



# COVID-19 & BEYOND:

## STRATEGIC PRIORITIES FOR MEDICAL GROUPS

Apprentice Health Strategic Viewpoint | August 2020

# TABLE OF CONTENTS

**p.1**      Deliver a better experience of care for patients and clinicians

**p.3**      Strengthen financial resilience by demonstrating that the clinical environment is safe

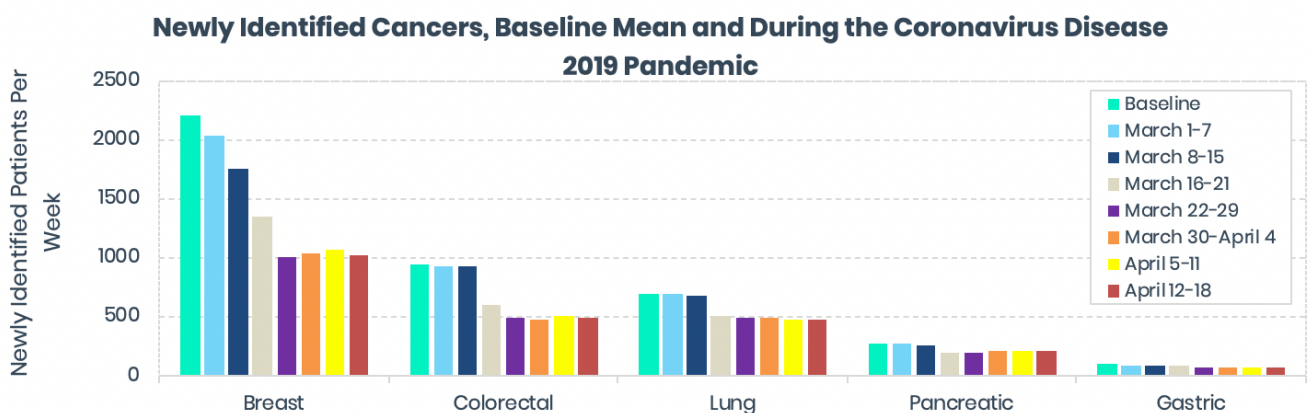
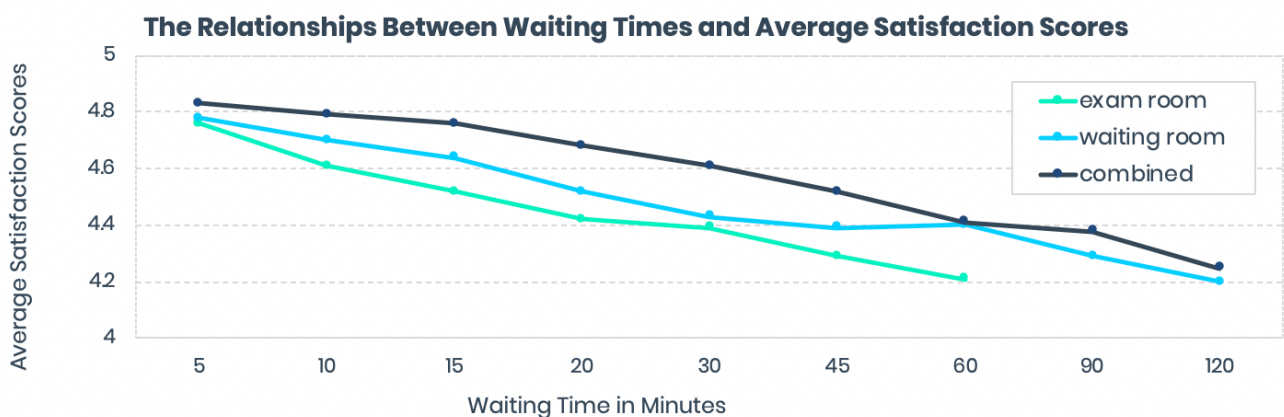
**p.5**      Strengthen financial resilience by effectively utilizing existing space

