A Proactive Approach to Patient Education

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Founder, Chief Executive Officer

Empowered, Engaged, Prepared
The GetWellNetwork Interactive Patient Care solution offers a new equation for improving cost, quality and service.

Patient Engagement (Service + Quality) = Optimal Outcomes

To be the global leader in Interactive Patient Care (IPC)
PatientLife System 2.0

PatientResource Suite:
- Internet Access
- Movies
- GWN Television
- Games
- Music
- Healing Resources*
- Welcome Information
- Hospital Information
- Visitor Information

PatientCommunication Suite:
- Survey
- Service Recovery
- Staff Recognition
- Facility Event Manager
- Email
- Patient Alerts
- Patient Comments

PatientCare Suite:
- Patient Safety Education
- Patient Education
- Pain Assessment
- Medication Information
- Dietary
- Patient Profile

Patient Pathways:
- Patient Welcome
- Premium Services

Patient Pathways:
- Patient Satisfaction Feedback
- Service Recovery

Patient Pathways:
- Patient Safety Education
- Pain Assessment
- Patient Education
- Smoking Cessation Education
- Hand Hygiene Education

PatientPathway Architecture
*May require additional content licensing.
Adult Welcome English

Welcome :)  
Kerry  

Attending MD: DR. DONALD BROWN  
Nurse Today: BETH CARLISLE  
Social Worker: DAVID GREEN  

Room 1D03  555-555-5555  3:08 pm  THU, August 24

Pediatric Welcome Spanish

Bienvenido :)  
Jose  

Mi Estadia  Mi Salud  Contacto  Entretenimiento  Comentarios
Evolution: Patient Pathways™

- Originator of Patient Pathway technology
- Patent-pending software architecture
- Dynamic workflow design
- Automation/documentation of clinical and non-clinical processes
- Coordinated, personalized experience for every patient
- Best-practice templates provide starting point
Patient Satisfaction Feedback Pathway

1  2  3  4  5
Evolution: Introducing Interactive Care Plans

- Next evolution of Interactive Patient Care
  - Industry’s first and only solution to coordinate a series of events across multiple days to create a virtual guide throughout a patient’s stay
  - Developed in partnership with clinical, operational and technology leaders from client hospitals
  - Initially focused on clinical care for chronic conditions

In Development:
- Congestive Heart Failure
- Orthopedics
- Asthma
- Diabetes
- Post-Partum
Interactive Care Plan

Stage 1
- ADT trigger
  - Information video (30 minutes after admission)
  - Literacy assessment
  - Review plan of care
  - Introductory education comprehension
  - Medication history and education
  - Support system assessment
  - Motivation assessment

Stage 2
- Wait 24 hours after admit
  - Education (diet/weight/signs and symptoms)
  - Nurse prescribed test results review
  - Test results review and education
  - Medications populated in record?
  - Medication teaching and comprehension
  - Home health referral?
  - Patient registers for home health

Stage 3
- Wait 48 hours after admit
  - Review signs and symptoms
  - Medications profile (manual trigger)
  - Medications reactions teaching
  - Wait 56 hours
  - Patient responsibility teaching and acceptance

Stage 4
- Wait 72 hours after admit
  - Patient builds self care tools
  - Wait 2 hours
  - Reassess motivation
  - Wait 1 hour
  - Patient completes health assessment
  - Patient completes satisfaction survey
3. CHF Interactive Care Plan (Day 2)

CHF Interactive Care Pathway: Day 2

CHF Education
- Wait 24 hours after Admission
- Alert to Patient
- Wait 1 hour
- Alert up to 3 Times?
- Yes
- No

Diet/Weight/Signs & Symptoms
- Patient Readiness?
- No
- Yes
- Patient Completes CHF Video
- No
- Yes
- Patient Complete Comprehension Test?
- No
- Yes
- Daily Weight Monitoring?
- Salt Intake
- Signs and Symptoms
- Notify Nurse of Incorrect Answers
- E-Care Documentation (Education Record And Assessment Profile)

Test Results
- Test Results In Record?
- No
- Yes
- Patient Ready To Review Test Results?
- Educate Patient on Test Results
- Patient Review And Understanding of Test Results?
- Notify Nurse of Level of understanding
- Document in E-Care
- Notify Nurse
Patients have access to education, communication and entertainment tools at the bedside.

**GetWellNetwork Evolution**

1999-2002

2003-2006

2007-future

**On-Demand**

**Patient Pathways™**

**Interactive Care Plans**

**Patient Pathways with trigger, wait, notify, and decision events. Documentation is specific to compliance and safety regulation needs.**

Time based alerts with rudimentary documentation capabilities.

Complex Interactive Care Plans seamlessly interconnect Care Plans/Clinical Practice Guidelines, coordinating a series of events across multiple days to create a virtual guide throughout a patient’s hospital stay.
Our Client Community
Our Interactive Patient Care solution has been awarded the exclusive AHA endorsement.

Corporate Partner of

NACHRI
National Association of Children’s Hospitals and Related Institutions
Thank You

getwell:)network
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