# The Value of Patient Navigation at HCA Healthcare

June 2023



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# Presenters

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# Objectives

- HCA healthcare
  - Overview
  - Care navigation
- Enterprise care navigation solution
  - Building an agnostic layer: acceleration and configurability
  - Leveraging Pega to drive workflow
- Review of outcomes



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# Our Mission

***Above all else, we are committed to the care and improvement of human life***

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# Our Enterprise

HCA Healthcare is one of the nation's leading providers of healthcare services, comprised of approximately **2,300** ambulatory sites of care, including **180*** hospitals, in **20** states and the United Kingdom

## By the numbers

**~294K**
colleagues

**93K+**
registered nurses

**Ranked 62**
in Fortune 500**

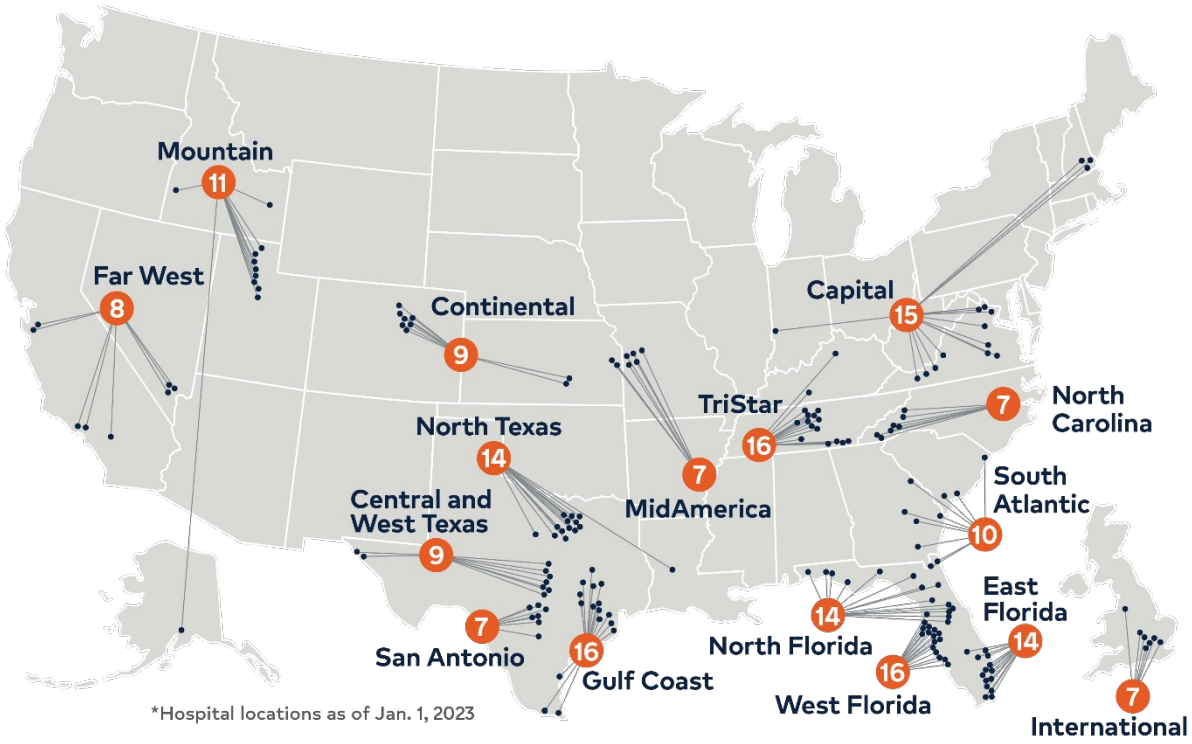
**45K+**
active and affiliated physicians

**37M+**
patient encounters

**9M**
emergency room visits

**218K**
babies delivered

All information is as of Dec. 31, 2022, unless otherwise stated.
*As of Jan. 1, 2023
**As of May 2022




*Hospital locations as of Jan. 1, 2023

Other sites of care:

HCA Healthcare® | Ambulatory Surgery Division

HCA Healthcare® | Physician Services Group

CareNow® Urgent Care

Our affiliated businesses:

HEALTHTRUST™

SARAH CANNON Fighting Cancer Together™

PARALLON® HCA Healthcare®

GALEN COLLEGE OF NURSING



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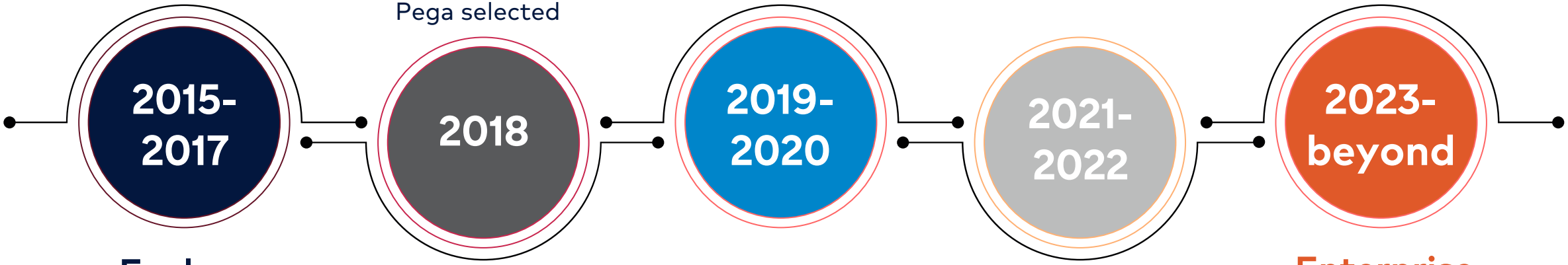
# HCA Care Navigation Journey




## Explore

Leveraged consulting services to evaluate current state of Care Navigation at HCA and proposed future state model for consideration

## Technology Solution

Completed RFP to identify technology partner for Care Navigation development – Pega selected

## Pilot

Initial development for Womens & Children's (high-risk perinatal & pediatric)

## Program Stacking

Development expansion into Oncology and Multi-Specialty*

## Enterprise Expansion

Deployment of Oncology & Multi-Specialty. Additional service line development. Developing staffing model to support enterprise navigation

***Multi-Specialty includes Cardiovascular, Primary Care & Bariatrics***



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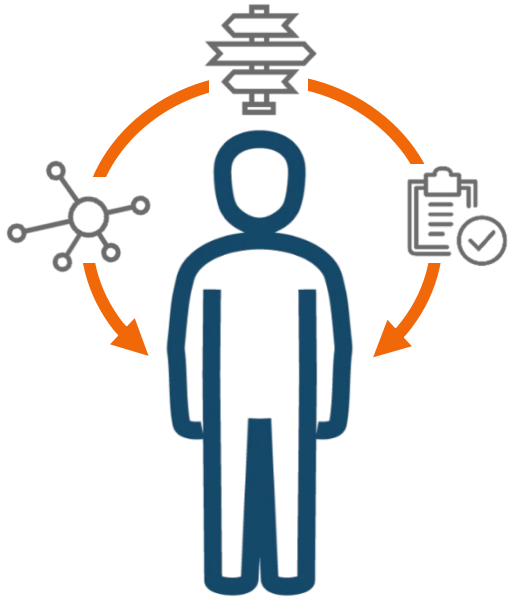
# HCA Healthcare Navigation Programs

## Overarching Navigation Objectives

- Assist patients with access to care by removing potential barriers
- Expedite diagnosis and treatment to improve quality of life
- Connect patients to needed services within HCA
- Support service line growth



## Overarching Application Objectives

- Reach more patients by improving navigation efficiency
  - Workflow standardization
  - IT integrations
  - Digital pathways
- Accelerate “Idea to Launch” development
- Improve communication between healthcare teams



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# Care Navigation by the Numbers*

| | | | | |
|---|---|---|---|---|
| **4**<br>Navigation programs | **123**<br>Navigators<br>(out of 422) | **55**<br>Facilities live<br>(out of 185) | **12-35%**<br>Increase in navigator productivity<br>(Oncology & Cardiology navigators live since June 2022) | **38K+**<br>Patients navigated<br>(since Jan 2019) |
| **14+**<br>New navigation programs or criteria requested to build out in Pega | **2700+**<br>Appointments scheduled**<br>(Dec 2021 – Mar 2023) | **56%**<br>Prior documentation eliminated<br>(Oncology-specific) | **16K+**<br>Digital messages sent from Pega<br>(Dec 2021 – Mar 2023) | **7**<br>Integrated technology systems |

*Stats include navigation programs using the full Care Navigation Application
**Includes appointments scheduled via digital messaging and Pega appointment requests to the Contact Center



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# Operational Enablement: Delivering on Key Technology Principles

## Core Principles

### 1 Workflow Standardization

Development of workflow templates to drive standardization and accelerate speed to market

### 2 Reusability

Build core features, functions, integrations to enable configuration and scalability

### 3 Flexibility

Ability to support nuanced features that are specific to a program or service line's needs (conditions, treatments, etc.)