**p.7**      Empower clinicians to improve operational workflows



## Deliver a better experience of care for patients and clinicians

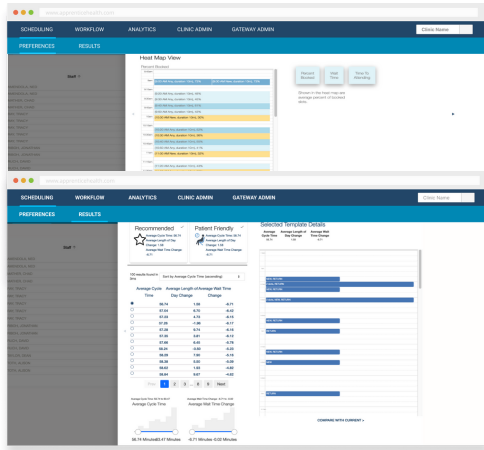
Medical groups must keep waiting rooms as empty as possible to ensure a safe clinic visit. Unfortunately, the fear of waiting rooms has already contributed to a decrease in essential care, and has likely increased morbidity and mortality for many patients. Even before the COVID-19 pandemic, patient waiting times negatively impact ambulatory patient satisfaction, including patients' confidence in clinician's capabilities and perceived quality of care provided.



The Relationships Between Waiting Times and Average Satisfaction Scores, Data From: Bleustein C, Rothschild DB, Valen A, Valatis E, Schweitzer L, Jones R. Wait times, patient satisfaction scores, and the perception of care. Am J Manag Care. 2014;20(5):393-400.

Newly Identified Cancers, Baseline Mean and During the Coronavirus Disease 2019 Pandemic, Data Redacted From: Kaufman HW, Chen Z, Niles J, Fesko Y. Changes in the Number of US Patients With Newly Identified Cancer Before and During the Coronavirus Disease 2019 (COVID-19) Pandemic. JAMA Netw Open. 2020;3(8):e2017267.

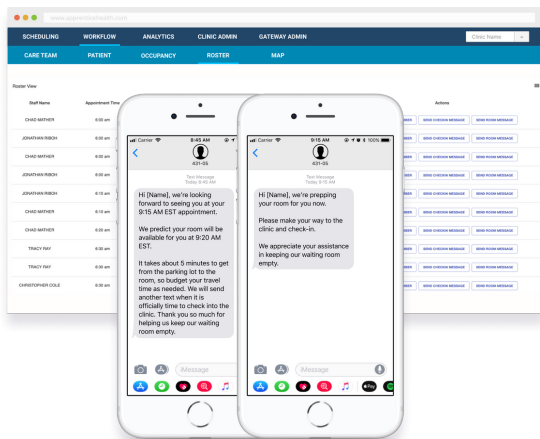
# How Apprentice Health helps medical groups deliver a better experience of care for patients & clinicians



## Data-driven scheduling templates

Apprentice Health's sensors, process mining, and simulation and optimization create personalized patient scheduling templates that reduce wait times without exceeding waiting room occupancy limits or lengthening clinician workdays.

[Scheduling Core >](#)



## Predictive text messages

Further reduce waiting room occupancy by automatically texting predicted wait times and ready-to-room notifications to patients waiting in parking lots.

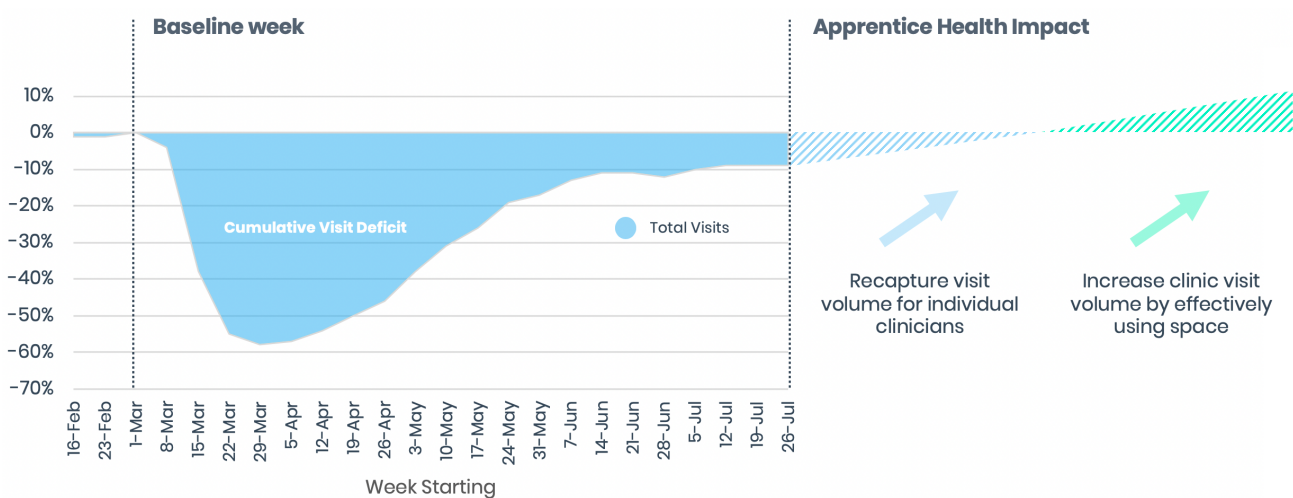
[Workflow Pro >](#)



