A premier provider of end-of-life and chronic-illness management enables better care

CHALLENGES

Providing patients with better care around oxygen safety and pediatric assessments is a top challenge in the hospice and home care setting. Chapters Health System had outdated communication channels and needed a more efficient process for distributing education materials.

SOLUTIONS

With Citus Health, Chapters uses electronic forms to communicate instantly and capture data in real time. Their care teams, patients and caregivers can now collaborate through a secure platform that simplifies the way education materials are distributed.

When Chapters Health System came across the opportunity to work with Citus Health alongside their electronic medical record (EMR) rollout, they discovered a digital solution that proved to be much more than just a software provider. Learn how Chapters Health found secure messaging and collaboration with Citus' technology.

An instant solution to a top industry challenge

After going live with a new hospice EMR in the summer of 2020, Chapters Health discovered a need for additional functionality to provide patients with better care around oxygen safety and pediatric assessments – a top challenge in the hospice and home care setting.

"Education on oxygen safety is critical for reducing risks associated with oxygen in the home," said Sheri Strobel,

chief information officer with Chapters Health. "We needed the ability to share forms electronically to educate patients and their families, as well as extract the data contained in those forms for analytics, reporting and trend monitoring. This data provides vital information needed for clinicians to include in the plan of care for the patient and family—both from a clinical perspective and a safety perspective."

The Chapters Health team needed a quick solution– and Citus delivered. From the time the problem was identified to the moment clinicians had a digital solution in hand took a total of two weeks. In this short amount of time, Chapters Health was able to implement new electronic forms, answer any questions in real time, store question-and-answer data in the EMR, and give that information back to patients and family members in the home. The oxygen and pediatric assessments provide a baseline of information for comparative purposes for future oxygen and pediatric assessments. "This data allows clinicians to take better care of our patients and their families." said Strobel.

"Chapters Health recognized a problem and Citus provided a platform that could allow us to improve patient care delivery," said Strobel. "And they came to us with a solution that we were a part of developing and delivering together in a matter of days."

Citus' user configuration doesn't require special programming or software engineering to implement. The result of that approach was rapid turnaround, real-time collaboration while building the forms and workflows, and quick answers to any questions during the process.

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>
> **SHERI STROBEL,** CHIEF INFORMATION OFFICER

"Our Citus partnership allows us to enhance our current EMR's capabilities," said Strobel. "We're able to differentiate ourselves in the marketplace with care education and information gathering."

An optimistic future with Citus Health

James Payne, director of the enterprise project management office for Chapters Health, considered future uses and opportunities with technology—especially when it came to improving CAHPS scores and operations. With Citus Health, Payne had no problem discovering ways Chapters Health could leverage its functionality to improve patient care.

"One of the features that really jumped out at me was secure, HIPAA-compliant messaging," said Payne. "We can use that to collaborate as a care team and to communicate with patients and family caregivers."

As an asynchronous platform, Citus helps users avoid phone tag by meeting the patient's needs immediately – where it can typically take a day or more to get them the information they've requested. "By using secure messaging, we can have a library of documents available to meet their needs in minutes," said Payne.

Payne also looks forward to using the Citus tool for conducting surveys, making sure they follow up with patients or family members shortly after admission to ensure everything is going smoothly and that their needs are being met. "It's a great way for us to start off on the right foot and build that relationship," said Payne.

One way to enhance patient connection (and ultimately, satisfaction) is through video conferencing, a Citus functionality that Payne sees as a huge opportunity – especially during a pandemic when patients and their families can feel isolated.

"These are some pretty neat avenues that we want to explore," said Payne, "to optimize our organization and improve patient care."

A solution built to enable better care

Citus is designed to simplify workflows for providers and enable better care for patients and their families. Its electronic capabilities eliminate the need for time-consuming, manual processes like faxing and emailing paperwork—which eases the burden on clinicians and allows them to focus on their patients.

It's this approach that makes Chapters Health see Citus as a true partner. "Citus isn't just a software provider," said Strobel. "It's a solution platform that both empowers us with the ability to do it on our own and guides us so we can maintain it going forward."

RESULTS
By adopting Citus Health's digital solution, Chapters Health has simplified workflows that are vital to providing quality care for patients and their families.

- Saves time by eliminating manual documentation processes
- Eases burden on clinicians and improves patient care
- Simplifies workflows with electronic forms and instant communication

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