



Care Coordination

Healthcare Solutions

Culturing Safety & Quality

► Care Coordination

Operationalize Analytics

Healthcare Interoperability

Data Security and
Data Masking

Innovations are happening in value-based care, how patients are discharged and transitioned. Community involvement and population health are rapidly changing every conversation your team has with your patients and members.

Decision Coordinator, from ServiceSPAN™, can help provide the data driven support tool your team needs. Decision Coordinator can optimize every conversation, using information from multiple systems your front-line staff access, integrate new best practices and ensure the best possible care.

From your Patient/Member Experience Team, Call Centers, Off-site locations and remote Staff, Decision Coordinator will:

- Simplify your user's access and retrieve information from the many software applications they use each day.
- Access the multiple scheduling applications, check the status of patient portals and devices programmatically.
- Alert you if others in your organization are attempting to reach the same patient / member and determine how to serve that need instantly.
- Bring together and be supportive of workflows on other applications,
- Correctly distributing the work your people need to do next, based on priority and user skills.

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Decision Coordinator can follow the patient care process from initial call in or out, prescheduling, procedures to discharge, final bill, and follow up, while presenting, updating and retrieving information from any and all of your existing systems required to ensure your front-line staff can expeditiously provide patients the best possible care.

Decision Coordinator easily connects to ancillary systems to identify:

- When a patient/member is being assisted by a caregiver, specialist, hospital assigned transition teams, or community health organization.
- When to ask patient/member to take an action associated to their care or payment.
- When to suggest additional services, such as a preventative test, or remind them of a patient portal or phone app they stopped using, and resolve their issue or password need
- The best method, specific to a member/patient, to validate the identity of a caller

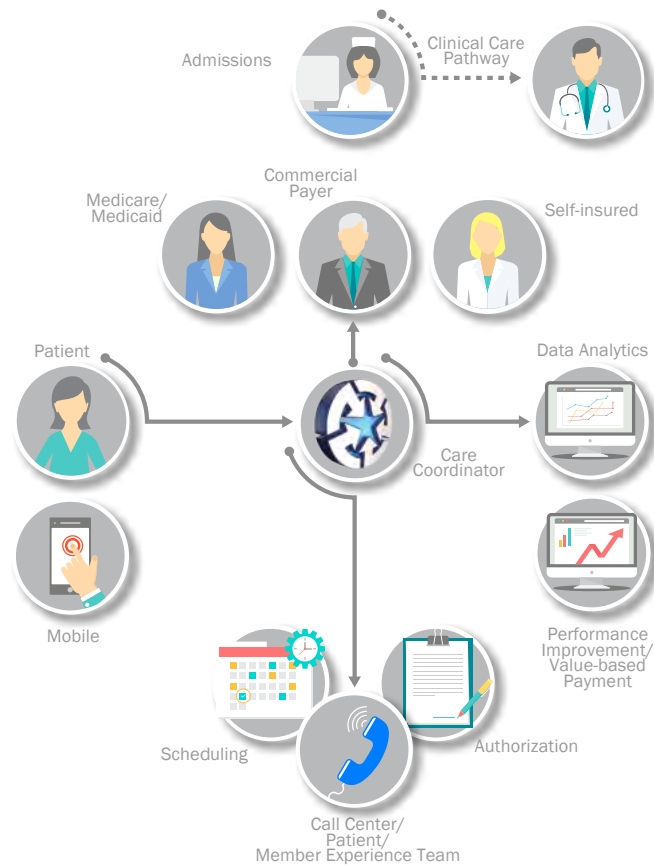
We enable connection to predictive analytics applications to implement specific best practices or urgent next steps based a combination of patient history and information provided by a patient during a call, e.g, predict and respond to an indication of high readmission risk.

We can improve how information is posted to your many applications. Integrate the utilization of software that allows for the capture of orders at the physician's office or anywhere else. Enable your data to be more accurate and usable by people and automation tools in the future.

We provide categorization facilitated by the ability to assign different workflows based on classes, age and other information and assign work to the responsible person or department. Post information to multiple systems so that users enter it once, and have it correctly written to multiple systems

such as direct interface to physician office based Electronic Medical Records.

Use our information to automate and match the skills of your team with the work load, incorporate predictive analytics in individualizing the experience your team provides, and provide capabilities to capture better data from each contact your team has. Provide workflow management tools to measure how much time users are spending on tasks to help determine if your process is in line with the level and volume of work.



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