## Strengthen financial resilience by demonstrating that the clinical environment is safe

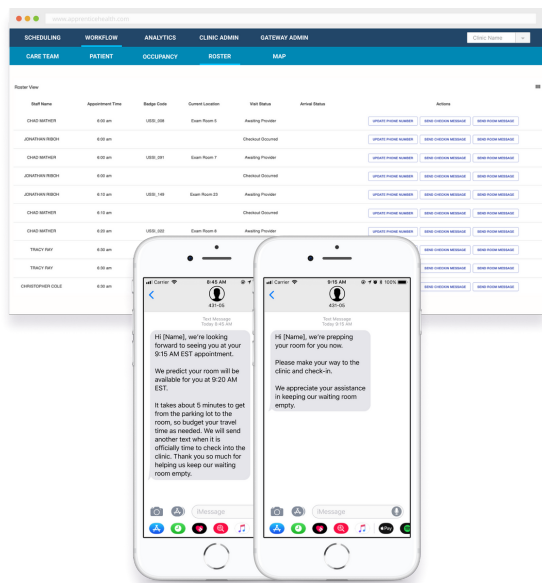
Demonstrating that in-office visits are safe is not only important for clinical care, but also financial resilience. Clinics must do everything possible to show patients that they are taking waiting room occupancy seriously such that in-office visit volumes return to baseline for individual clinicians, and patients utilize value added services such as labs and imaging.

**The Percentage Change In The Number of Visits In A Given Week From The Baseline Week (March 1–7)**



The Percentage Change In The Number of Visits In A Given Week From The Baseline Week (March 1–7), Data Redacted From:  
[The Impact of the COVID-19 Pandemic on Outpatient Visits: Changing Patterns of Care in the Newest COVID-19 Hot Spots.](#)

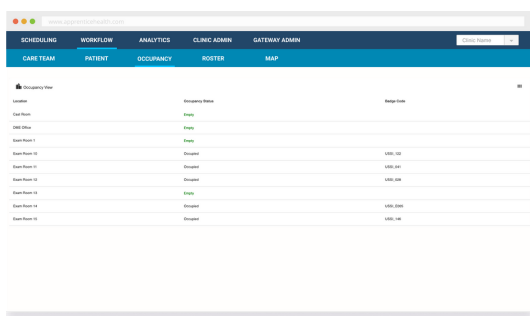
# How Apprentice Health helps medical groups effectively communicate with patients



## Predictive text messages

Apprentice Health's sensors and deep learning models are continuously predicting patient wait times and the amount of time until rooms will be available. Apprentice Health allows medical groups to automatically text these predictions to patients waiting in their cars to limit waiting room occupancy.

