



# NAVAL HOSPITAL Jacksonville

*Healing our Nation's Heroes*

*Albany | Jacksonville | Key West | Kings Bay | Mayport*

## **Pathways to Leverage AudioCARE: One tool among many.**

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# Learning Objectives

## *Leveraging AudioCARE*

- Ad hoc programs help AudioCARE message patients with specific high risk conditions.
- AudioCARE for mass messaging evolutions.
- New! Text messaging potential and barriers to use.
  
- AudioCARE to address NCQA standards for Med Home certification.
- Reach out to our patients; patient engagement strategies using AudioCARE questionnaires.
- AudioCARE as a HEDIS strategy.
  
- AudioCARE within the Med Home embracing the patient model.
- Appointment reminders for patient instruction.
- Monthly Wellness messaging, AudioCARE calendar of events.

http://www.audiocare.com/index.html

File Edit View Favorites Tools Help

Favorites Suggested Sites Free Hotmail

AudioCARE Home Page

Live Search

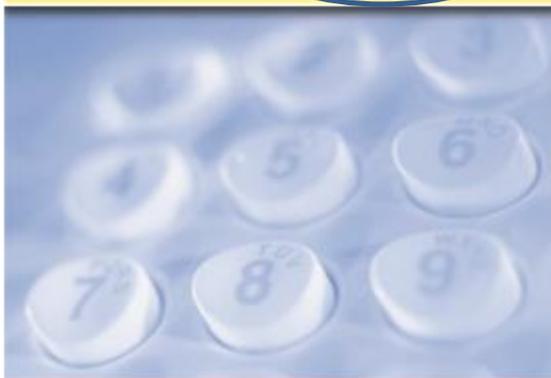
Page Safety Tools

# AudioCARE Systems

*Raising the Bar on  
Patient  
Communications  
Services*



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- **Reduce operating costs**
- **Improve no-show rates**
- **Increase patient satisfaction**
- **Enhance pharmacy efficiency**



AudioCARE  
Systems

*Offering the highest level  
of Patient Care*

744 W. Lancaster Avenue  
Suite 250  
Wayne, PA 19087

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*Raising the Bar on Patient Communications Services*



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The components of the AudioCARE Systems software applications include:

- [The Appointment Suite](#) – Helps improve no-show rates!
- [The Pharmacy Suite](#) – Automates the refill process!
- [The Financial Suite](#) – Handles financial matters!
- [More Solutions](#) – Increases personalized care!



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The AudioCARE System turnkey operation handles both inbound and outbound communications. Our

# What does AudioCARE offer?

Ad hoc programs are available to do specific tasks within the applications.

- **Clinical Information**

Although direct communication between healthcare providers and the patients they serve is vital, constant telephoning is tedious and time consuming. Why play “Telephone Tag”?

- **Surveys and Announcements**

AudioCARE Systems offers dialoguing capabilities that can prompt the patient with specific questions, record responses, and generate detailed reports. These may include patient satisfaction surveys, disease management, preventive care, and medication recalls.

**AudioCOMMUNICATOR™ —**

Preventive health messages / customized patient surveys

***Reduce patient non-compliance with medical regimes,  
Through AudioCARE systems.***

# What does AudioCARE offer?

- **Emergency Preparedness**

**This is a staff recall application used in the event of biological, chemical, environmental, weather-related or other emergency situations. It enables the healthcare facility to accomplish the calling plan in a timely manner, ensuring all personnel receive the same message.**

