



Emmi® Case Study

Emmi helps drive positive behaviors post-discharge

Analysis shows EmmiTransition helps people take action and sustain healthy behaviors during care transitions

The Business Challenge

Many hospitals and health systems are challenged to effectively manage the health of their discharged populations. Managing recovery, reinforcing key information, and motivating behavior change are essential to avoiding complications and preventable readmissions. Therefore, hospitals and health systems are seeking effective solutions that successfully guide people to manage their recovery post-discharge.

The Method

Given this challenge, Emmi® researchers sought to measure the impact of EmmiTransition® interactive phone calls on motivating patients post-discharge. To do so, Emmi analyzed call records from patients that interacted with our EmmiTransition chronic heart failure (CHF) call series at UAB Medicine, as well as multiple other healthcare organizations to conduct an aggregate analysis.

The CHF call series lasts 45 days and the calls emphasize the importance of daily weigh-ins, as an increase in weight could be a sign of a complication. By analyzing the call records, Emmi was able to measure the impact of EmmiTransition on engagement, short-term behavior change and sustained behavior change.

Measuring Engagement

UAB Medicine

- Emmi reviewed the call records from 4,503 patients who completed the EmmiTransition chronic heart failure (CHF) call series.
- Of the patients called, 3,615 answered and actively engaged with EmmiTransition calls.

Aggregate

- Emmi reviewed the call records from 5,763 patients who completed the EmmiTransition chronic heart failure (CHF) call series.
- Of the patients called, 4,750 answered and actively engaged with EmmiTransition calls.

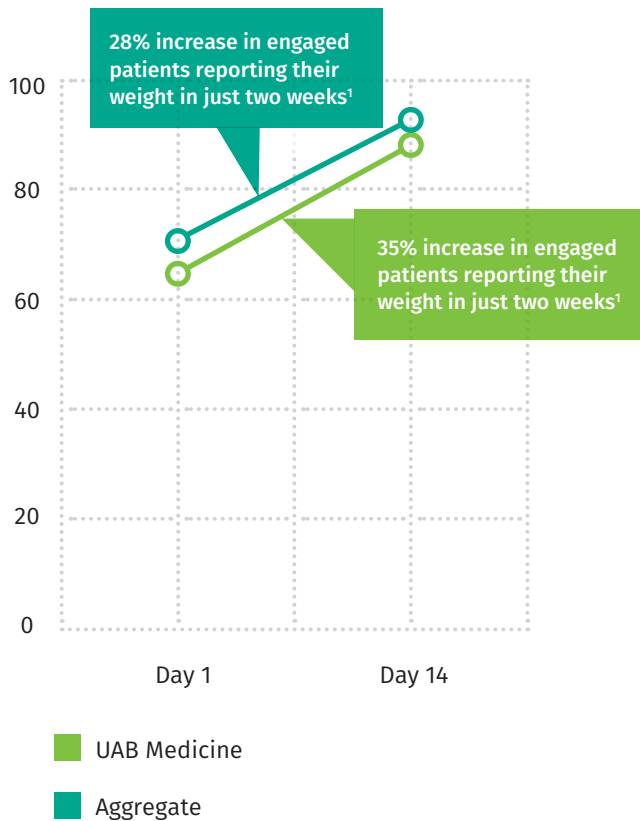
Measuring Short-Term Behavior Change

Interactions of engaged patients were analyzed to identify EmmiTransition’s impact on driving people to report their weight daily post-discharge. For both UAB Medicine and the aggregate analysis, the percentage of engaged patients that weighed themselves daily, increased steadily over the first two weeks.

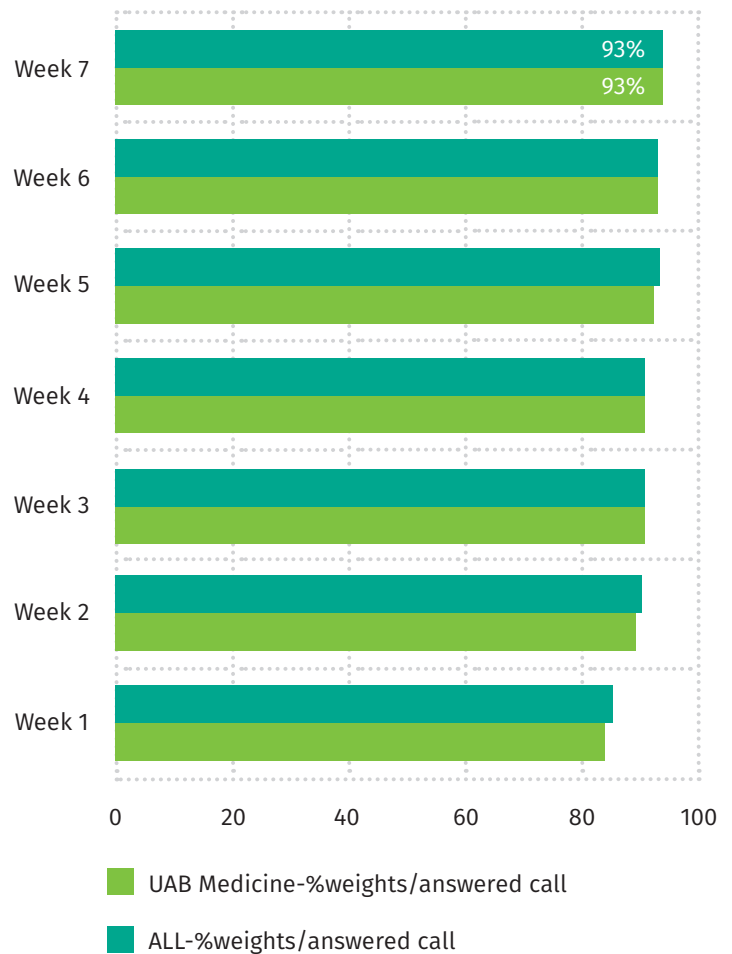
Measuring Sustained Positive Behaviors

The positive behaviors seen over the first two weeks of the 45-day call campaigns were sustained for both UAB Medicine and the aggregate analysis. This is indicative of a positive behavior change, as more people went on to weigh themselves daily during their interactions with EmmiTransition. For the remaining 30 days of the EmmiTransition campaigns:

% of engaged patients who reported weight



% of engaged patients who continued to report their weight daily



1 $[\% \text{ reported weight on day 14}] - [\% \text{ reported weight on day 1}] / [\% \text{ reported weight on day 1}]$
 2 $[\# \text{ of patients reported weight between days 15 and 45}] / [\# \text{ of patients answered between days 15 and 45}]$

■ UAB Medicine-%weights/answered call
 ■ ALL-%weights/answered call