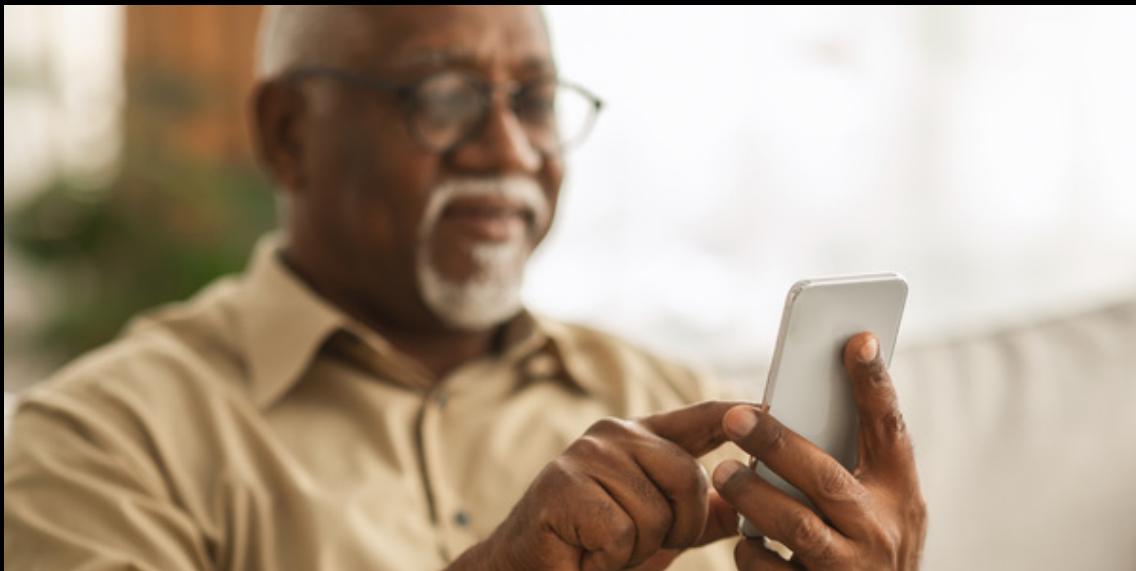


EmmiJourneys Newsletter

Q3 2023



As we are already halfway through the year, we are excited to share the latest enhancements made to EmmiJourneys™ in 2023. Beginning with the transformation of EmmiTransition to become EmmiJourneys in early 2022, this year we have focused on developing new EmmiJourneys series and best practices for implementation. We look forward to supporting your organization's continued commitment to patient engagement for the remainder of the year and beyond.

Feel free to [share this newsletter](#) and the [EmmiJourneys overview video](#) with your colleagues. Contact your Customer Success team to learn more about the enhancements and best practices below.

In this update:

- New series spotlight
- EmmiJourneys best practices
 - *Real-Time Patient Response Dashboard*
 - Configurable questions
 - Digital series overview

- Clinical Effectiveness in the news

New EmmiJourneys series spotlight



We are pleased to announce the release of our new Postpartum Journey (Digital) series! This digital journey is intended to provide educational support for new parents by following patients from point of discharge through six weeks postpartum. Topics covered include information around recovery after birth, feeding and caring for baby, self-care, and birth control options. Patients are also provided information each week on symptoms that should be shared with their provider. Contact your Customer Success team about incorporating this new journey into your workflow to support postpartum patient outcomes, satisfaction, and engagement.

New Pregnancy EmmiJourneys series coming soon

Maternal mortality rates rose by 40% between 2018 and 2021, with black maternal mortality at a staggering 2.6x higher rate than white maternal mortality. Emmi is extending its support through the maternity journey with a commitment to diversity, equity, and inclusion in its new Pregnancy (releasing end of August) EmmiJourneys series. Expanding support to all four trimesters provides consistent, personalized multimedia content that helps parents-to-be prepare for each phase of pregnancy

