient order?

A patient order is the bundle of content issued to a patient. One patient order may contain multiple programs from UpToDate Engage.



### What is automation?

Automation consists of the following scheduling methods: ADT scheduling feed, automated process, and episodic automation.



### What is integration?

Integration consists of the following scheduling methods: EMR integration, portal, SMART on FHIR, and Bedside.



### What is included in “other workflows”?

Other workflows consist of the following scheduling methods:

- Engagement Manager
- Self Service





## What is the difference between a one-time campaign and ongoing care?

Ongoing care consists of patient orders that are routinely scheduled for patients by your organization. One-time campaigns tend to be larger-scale initiatives that are not regularly scheduled. Categorizing patient orders in this manner allows you to separate short-term bursts of activity from regular ordering activity.



## When is a patient order considered started?

A patient order is considered started if any piece of content issued within that order has been started.



## When is a program considered started?

A multimedia program is considered started once the program has been opened for the first time. An article is considered started once the article has been opened or printed for the first time.



## When is a program considered completed?

A multimedia program is considered completed once the program has been viewed to the end screen or once the transcript has been viewed. If the scheduled interaction is an article, a complete occurs once the article has been viewed or printed. A program can only be counted as completed once.



## What are scheduling methods?

Scheduling methods are the manner in which interactions are scheduled. These include Engagement Manager (manual scheduling), automated scheduling, and integrations. Note, there may be additional scheduling methods, depending on your configuration.



## When is a patient order considered ended?

A patient order is considered ended once it has passed the final view-by date.



## How are patient order start rates calculated?

Start rates are calculated by taking the number of patient orders started out of all patient orders with view-by dates within the report period. Start rate data is broken down by scheduling method because the way programs are scheduled can impact the staff or clinician messaging the patient receives, which in turn impacts the start rate.