

# CONTINUOUS CARE MANAGEMENT

## **Kauvery Hospitals**

Presented by

Deeksha Senguttuvan

Head, Digital Strategy

# Details of Solution



Three key stages of care delivery



# Details of Solution

## Dedicated Care Coordinators

Our professional, trained, and qualified staff provides comprehensive care coordination and planning following hospital discharge to deliver appropriate, timely care interventions.

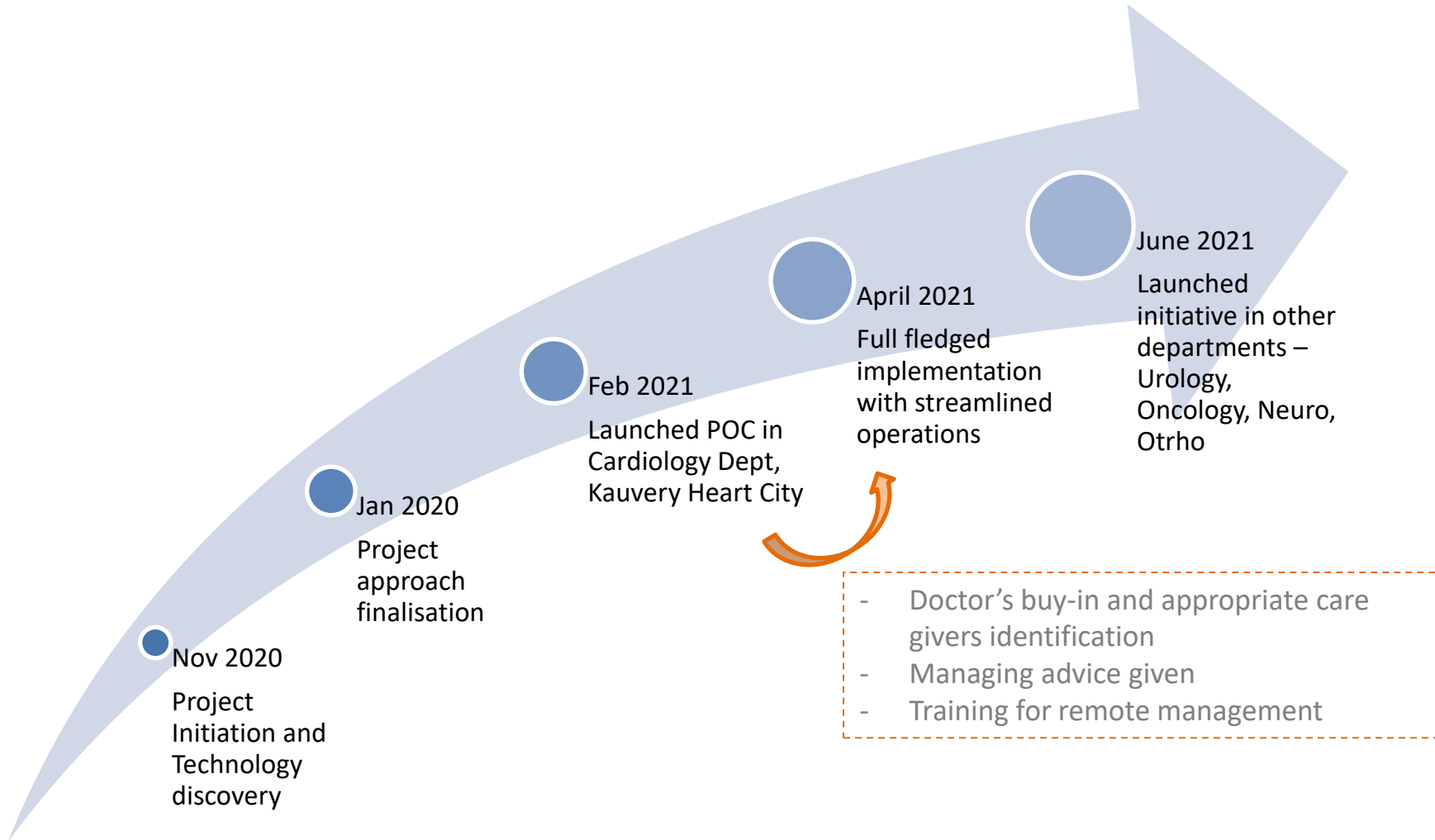
## Personalised Care Plan

Our Care Coordinators develop robust transitional care plans that ensure coordination and continuity of healthcare as the patient's needs change during the course of a chronic or acute illness. We help individuals stay independent, and educate family and caretakers on the importance of adherence to the care plan to minimize unnecessary re-hospitalizations.

