

Emmi[®]

Case Study

University of Alabama Birmingham (UAB) Medicine Scalability & Efficiency

Academic Medical Center

Located in a Top 50 U.S. MSA

1,157 beds



Staffing Challenges

Overview

Discharge from the hospital is a critical handoff in care

- Accountability for patient status continues far beyond acute stay
- Patient volume exceeds discharge planning and follow-up resources

1. LIMITED RESOURCES



2. TIME NEEDED TO CONNECT



UAB

Goals

1

Scalability

Extend UAB's ability to reach recently discharged patients

2

Efficiency

Reduce staff time spent connecting with low risk patients

3

Patient empowerment

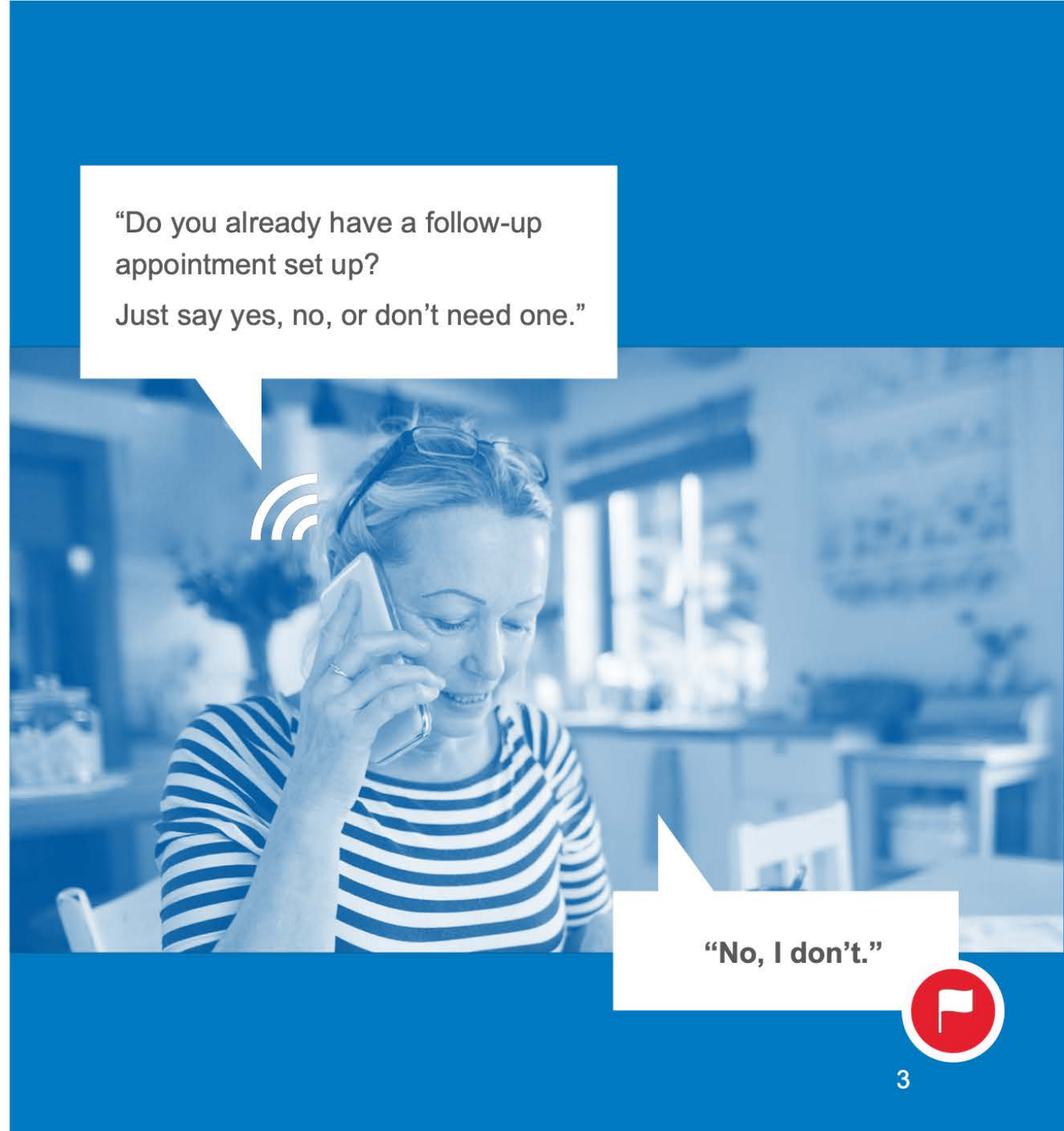
Help discharged patients self-manage chronic conditions