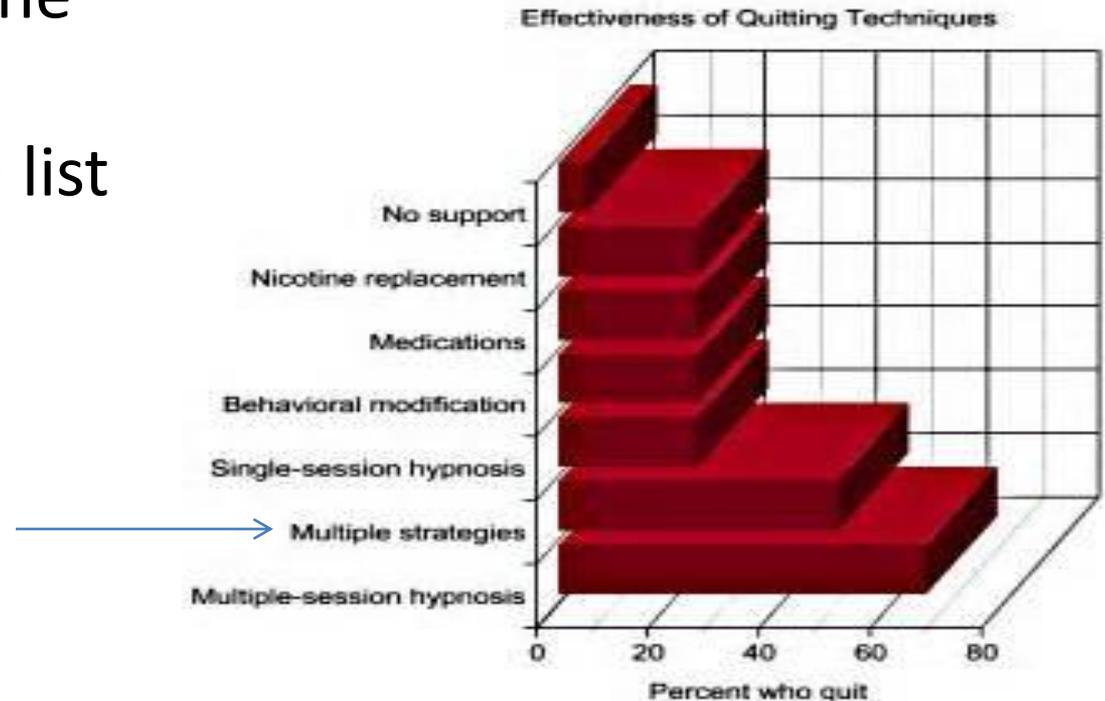


Ad hoc programs help AudioCARE message patients with specific high risk conditions.

***Ad Hoc: Drug recall can work within your protocols for ongoing public health programs.***

Calls our patients on Friday afternoon who picked up any medication from the pharmacy on our Tobacco Cessation list (NRT, Zyban or Varenicline).

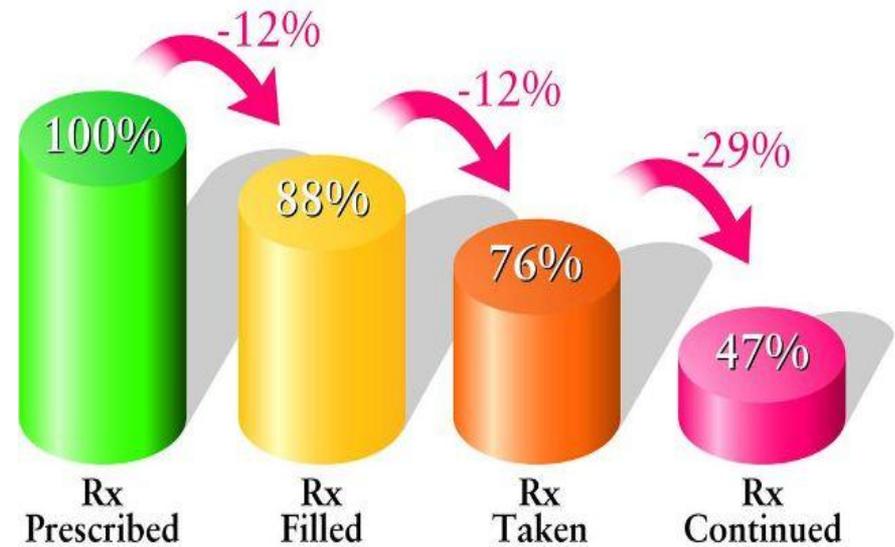
- Taped message from Dr Joe congratulates the patient and offers help from our Wellness Center for refills or any adverse events.