[Workflow Pro >](#)



## Patient View

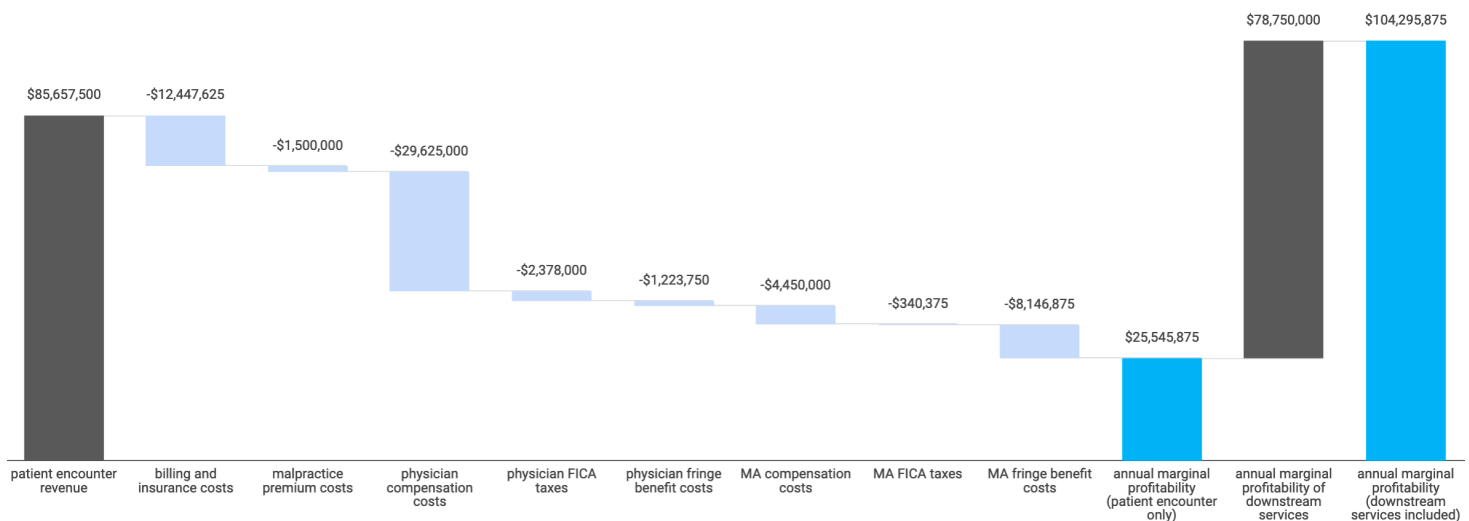
Automatically display each patient's predicted wait time on LCD screens in waiting areas in real-time.

[Workflow Core >](#)



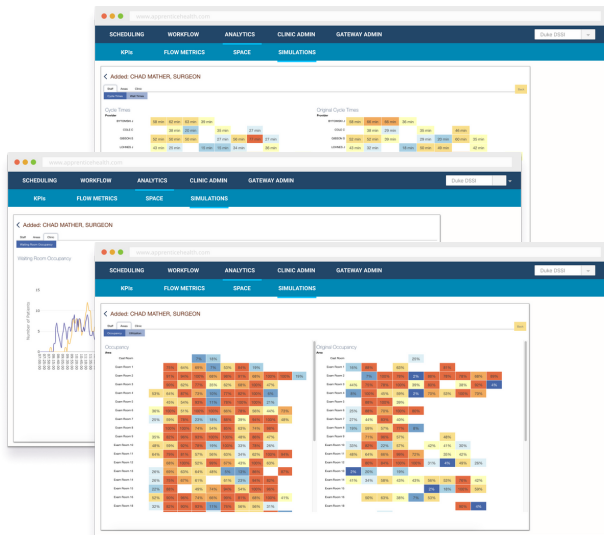
## Strengthen financial resilience by effectively utilizing existing space

Medical groups can increase profitability by **\$50-100 million dollars annually** for every 1,000 exam rooms by using data science to schedule additional care teams into existing space and thus increasing productive exam room utilization.