EmmiTransition

IVR CALL SERIES | AUTOMATED AND BI-DIRECTIONAL

- Calls patients after discharge to track recovery and educate patients on self-managed care
- Interactive calls ask questions and log patient responses
- Identifies barriers to care and reports patient status back to care management team
- Flags higher risk patients that may require staff intervention



UAB Medicine

The Results | Scalability



Scalability

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Patient empowerment

Help discharged patients self-manage chronic conditions

Emmi significantly scaled UAB's patient outreach, resulting in **21% more engaged patients**

NURSES ALONE

66% engaged

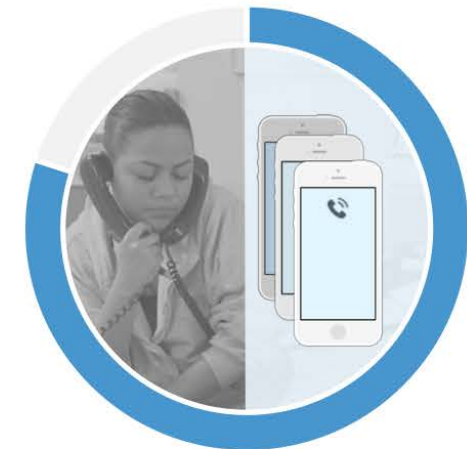


1.5 average calls per patient

VS

NURSES WITH EMMI

80% engaged



5.9 average calls per patient



UAB Medicine

The Results | Efficiency



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Efficiency

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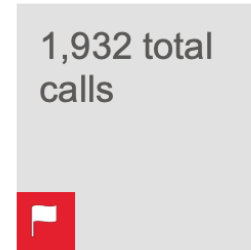
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Patient empowerment

Help discharged patients self-manage chronic conditions

Emmi eliminated staff time spent identifying patients with issues

WITHOUT EMMI TRANSITION



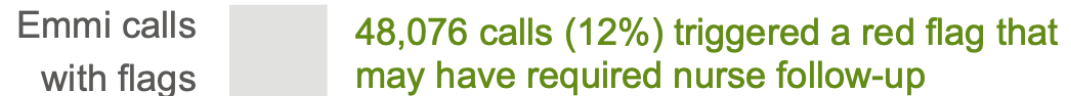
5.2% of all nurses' calls were made to patients with issues

WITH EMMI TRANSITION



100% of all nurses' calls were made to patients with issues

By allowing staff to focus on follow-up calls only, Emmi saved the equivalent of **1.5 FTEs** per year



