

EmmiJourneys Updates

January 2023



With the start of a new year, we're excited to reflect on the past year, and share all the significant enhancements made to EmmiJourneys in 2022. Beginning with the transformation of EmmiTransition to become EmmiJourneys in early 2022, combined with product, content, and digital enhancements, EmmiJourneys has evolved from a solely discharge-focused solution to one providing personalized, longitudinal patient journeys during episodes of care, through chronic care.

Watch this short [EmmiJourneys™ video](#) and check out more detailed descriptions of the enhancements made in 2022 below. Contact your Customer Success team to learn more about these enhancements and to kick off the deployment process. We look forward to supporting your organization's continued commitment to patient engagement in the year ahead.

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 - Configurable Questions
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Personalize EmmiJourneys™ Call Times

A recent analysis found that personalizing patient call times can lead to increased EmmiJourneys™ patient engagement. Based on these findings, Emmi has built an AI model to recommend personalized call times for its EmmiJourneys™ series based on patients' age, location, and series content. This AI model has been applied to the AMI, Heart Failure 30 Days, and Diabetes Discharge series to help your organization engage with more patients.

The screenshot shows a web application interface for "EMMI TESTING". On the left is a dark sidebar with a menu containing "Branding", "Email Customization", "EmmiJourneys Configurations" (which is highlighted), and "Preamble". The main content area is titled "Patient Questions" and is divided into two sections: "Day 1" (expanded) and "Day 11". Under "Day 1", the sub-header is "COPD Follow-Up And Medication". It lists five questions, each with a toggle switch and a default status: "haveAppointment" (on, Default (On)), "haveTransport" (on, Default (On)), "filledMeds" (on, Default (On)), "takingMeds" (on, Default (On)), and three recovery questions ("positiveRecoveryQuestion", "negativeRecoveryQuestion", "callbackRecoveryQuestion") which are all off and marked as "(CHANGED)". The "Day 11" section is collapsed under the sub-header "COPD Coping". At the bottom right of the configuration area are "Cancel" and "Save & Cascade" buttons.

Configurable Questions for EmmiJourneys™

To better personalize support beyond the clinical encounter, several questions in a number of EmmiJourneys™ programs can now be enabled or disabled. A few examples of the topics 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 other 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.

Emmi Reports Tool

Reports

Report Overview

Show activity from:

07/01/2022

to

07/28/2022

Search by name, email, phone or access code

Search

Views

Groups

Teams

Providers

Age

Series

Status

Reset Filters

Assign to Group

Set Status

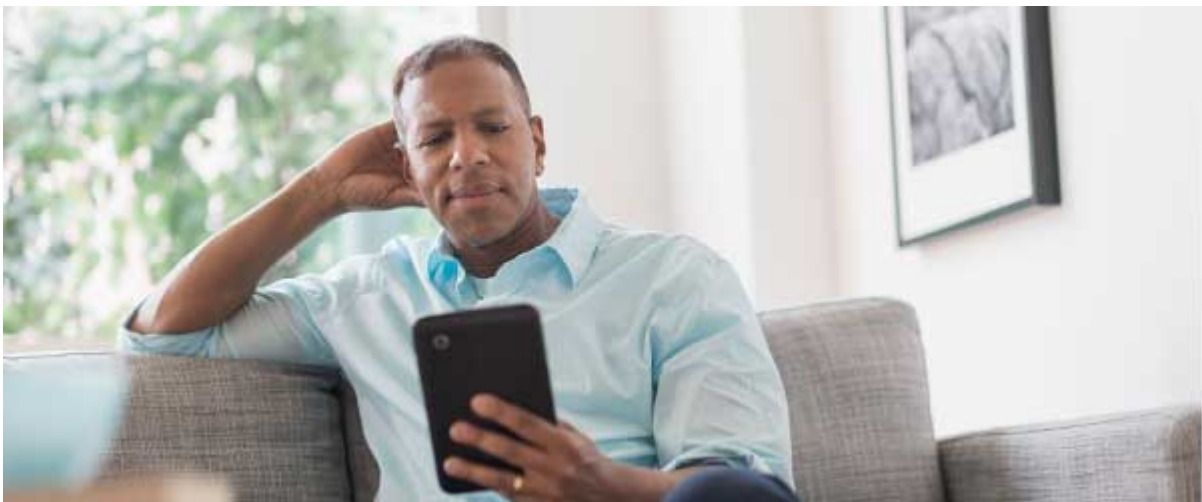
Expand

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

Real-Time Patient Response Dashboard

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 their attention most. The follow-up process can be managed online by providing staff with the ability to allocate patient-related tasks, share follow-up details, and mark patients whose Journeys have not yet started.

[Watch an Overview](#)



Digital Switch for EmmiJourneys™

Allow patients, scheduled and receiving EmmiJourney IVR calls, to have the option to switch to a digital Journey delivered via e-mail or SMS text messaging (you heard that right – we can reach out to your patients through text messaging!). During the first day's call, the patient will be offered the option to switch to a digital contact method instead of phone calls. If they agree, the call continues, and the following contact will be email- or text- based on client configured preferences. 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.

Feel free to share this newsletter and this [EmmiJourneys™ video](#) with colleagues. Contact your Customer Success Specialist to learn more about these enhancements or with any other questions.



Clinical Effectiveness in the News

Wolters Kluwer launches digital health tech solutions for payers and virtual care players

Digital Health Architect Consumer Education Suite and EmmiGuide help virtual care vendors and payers more effectively engage health consumers and improve outcomes.

[Read More](#)

Wolters Kluwer taps Microsoft to unlock innovative solutions for virtual healthcare and payer care management

Wolters Kluwer, Health has partnered with Microsoft to enable healthcare organizations to unleash innovation through the combination of Wolters Kluwer's market-leading solutions and the Microsoft Azure cloud platform.

[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?