**Apprentice Health Economic Value and ROI >**

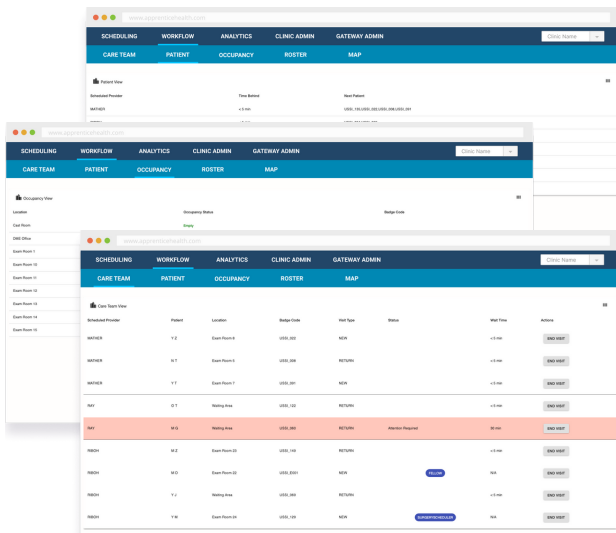
# How Apprentice Health helps medical groups effectively utilize existing space



## Identify opportunities to fit additional clinicians into existing space

Simulate how exam room sharing and adding additional clinicians to future clinic sessions impacts patient volume, waiting room occupancy, room utilization, clinician workdays, and wait times.

[Analytics >](#)



## Fluidly share space in real-time

Apprentice Health's Real-Time Location System (RTLS) and Workflow Core module display the location and status of each patient in real-time, allowing care teams to seamlessly share rooms.

[Workflow >](#)





## Empower clinicians to improve operational workflows

Asking clinicians to do more without giving them control over their workflows will likely decrease clinician satisfaction and exacerbate burnout. Medical groups can facilitate bottoms-up decision making by leveraging real-time data from location sensors and the electronic health record to inform operational decision making. Simulation and AI powered tools that leverage this data can deliver patient scheduling and staffing recommendations that are personalized for each clinician.

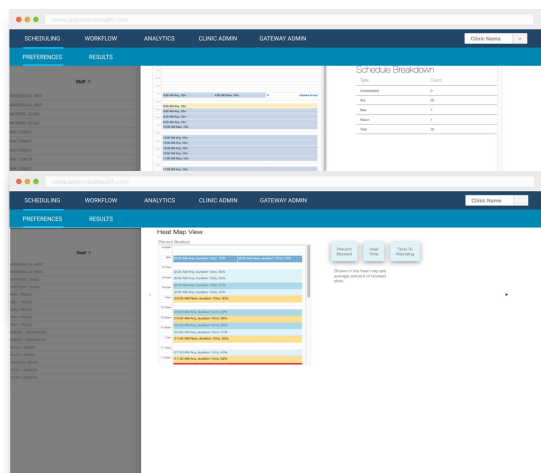
### Annual Cost Attributable to Physician Burnout in a Hypothetical Organization with 1,000 Physicians

Parameter/Model Output	Primary Care Physicians		Surgical Specialties		Other Specialties		Total
	Age <55 y	Age ≥55 y	Age <55 y	Age ≥55 y	Age <55 y	Age ≥55 y	
U.S. Physicians	28.1	14.2	12.6	7.5	23.2	14.4	100
Physicians in hypothetical organization, n*	281	142	126	75	232	144	1,000
Estimated average cost per employed physician, 2015 USD	7,100	5,900	10,800	9,100	7,800	6,100	-
Total cost, 2015 USD	2,000,000	840,000	1,400,000	690,000	1,800,000	870,000	7,600,000

\* Assuming physicians are distributed across segments according to national averages

Annual Cost Attributable to Physician Burnout in a Hypothetical Organization with 1,000 Physicians, Data From: [Estimating the Attributable Cost of Physician Burnout in the United States. Ann Intern Med. 2019; 170: 784-790.](#)

# How Apprentice Health helps medical groups empower clinicians to improve operational workflows



## Data-driven decision-making

Enable clinicians to review the performance of their individual scheduling templates to better understand ways to improve, and set preferences and constraints that determine the final scheduling template solution.

[Scheduling Core >](#)

## Apprentice IoT Studio

Apprentice IoT Studio allows health systems and third-party developers to build even better scribes and other speech driven applications. Developers can incorporate data from the Apprentice Health RTLS, gestures, smart buttons, and microphones to build the best ambient solutions for clinicians.

*\*Apprentice IoT Studio 2021 early access program is Invite only.\**



[The Digital Scribe >](#)