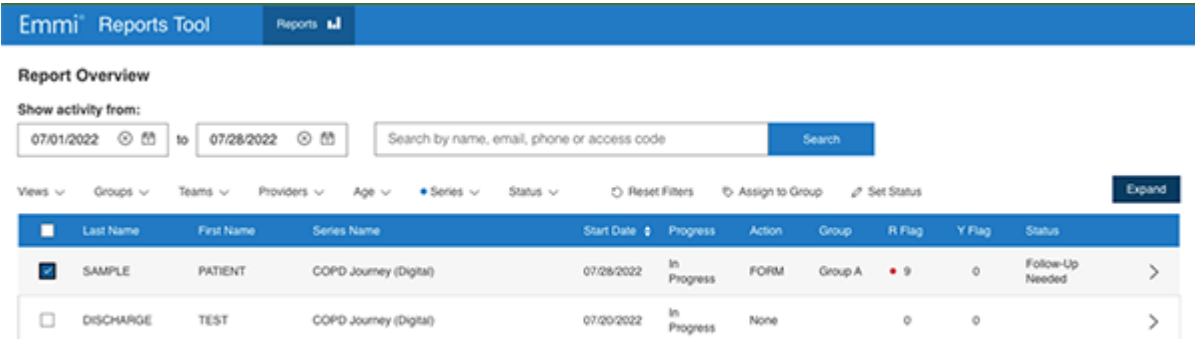
with relevant and timely information for each trimester. Contact your Customer Success team for more information.

EmmiJourneys best practices

Earlier this year, a team of individuals from Customer Success were appointed to focus on developing EmmiJourneys best practices for implementation. The team has worked in partnership with organizations that have demonstrated success with EmmiJourneys. This valuable feedback has facilitated new collateral development, employee implementation training, and product enhancements to better support the needs of both clients and patients. The tools that have yielded the most success and have been identified as best practices and are included in detail below:

- *Real-Time Patient Response Dashboard*
(with enhanced export feature coming soon)
- Configurable questions
- Digital journeys

Best practice #1: Use the *Real-Time Patient Response Dashboard*



The screenshot displays the 'Emmi Reports Tool' interface. At the top, there's a blue header with 'Emmi Reports Tool' and a 'Reports' tab. Below this is the 'Report Overview' section. It features a date range selector set to '07/01/2022' to '07/28/2022', a search bar with the placeholder 'Search by name, email, phone or access code', and a 'Search' button. Below the search bar are several filter tabs: Views, Groups, Teams, Providers, Age, Series (selected), Status, Reset Filters, Assign to Group, and Set Status. An 'Expand' button is on the right. The main data area is a table with columns: Last Name, First Name, Series Name, Start Date, Progress, Action, Group, R Flag, Y Flag, and Status. There are two rows of data. The first row is for 'SAMPLE PATIENT' with 'COPD Journey (Digital)' series, starting on '07/28/2022', in 'In Progress' status, with a 'FORM' action, assigned to 'Group A', and a 'Follow-Up Needed' status. The second row is for 'DISCHARGE TEST' with 'COPD Journey (Digital)' series, starting on '07/20/2022', in 'In Progress' status, with 'None' action, and a status of 'Follow-Up Needed'.

Last Name	First Name	Series Name	Start Date	Progress	Action	Group	R Flag	Y Flag	Status
SAMPLE	PATIENT	COPD Journey (Digital)	07/28/2022	In Progress	FORM	Group A	9	0	Follow-Up Needed
DISCHARGE	TEST	COPD Journey (Digital)	07/20/2022	In Progress	None		0	0	

Optimize staff clinical workflow with the *Real-Time Patient Response Dashboard*, which captures data from the existing EmmiJourneys *All Call Days Report* in real-time. Rather than wait 24 hours for a daily report, response data can be viewed seconds after the patient has completed a questionnaire. Each staff member can create their own view to quickly identify patients that need immediate attention. Staff can manage the follow-up process by allocating patient-related tasks, sharing follow-up details, and identifying patients who have not interacted with their assigned EmmiJourneys series. View the [Tip Sheet](#) or watch the [Overview Video](#) for more details.

[Learn More](#)

Coming soon this Fall: Gain up-to-the-minute control over patient information with a new export feature within the *Real-Time Dashboard*. This feature is designed to optimize your team's workflows while keeping well-established processes intact. The exported data contains the same color-coded data that exists in the *Transition All Call Days Report* today, with the added benefit of customization (i.e., exporting patient data that meets criteria you specify). Stay tuned for the release this Fall!

