


# NEW ENGLAND BAPTIST HOSPITAL

## CASE STUDY

Functional/Health  
Status Assessments

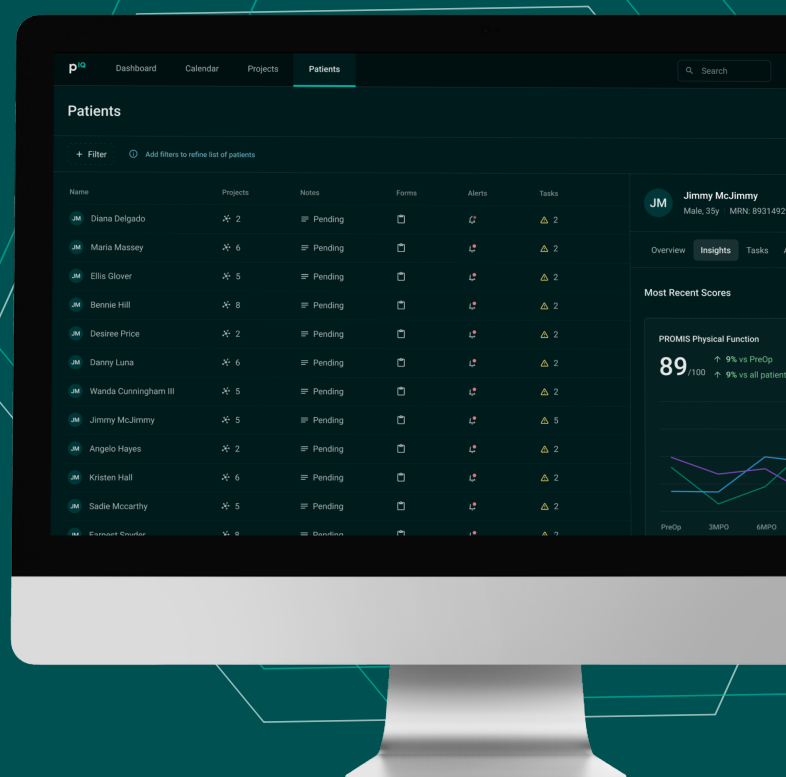
Beth Israel Lahey Health   
New England Baptist Hospital

## OVERVIEW

In 2015, New England Baptist Hospital (“NEBH”) began to collect post-operative surveys from patients as part of a new registry program. Before PatientIQ, NEBH utilized a legacy electronic data capture software, REDCap, to survey patients and collect this important data.

NEBH soon discovered that the legacy system required deep technical expertise to develop and maintain the registry database and patient engagement engine. As a result, NEBH needed to hire a full-time data engineer and additional IT support. In addition, the legacy system’s antiquated patient experience resulted in sub-par patient compliance, and the lack of analytic features necessitated data analysts and statisticians.

When the full-time data engineer dedicated to the registry left NEBH for another opportunity, essential technical knowledge for the program was lost, putting this important initiative at a high risk of failure. This risk catalyzed NEBH to find a new solution to engage patients and collect data at scale without disrupting clinical workflows or requiring additional technical resources to maintain the program.



*“With PatientIQ our staff is more educated and have increased access to our registry. We have seen many positives, including the ability to automate information being sent to AAOS registries, like AJRR.”*

**Katie Corrigan, MSN, RN, ONC, Quality Performance  
Manager at New Baptist Hospital**

# APPROACH

## Electronic Patient-Reported Outcomes

Providers can monitor patients remotely to collect PROMs and use real-time actionable insights at the point of care or research.

## Analytics Autopilot

Clinical teams use built-in biostatistics and intelligence dashboards to empower a real-time feedback loop with their patients.

## Dedicated Customer Success Team

Our customer success and product specialists assist with onboarding, customization, and maintenance to maximize program success.

## EHR Integration

We integrated the registry with Cerner EHR to automate patient enrollment into clinical care pathways that optimize patient outcomes.

## Automated Registry Reporting

We offload administrative burden by automatically generating and submitting actionable reports and figures for QI initiatives or registries such as AJRR.

## REDCap Data Migration

Our team of data experts quickly migrated years of NEBH's historical REDCap data into its platform to improve operational efficiencies.

# RESULTS



**26,846**  
patients  
enrolled



**~\$125,000**  
saved in staff costs



**Decrease**  
in manual involvement



**Increase**  
in usage flexibility

# CONCLUSION

By switching to PatientIQ's automated patient engagement and analytics platform, NEBH has achieved measurable improvements. Improved patient compliance has led to better data and enables NEBH's clinical teams to monitor patients before and after visits and interventions remotely. The overall cost of the program has also decreased significantly using PatientIQ's platform. In addition, the EHR integrated platform and the point-and-click user interface have made it easy for clinical teams to design and automate their workflows. Finally, our dedicated Customer Success team has eliminated the program's vulnerability of highly concentrated technical expertise.

PatientIQ drives immediate value for patients, clinical groups, and researchers. Our team works collaboratively with providers to develop evidence-based protocols that drive high compliance and better patient outcomes. To see how PatientIQ can help your institution launch an integrated outcomes program, learn more by visiting [www.patientiq.io](http://www.patientiq.io) or contacting [hello@patientiq.io](mailto:hello@patientiq.io) today.