### 4 Engagement: Incorporating different models of patient navigation to meet their needs

#### Digital First Engagement

Unlocks a new channel to engage with patients digitally first and determine next best action for patient's coordination

#### Episodic

Navigator led engagement to shepherd patient to next step in care journey (e.g., Discharge follow-up)

#### Longitudinal

Navigator led engagement with multiple contacts and coordination across multiple specialties for an extended duration (e.g., Oncology)

***Note: Future models will include how patients transfer from one initial engagement/workflow and into another***



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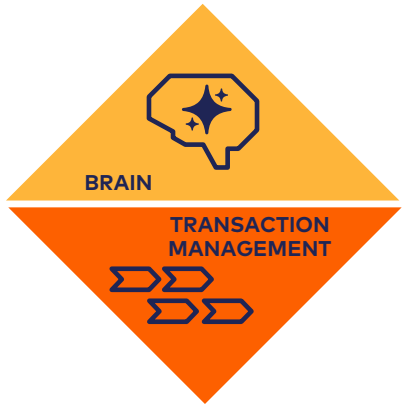
# Architectural Layers

**Leveraging Pega's Layer Cake Model to accelerate the development of future enterprise programs while remaining flexible to account for the regional or programmatic uses and experiences required for success**



HCA's Agnostic Architecture Approach

**Program:**
Templates that can be configured to specific program needs

**Care Model:**
Standard features that can be configured to cater to workflows
- **Longitudinal, Episodic, Digital First Engagement**

**HCA Care Management Foundation:**
Agnostic, base layer of features, functions, and integrations that are common between ALL programs

**Pega Care Management**

**Standardization enables operationalization of virtual and shared services**



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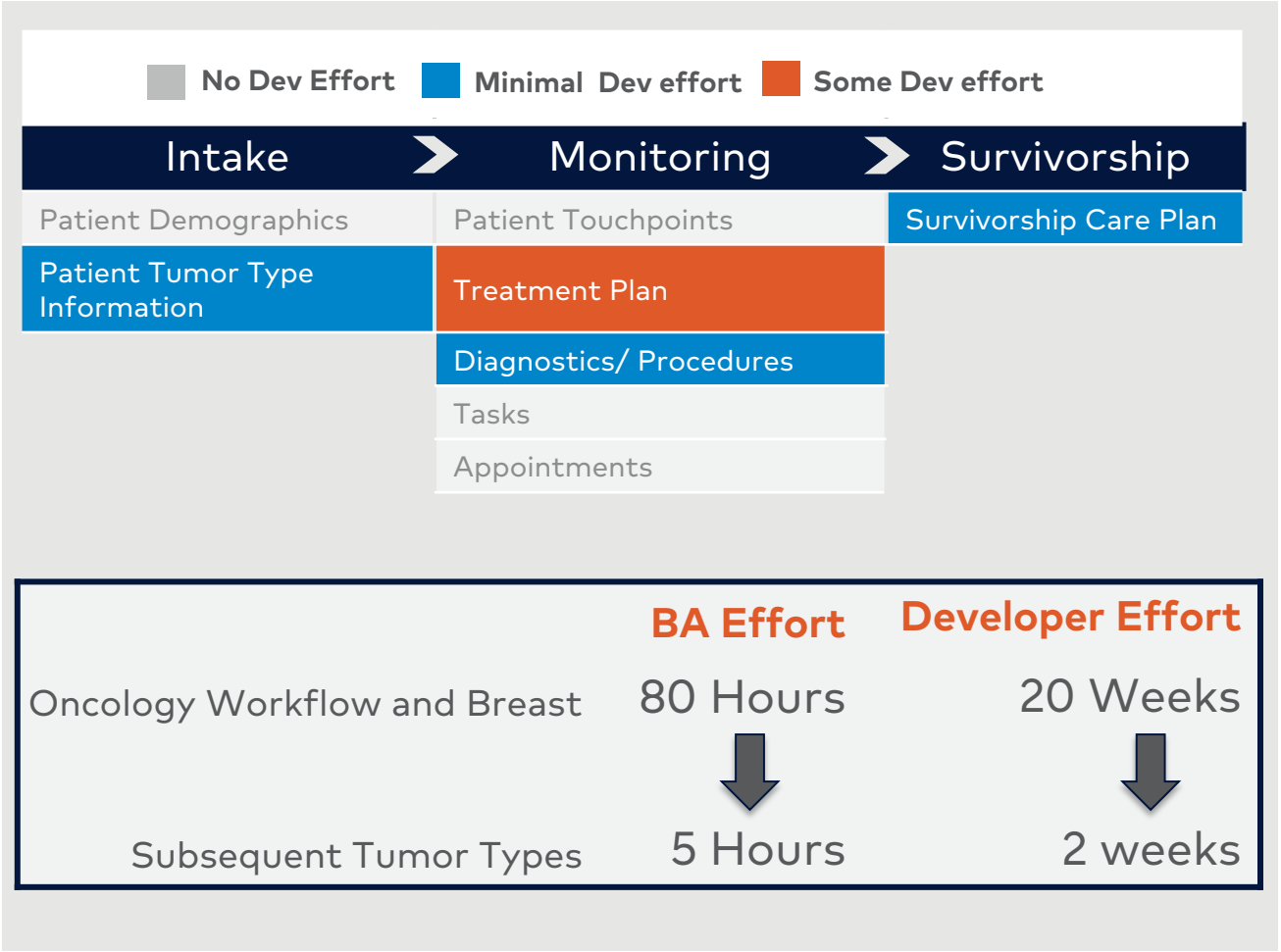
# Oncology Navigation – New Tumor Type Development