## AI powered tech platform

AI powered platform that helps assess the condition of the patient, and provide alerts in case of deteriorating condition. The platform predicts the next touch point date to connect with the patient and also predicts the set of clinical symptoms to ask the patient at every touch point, where it automatically categorises the symptoms whether they are "at-risk" or "mild"

# Project Implementation



# Impact



## Improvement in Patient Satisfaction



- Connecting 8-10 times in 2 months – Deeper bond with patient established
- Address requests, queries and be a single point of contact with easy access
- NPS score improvement – 20% higher than average



## Reduce re-admission rates



- Timely intervention for at-risk symptoms reduces re-admission
- Reduces cost for patient by avoiding multiple hospital visits
- 52 interventions in 4 months
- Avg re-admission rate at 3.5% vs national average of 12.6% in the US for CABG



## Reduce mortality rates



- By avoiding unnecessary complications, reducing risk of critical escalation
- Impact on mortality can be observed in longer term

Making quality healthcare affordable

# Sustainability and Scalability

## Sustainability

- Cost: The technology cost of continuing the initiative is self sustainable, as we incur cost per patient, and we pay only as per the volume of patients we wish to cover
- Manpower: leveraging our existing nursing staff, who for personal reasons such as pregnancy, would be required to stay at home. We have equipped such nurses with the infrastructure needed for remote work, and on-boarded them as Care Executives.

## Scalability

- Doctor buy-in -> Confirm care protocol ->Care executive training -> Metrics tracking
- Ever month addition of new specialty across units
- With protocol and manpower process can be established across any hospital

**THANK YOU**

# Annexure

Search by UMR / Name / Phone
KAUVERY HOSPITAL - CHENNAI  
CHENNAI
Praveena  
Team Lead

Dashboard > Followup > Symptom

### Symptoms

In Days

- Fever Of 101.5 F Or Higher
- Catheter Comes Out Before Scheduled Removal Date And Time
- Excessive Bleeding Or Large Clots Causing Difficulty Emptying The Bladder
- Excessive Nausea And Vomiting Preventing You To Keep Down Fluids Or Medication

SEARCH OR ADD OTHERS SYMPTOMS

Patient has severe symptoms - Request Physician

Day 19

Search by UMR / Name / Phone
KAUVERY HOSPITAL - CHENNAI  
CHENNAI
Praveena  
Team Lead

Dashboard > Followup Dashboard

17  
Active

20  
Not Connected-Today

0  
Incomplete DS

0  
Incomplete MCC

68  
Incomplete Rating

3  
Pending

0  
Reschedule Today

1239  
Upcoming

Speciality: Hospital Speciality: Discharge date range: Caller:

Start date - End date: Filter Clear

UMR	IP	Speciality	Hospital Speciality	Discharge Date	CCC Date	Last Caller	Locked By	Day
TN210000386836	IP0000043989	UROLOGY	ONCOLOGY	13 Jul 2021	31 Jul 2021	M.BAKHYALAKSHMI	NA	19
CM200000206825	IP0000031961	NEUROLOGY	NEUROSURGERY	30 Jun 2021	31 Jul 2021	J.THENMOZHI	NA	19
CN210000395184	IP0000043189	NEUROLOGY	NEUROSURGERY	07 Jul 2021	31 Jul 2021	AMUTHA	NA	19
HC210000099428	IP0000018722	CARDIOLOGY	CARDIOLOGY	12 Apr 2021	31 Jul 2021	AMUTHA	NA	60
HC210000101343	IP0000019521	CARDIOLOGY	CARDIOLOGY	26 Jun 2021	31 Jul 2021	AMUTHA	NA	34



# Snapshot

Type	Count
No of Discharge	2085
No of Patients connected	3297
No of Readmissions	55
No of Leakages	23
No of Death Outside	22
No of Physician Escalation and avoided Complications	52
No of Feedbacks	84