

Emmi® Case Study

# Emmi increases scalability to drive quality care transitions

## Data shows Emmi helps empower people to manage their recovery post-discharge

### The Business Challenge

Discharged patients need to be consistently engaged throughout a care transition in order to have the confidence and ability to successfully manage their health at home. However, this requires hospitals and health systems to find effective and scalable ways of empowering patients post-discharge.

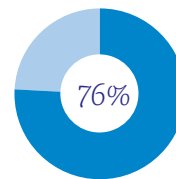
### The Method

Emmi partnered with 27 hospitals to help them extend their outreach and engage patients post discharge! To increase outreach, 77,115 interactive EmmiTransition® phone calls were made to target their discharged patient populations and help manage recovery. Emmi also delivered supplemental EmmiEngage® multimedia programs which, in tandem with the phone calls, are designed to motivate and support behavior change and avoid preventable readmissions.

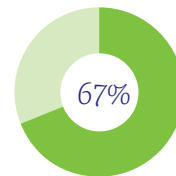
### The Results

- **72% of patients were reached—a level of engagement that would be costly to replicate manually as it required 77,115 phone calls.<sup>1</sup>**
- **82% of patients reached interacted with more than half of all calls they received—strongly indicating patients’ interest in consistently participating in their recovery.**

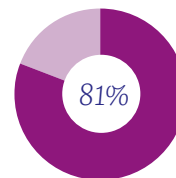
Additionally, surveyed patients reported the following after interacting with Emmi:



Reported they were better prepared to manage their health



Reported they were more comfortable calling their provider

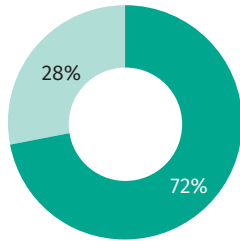


Reported they had an improved opinion of their provider

<sup>1</sup> with sample size of 13,086 patients. Data captured from 27 hospitals from June 2013 through April 2015

**Resources required to replicate Emmi outreach**

Calls Made: 77,115



- Patients Reached: 32,547 calls – 5 min (prep and length of call)/2,712 staff hours
- Patients Not Reached: 44,568 calls – 3 attempts (1 min each)/2,228 staff hours

*4,940 staff hours @ \$40 per hour* (for clinical staff)

**\$197,600**

*to replicate outreach*

Emmi analysis shows a cost of approximately \$197,600 to manually replicate this level of outreach