



Case Study: Park Nicollet Methodist Hospital

Reducing Readmissions Through Patient Engagement



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Established in 1959, Park Nicollet Methodist Hospital, a 400-bed hospital in St. Louis Park, Minnesota, is renowned for high quality patient care, medical expertise and disease management. Park Nicollet Methodist Hospital is part of Park Nicollet Health Services and HealthPartners.



Park Nicollet drops readmission rate by 32% with provider-to-patient text messages

After struggling to hit its readmission rate goals, Park Nicollet Methodist Hospital adopted a text-first approach to patient outreach for follow-ups that reduced readmissions and nurse workloads.

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We were skeptical as to whether older patients would use this channel, but the response has been impressive. We have such a hard time getting some patients to answer a phone call, yet they will respond to assessments delivered by text. This saves valuable time for our nurses every day and helps us reach those in need more quickly.”

Karen Loscheider
Manager Nurse Line & Central Refill
Department, Park Nicollet Health
Services

PROBLEM

Readmission rates are a key factor in quality ratings and reimbursement levels, but lowering them can be a challenge.

While following up with patients post-discharge is a proven method of reducing readmission rates, getting in touch with patients over the phone is difficult and time-consuming. Park Nicollet's nurses were spending a significant amount of time calling patients and leaving messages, but readmission goals still weren't being met.



Joan Sandstrom, VP of primary care at Park Nicollet, knew a solution had to exist that was more efficient, allowed them to reach more patients and did not add to the nursing workload.

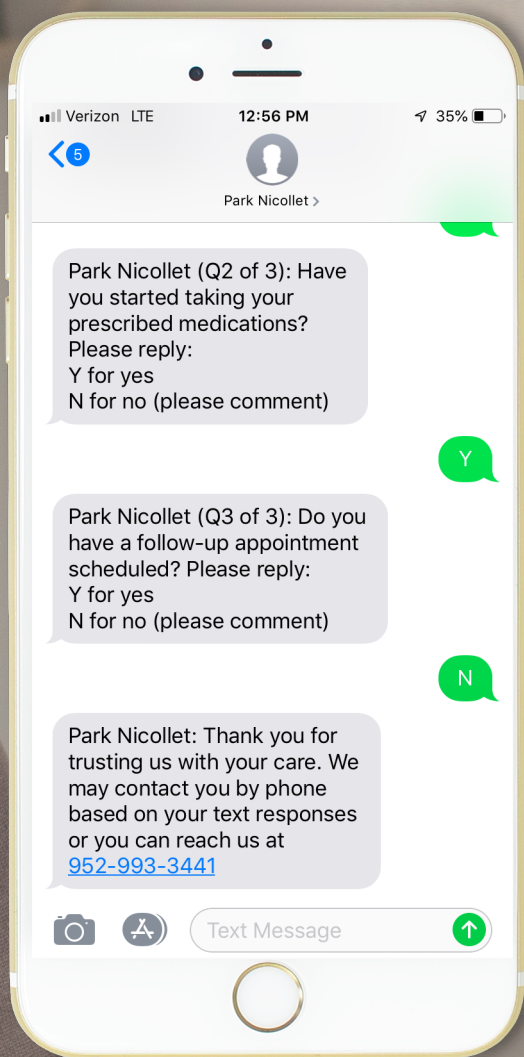
SOLUTION

After searching for other patient engagement methods, Sandstrom and her team partnered with Telmediq to implement an automated, text-first patient follow-up solution at Park Nicollet Methodist Hospital.

Telmediq built a series of customized follow-up text messages that assess each patient's risk for readmission. Rather than having nurses call each patient individually, the Telmediq solution delivers this simple series of text messages to patients automatically.

The Telmediq online dashboard collects and analyzes every patient's responses — and nonresponses — and automatically flags patients for follow-up. Nurses receive these notifications, which are then used to inform their patient engagement strategy.

With Telmediq, nurses get a global view of how their patients are doing and how they should prioritize patients who need additional attention to reduce the likelihood of readmittance.





The results spoke for themselves. It was clear right away how the quality of care we provide to our patients and information we have for our teams could be improved with this tool."

Jasmine Larson
Director, Data & Analytics, Park
Nicollet Health Services

RESULTS

Park Nicollet's results showed that patients who received and responded to text messages were 32% less likely to readmit than those who were solely contacted by phone. (These results are risk-adjusted to account for the relative complexity of each patient's conditions.)

Overall, 70% of questions sent via text message received a response from patients, reducing the number of phone calls from nurses by 25%. Telmediq made it possible to segment Park Nicollet's patient population into risk categories, highlighting the 17% of cases that needed immediate follow-up.

These findings were presented at Park Nicollet Methodist Hospital's monthly Readmission Council, and as a result of their success with Telmediq, Park Nicollet elected to expand the solution to other hospitals in the system.



32%

DROP IN READMISSION RATES



70%

RESPONSE RATE



25%

REDUCTION IN NURSE PHONE CALLS



About Telmediq

The No. 1 KLAS-rated vendor for secure communication platforms, Telmediq streamlines clinical communication and workflow so health systems can improve patient safety, throughput and satisfaction. The Telmediq healthcare communications hub pulls together disparate hospitals systems—EMR, lab, nurse call, clinical alarms, call centers and call schedules—into one powerful and integrated platform for HIPAA-compliant communication and care coordination. To learn more about the unique and recurring use cases of Telmediq in acute and ambulatory settings, download our [use cases](#).