**Greatly reduced business analyst (BA) and development resource effort by leveraging reusable features and functions**

### Oncology Tumor Types:

- Breast
- GYN
- Colon
- Gastro Intestinal
- Genital/ Urinary
- Head and Neck
- Lung
- Neurology
- Sarcoma
- Skin




| | BA Effort | Developer Effort |
|---|---|---|
| Oncology Workflow and Breast | 80 Hours | 20 Weeks |
| Subsequent Tumor Types | 5 Hours | 2 weeks |



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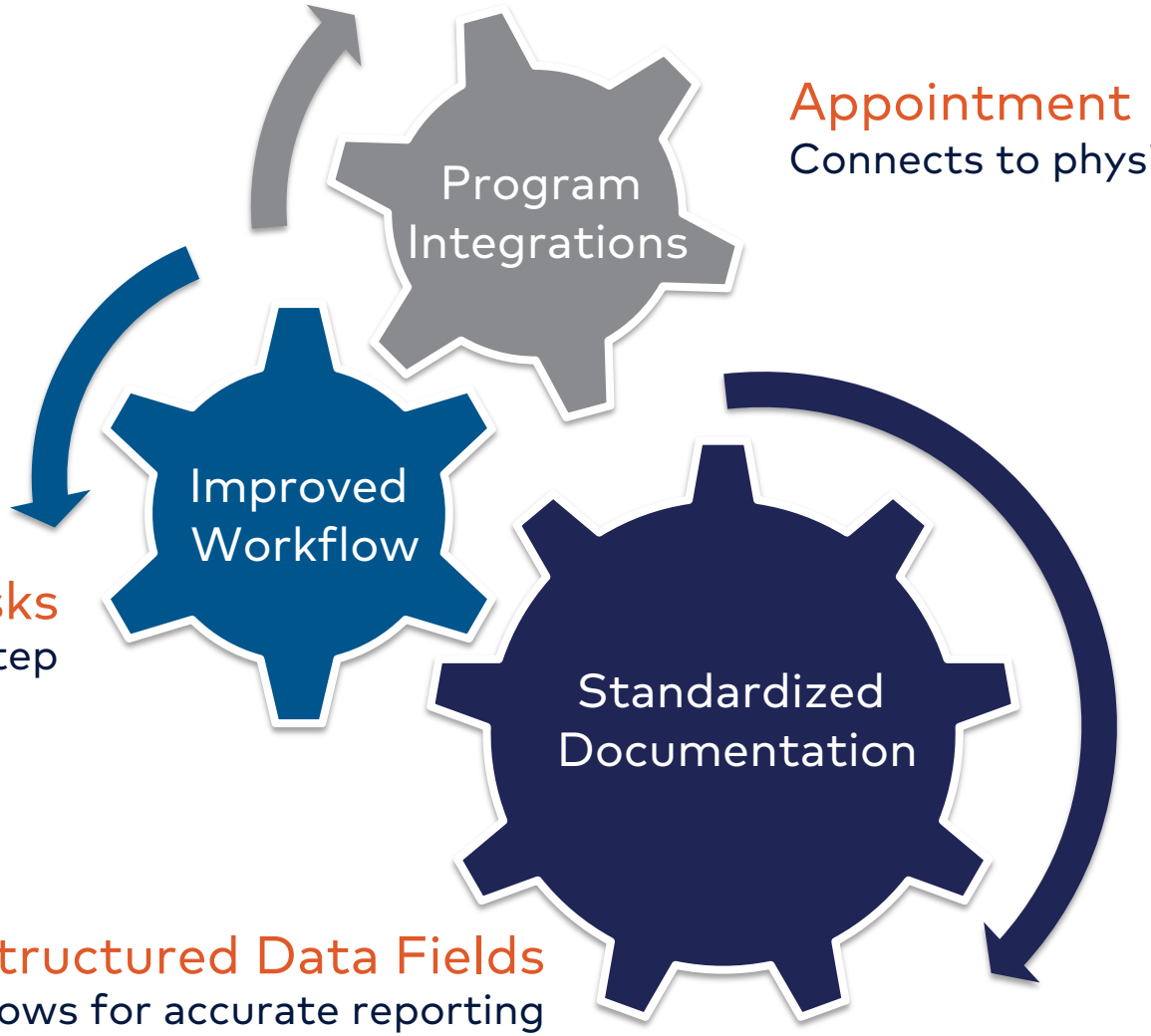
# Leveraging Pega to Drive Efficiency




**Appointment Integrations**
Connects to physician office systems

**Automated Tasks**
Prompts nurse on next step

**Step by Step Structured Data Fields**
Allows for accurate reporting



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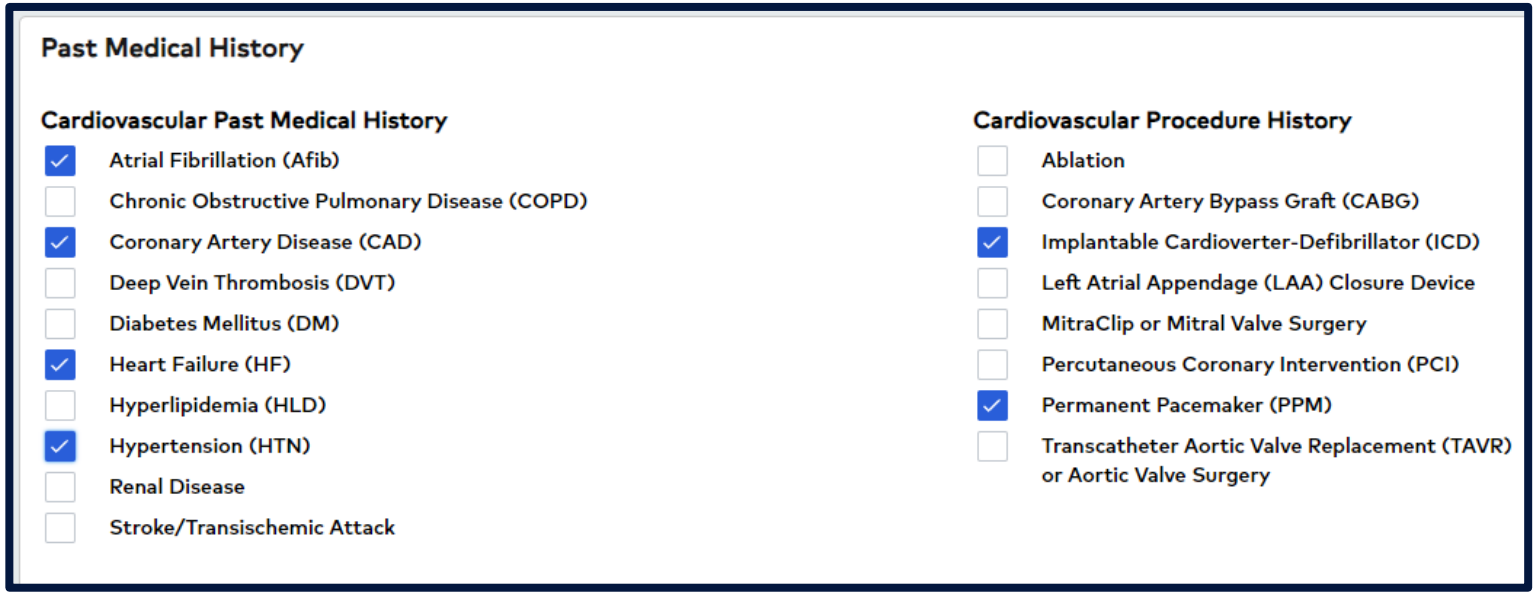
# Efficient Documentation