UAB Medicine

The Results | Patient empowerment



Scalability

Extend UAB's ability to reach recently discharged patients



Efficiency

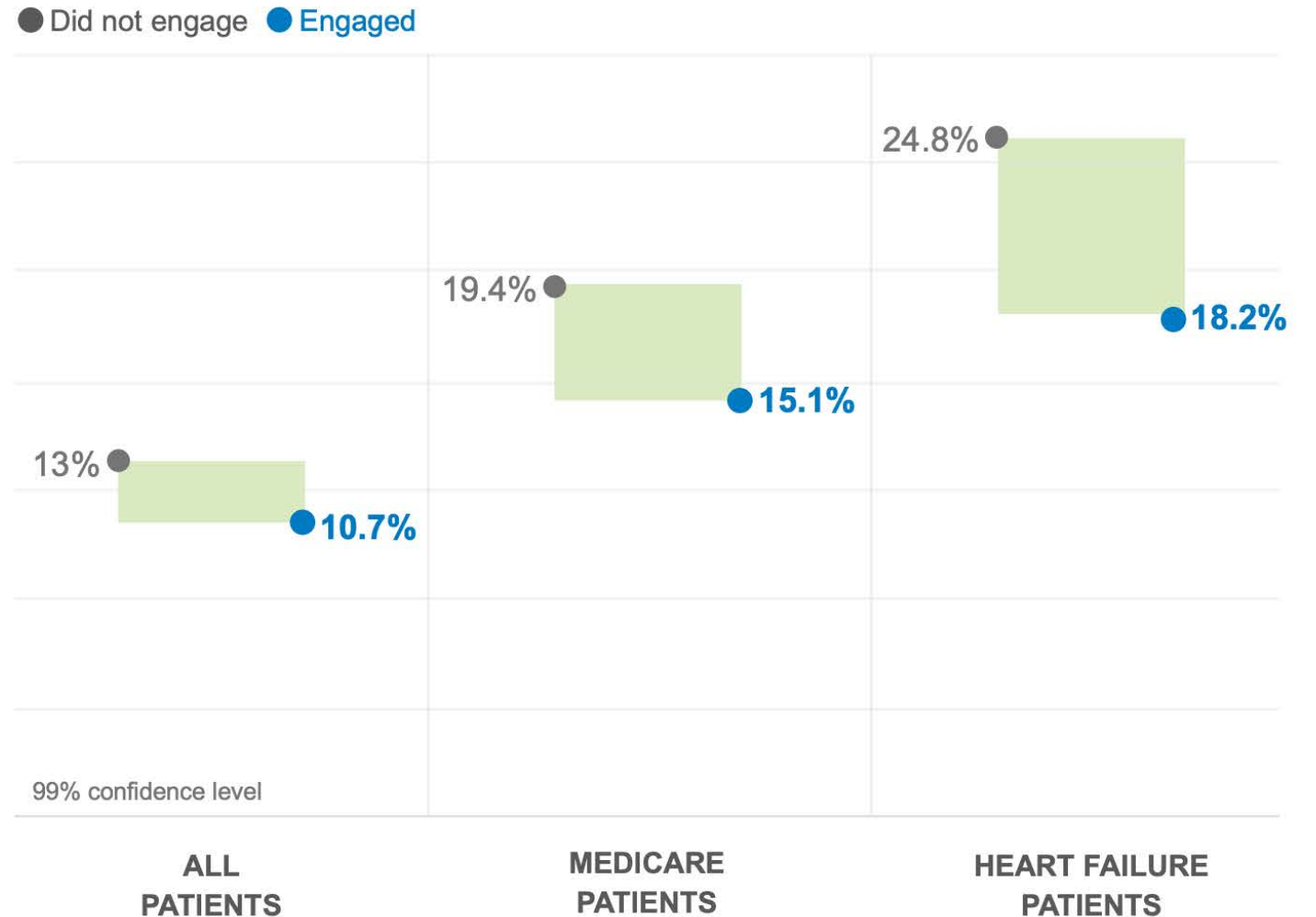
Reduce staff time spent connecting with low risk patients



Patient empowerment

Help discharged patients self-manage chronic conditions

Patients who engaged with EmmiTransition were associated with lower readmission rates across different groups vs. those who did not engage



University of Alabama Birmingham Medicine

EmmiTransition | General
Discharge Series

✓ Scalability goal

Extend UAB's ability to reach recently discharged patients

Series highlights

- Interactive calls ask questions and log patient responses
- Identifies barriers to self-managed care and flags high risk patients
- Reports status back to care team for follow up

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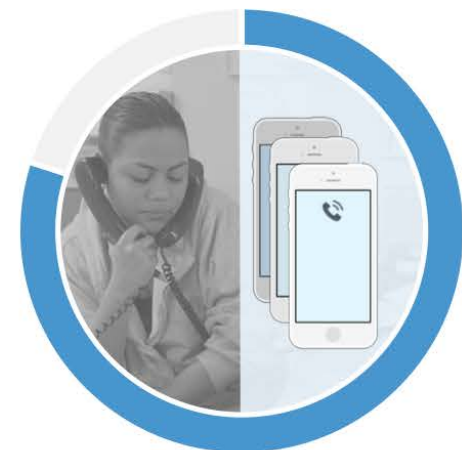
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University of Alabama Birmingham Medicine

EmmiTransition | General Discharge Series



Efficiency goal

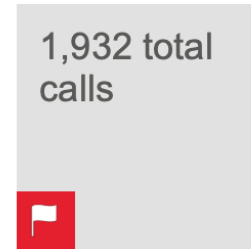
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