



Wolters Kluwer

# 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.

## In This Update:

- Personalize Call Times
- Configurable Questions
- Real-Time Patient Response Dashboard
- Digital Switch
- Clinical Effectiveness in the News



## Personalize EmmiJourneys™ Call Times

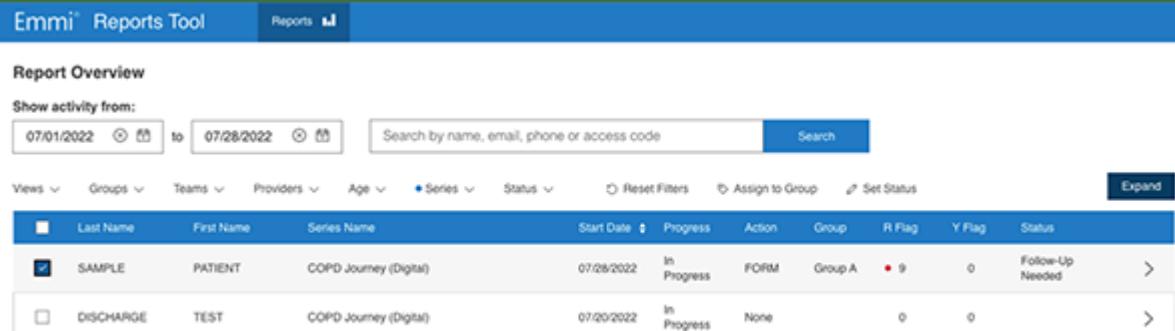
A recent analysis found that personalizing patient call times can lead to increased EmmiJourneys™ patient engagement. Based on these findings, Emmi has built an AI model to recommend personalized call times for its EmmiJourneys™ series based on patients' age, location, and series content. This AI model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

Day	Topic	Question	Status
Day 1	COPD Follow-Up And Medication	haveAppointment	Default (On)
		haveTransport	Default (On)
		filledMeds	Default (On)
		takingMeds	Default (On)
Day 11	COPD Coping	positiveRecoveryQuestion	Default (Off)
		negativeRecoveryQuestion	Default (Off)
		callbackRecoveryQuestion	Default (Off)

## 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.

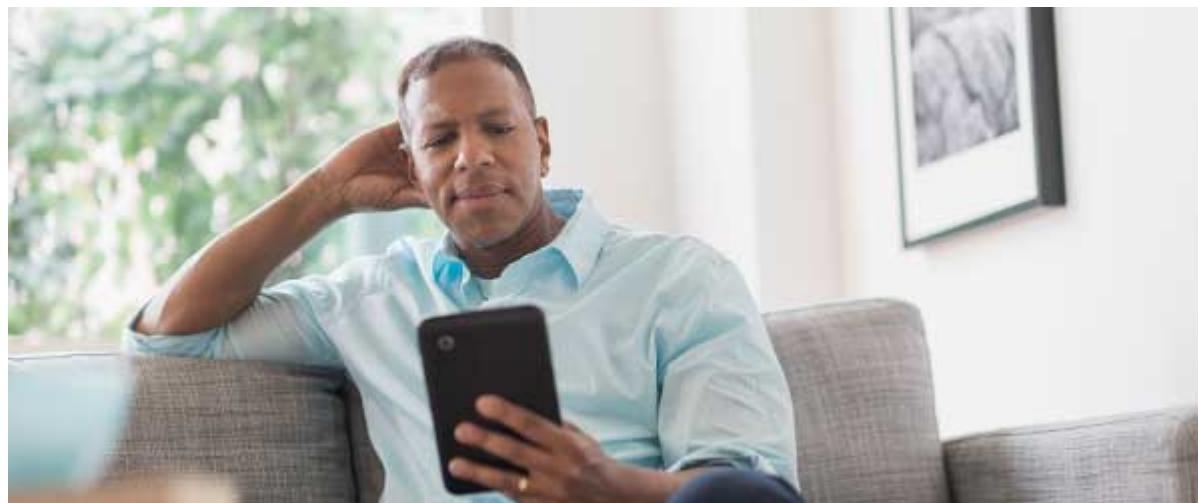


The screenshot shows the 'Emmi® Reports Tool' interface. At the top, there's a blue header bar with the 'Emmi® Reports Tool' logo and a 'Reports' button. Below the header is a 'Report Overview' section. It includes a date range selector ('Show activity from: 07/01/2022 to 07/28/2022'), a search bar ('Search by name, email, phone or access code'), and a 'Search' button. Below these are several dropdown filters: 'Views', 'Groups', 'Teams', 'Providers', 'Age', 'Series' (selected), 'Status' (selected), 'Reset Filters', 'Assign to Group', and 'Set Status'. An 'Expand' button is also present. The main 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: one for 'SAMPLE' (Patient, COPD Journey (Digital), 07/28/2022, In Progress, FORM, Group A, 1, 0, Follow-Up Needed) and one for '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.

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## 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](mailto:support@my-emmi.com)

Integration Support: [integration\\_support@my-emmi.com](mailto:integration_support@my-emmi.com)

Online Live Chat available on [www.emmimanager.com](http://www.emmimanager.com) and [www.startemmi.com](http://www.startemmi.com)

Did you find this communication helpful?