- Checkboxes allow for speedy documentation
- Medical history tailored to reason for navigation (i.e., cardiac navigation focuses on cardiac procedures)
- Pre-populates with readmission



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# Improved Workflow

- Quick view of daily tasks
- Automated tasks based on clinical pathway

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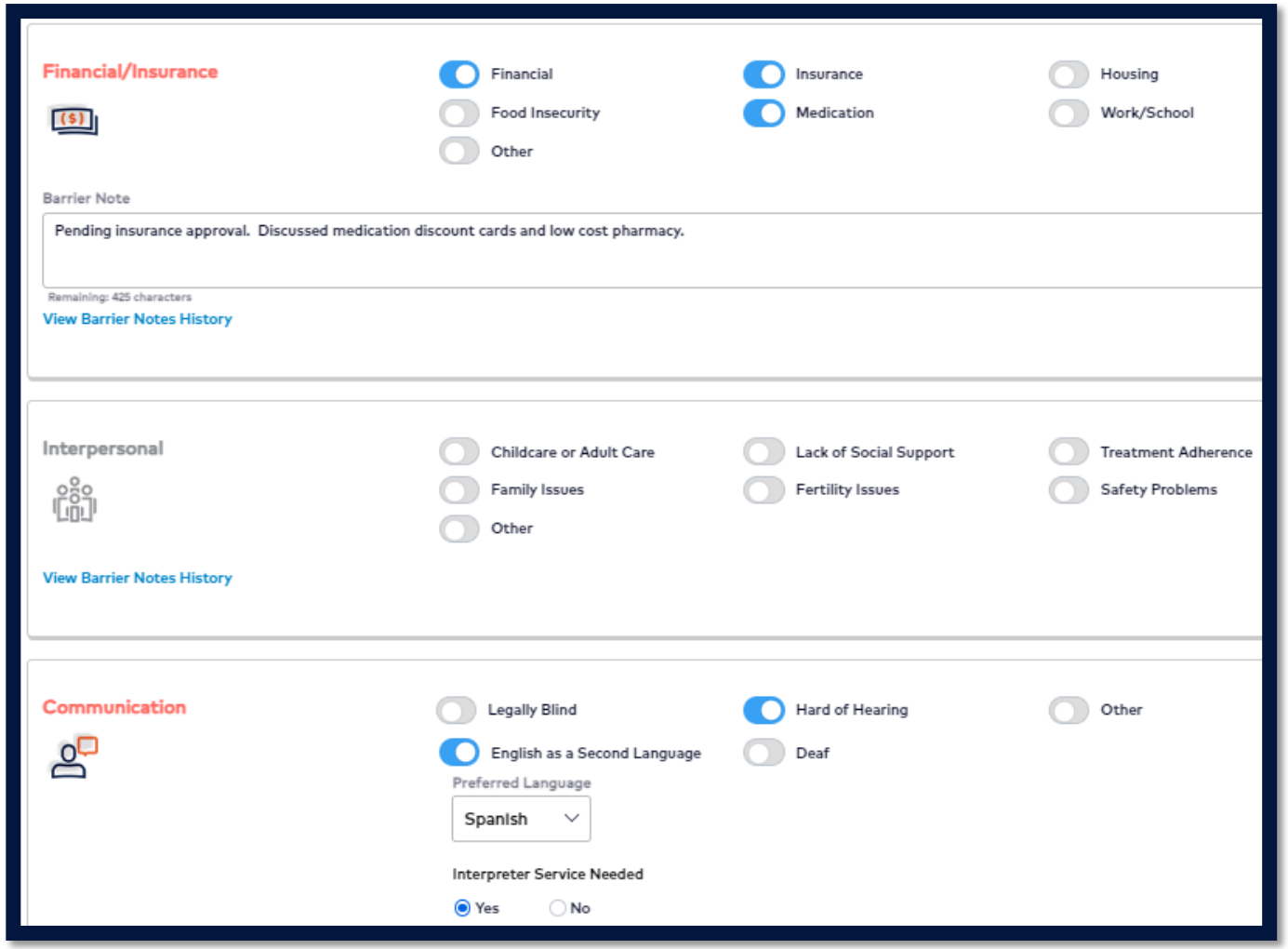
# Standardized Documentation