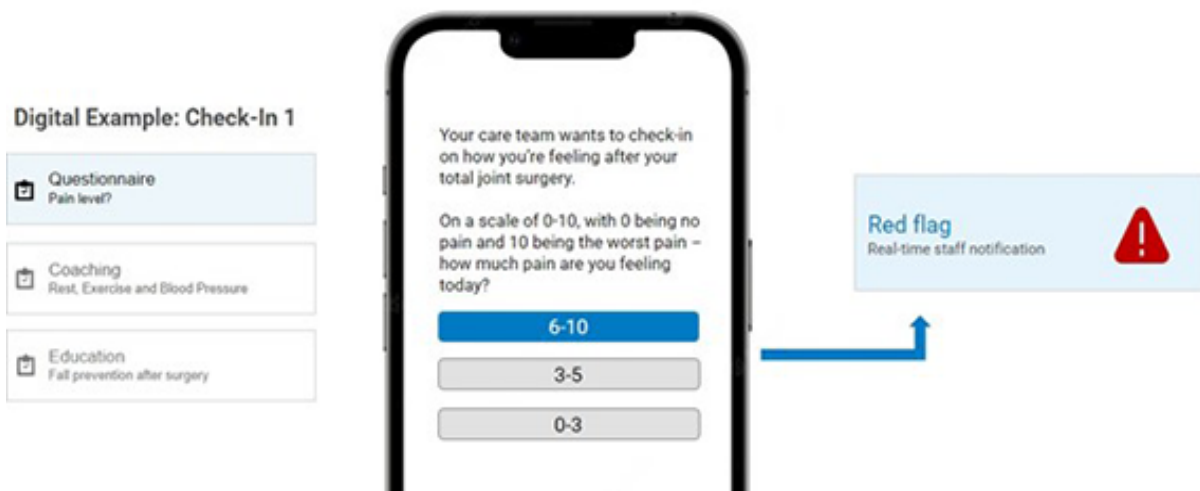
[Get a Sneak Peek](#)

Best practice #2: Personalize interactions with Configurable questions

To personalize support beyond the clinical encounter, several questions in a number of EmmiJourneys programs can now be enabled or disabled. A few examples of questions that can be configured include: discharge papers, follow-up appointments, medications, coping, and service recovery. This is especially helpful if you are using TCM or when using in-person call practices and do not want Emmi to duplicate those questions. If this is something you are interested in modifying for your organization's EmmiJourneys programs, please contact your Customer Success team.

[See an Example](#)

Best practice #3: Go digital



As patients become more accustomed to using email and SMS text messaging as sole means of communication, leveraging an all-digital series can help increase patient engagement and satisfaction. Organizations now have the ability to enroll patients directly into an all-digital EmmiJourneys series that provides communication about their condition via email or SMS text message. This option allows patients to engage with the assigned content and answer the questions at a time most convenient to them without the worry of missing a phone call.

Alternatively, patients have the ability to choose the method of communication based on their personal preference. Allow patients that are receiving EmmiJourney IVR calls with the option to switch to a digital Journey delivered via e-mail or SMS text messaging. During the first day's call, the patient will be offered the option to switch to a digital contact method instead of a phone call. If they agree, the call continues, and the following contact will be email or text message based on client configured preferences. Currently, the COPD Series is available in Digital Switch with more releasing later this year. For more information, please reach out to your Customer Success partner.

Clinical Effectiveness in the news



CIO | *Micro transformation: Driving big business benefit through quick IT wins*

Learn how Oschner Health implemented EmmiJourneys as a quick IT win in a move toward value-based care with low risk.

[Read More](#)

KLAS ranks Wolters Kluwer's Emmi #1 for Patient Engagement: Patient-Driven Care Management

Emmi delivers trusted, vetted clinical content to help patients become active partners in their care.

[Read More](#)

Questions?

Call Customer Support at 866-294-3664, Monday-Friday 7:00AM - 7:00PM CT,
or email support@my-emmi.com

Integration Support: integration_support@my-emmi.com

Online Live Chat available on www.emmimanager.com and www.startemmi.com

Did you find this communication helpful?