## Ad Hoc: Drug recall

*Use to reinforce a protocol or emphasize a follow up for patients.*

- Call patients picking up metformin+insulin, advising follow up to recheck a1c or LDL.
- Call patients picking up INH / latent TB patients, advising follow up protocol, who to call for help with refills.



**Helps providers with instructions they may not have remembered to give, helps push patient adherence to medical regimens.**

## AudioCARE for mass messaging evolutions.

### *Flu shots, School Physicals, Tobacco Cessation, Healthy Weight Follow up*

- Flu Shot advisory for the highest risk patients: pregnant Moms, diabetic patients, asthmatic patients.
- HPV advisory in May prior to school physical season.
- Healthy Weight, Tobacco Cessation patients in January helping to kick start their healthy year.



**We reached a maximum of 73% of our pregnant Moms in 2013 with Flu shots during their pregnancy.**

New! Text messaging potential and barriers.  
*Harnessing new technologies, never a DOD strength.*

- Locking on **cell numbers** should be a priority.
- Text messages cost the receiver; will this present an issue?
- Already being used by Pfizer (vaxtext), Merck, CDC.
- Evidence base shows may help as reminder for obese patients, smokers.



**Offered as a new feature in past month from the Audiocare company.**

AudioCARE to address NCQA standards for Med Home certification.

***Provide ancillary support to push adherence for labs and rads.***

- Standard to follow up patients failing to drop off laboratory samples or do ordered radiology studies at 15 and 30 days.

**Help to push processes ensuring standards of care are provided consistently.**



Patient engagement strategies using AudioCARE questionnaires.

*Capturing a competitive commodity: our patients attention.*

- To smokers: have you received pneumovax?
- To diabetics: does your doctor ask you to remove your shoes?
- Did your doctor ask you about exercise?
- Do you want your lipids and fasting blood sugar checked?



**Great feedback information for providers helping to shape provider behavior.**

## AudioCARE as a HEDIS strategy.

***Focus the messaging on what matters for our patients.***

- Diabetic birthday message: be sure to check your a1c at least twice annually, get your number less than 9, LDL should be checked regularly and be kept less than 100.
- To asthmatics: are you using your steroid inhaler? Have you been seen in the ED in the past year, if so here's how to follow up.
- Push well woman care letting them know when they should be checked with PAP / mammo.
- Well child follow up.



AudioCARE within the Med Home embracing the patient model.  
***Soft touches do pull patients in.***

- Advertise vaccines. Shingles a big seller.
- Follow up's for thyroid patients.
- Ask high risk patients to come back, follow up high utilizers to ED's. Create a consult to case manager for follow on / use this consult list to send instructive calls.



**We use consult in AHLTA to create patient registries of those needing follow up e.g. tobacco cessation.**

## Appointment reminders for patient instruction.

***Teachable moments are to be grown and fed.***

- You've had your vas, you need to follow up for post vas semen analysis to ensure sterility.
- Happy 50<sup>th</sup> Birthday! Time to come in for your colonoscopy with us!
- Mom: dental visits should start soon / age 18 months.



**Build the corporate knowledge base.**

Monthly Wellness messaging, AudioCARE calendar of events.  
*Help patients mark their year with healthy choices.*

- January: Healthy weight
- November: Great American Smoke Out
- March: Colon cancer
- April: Month of the military child
- October: Breast cancer awareness
- December: World AIDS day

January	February	March
▶ Blood Donation 	▶ Heart Health 	▶ Nutrition 
April	May	June
▶ Alcohol Awareness 	▶ High Blood Pressure 	▶ Men's Health 
July	August	September
▶ Summer Wellness 	▶ Immunizations 	▶ Cholesterol 
October	November	December
▶ Breast Cancer 	▶ Diabetes 	▶ Holiday Wellness 

# Use *every* therapeutic minute.

- Provider *and* patient time is a vanishing resource.
- IT solutions provide leverage acting as force multipliers in our battles to make our patients healthier.
- An educated consumer is our best ally.



# Questions

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