- Barriers to care documented with quick sliders
- Documentation on application level updated with each encounter
- Areas of need highlighted with color cues and icons throughout application



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# Staff Feedback

| Daily Activities | Initial Touchpoints | Patient Connections | Patients Closed | Appointment Requests - Patients | Appointment Requests - Appointments | Tasks Completed |
|---|---|---|---|---|---|---|
| | 15 | 22 | 5 | 10 | 13 | 4 |

- Daily individual feedback on performance/activity
  - Number of successful calls
  - Cases closed
  - Appointments
  - Tasks



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# Outcomes

## Improved Patient Experience

Positive comments related to digital communication

## Accelerated Time to Market

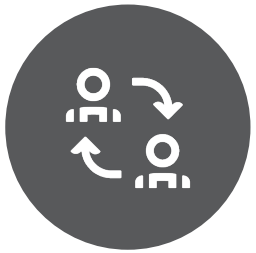
Decreased time for new development based on agnostic layer

## Boosted Operational Excellence

Standardized workflow creating positive navigator experience

## Increased Operational Efficiency

Navigator efficiency improved by 12-35%



## Improved Communication Between Healthcare Teams

Visibility of multiple personnel interacting with patients

## Enhanced Reporting

Structured fields allow for quick insight into pathways across all programs



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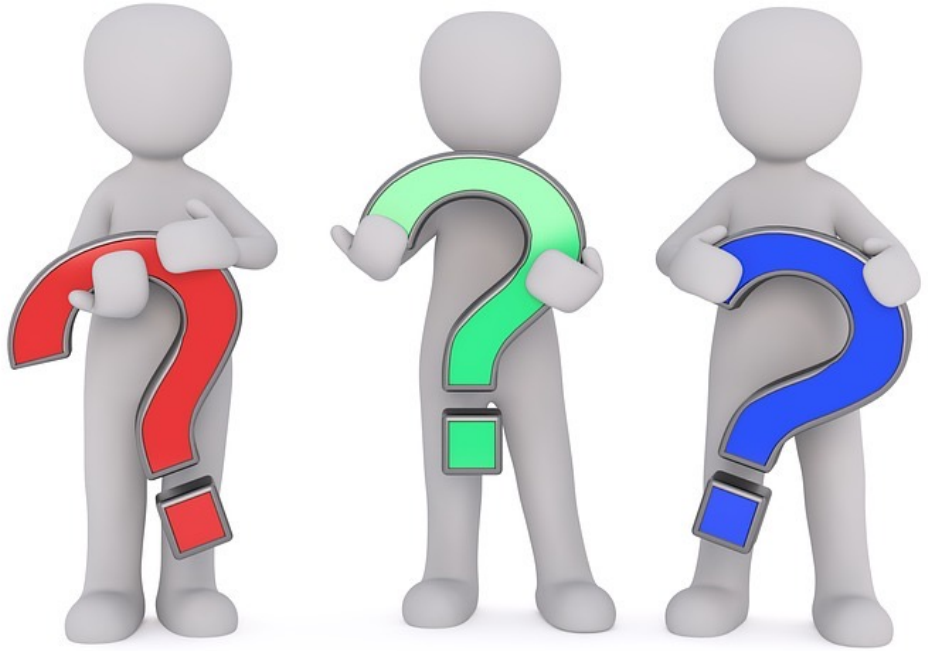
# Questions?





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# Thank you

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