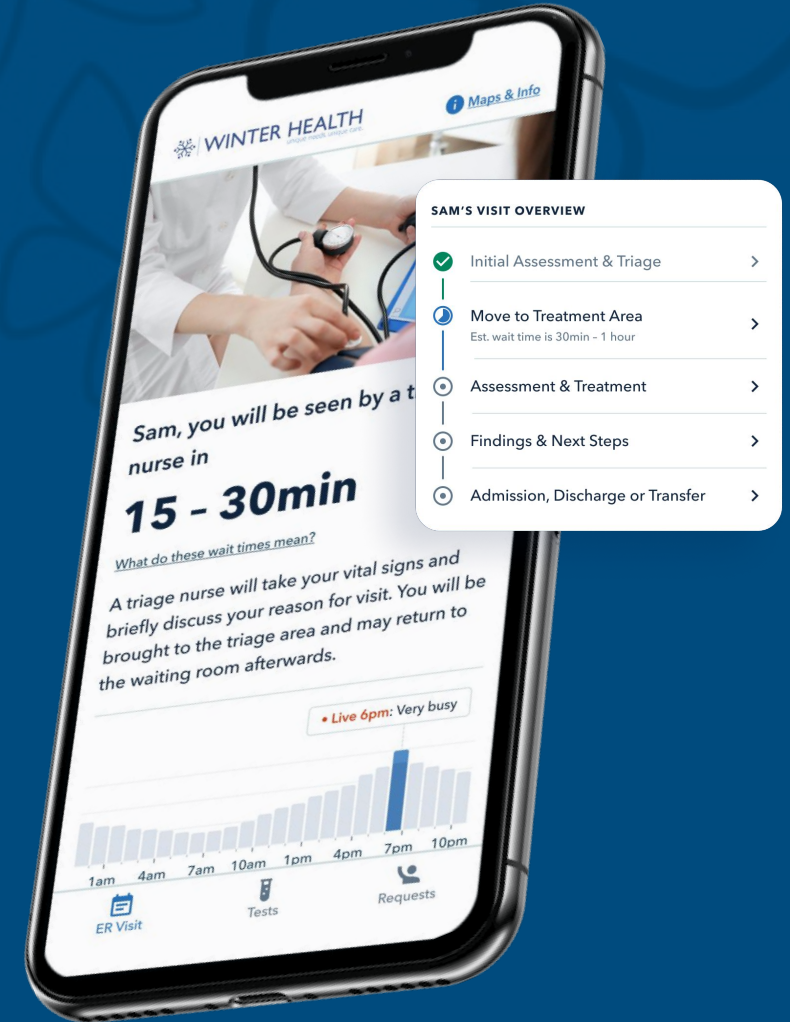




Office of Transformation & Innovation Studio

# An ED Reimagined: Increasing Transparency, Communication, and Comfort Through Digital Innovation

vital



# Speakers



**Omkar Kulkarni, MPH**

Vice President and  
Chief Transformation & Digital Officer

**CHLA**



**Joe Sedlak, MBA, BSN RN**

Senior Vice President,  
Client Success

**Vital**

# About CHLA

- **#1** Children's Hospital in California
- Ranked **Top 10** pediatric hospital nationally
- **7,000** employees and 950 physicians
- **100,000** emergency visits / year
- **413** staffed beds
- **40%** of population is Spanish speaking
- **Office of Transformation** and **Innovation Studio**  
driving organizational strategy



# Today's Objectives

**01.**

Share insights into CHLA  
digital strategy

**02.**

Introduce *“precision engagement”*  
and digital companion solution

**03.**

Highlight early outcomes  
and success

**04.**

Show operational value of  
*“digital engagement”*



## Goals for CHLA's Emergency Department



**Increase  
transparency**

**Wait times**



**Automate and  
personalize  
communication**

**Health equity**

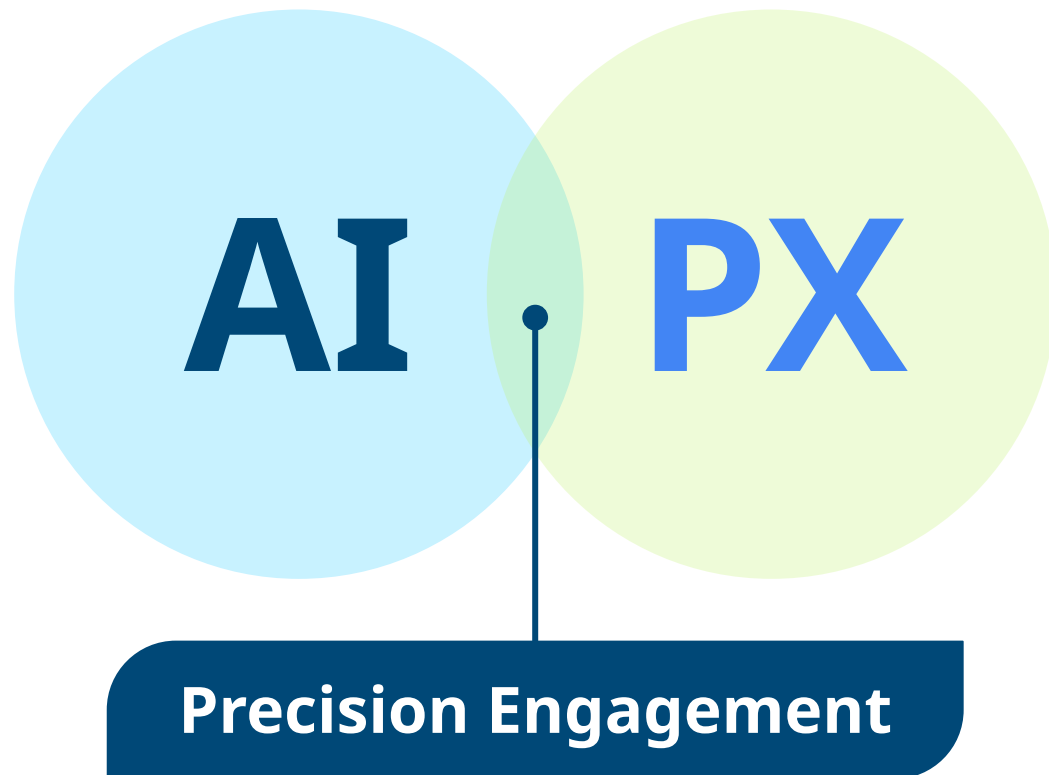


**Optimize comfort  
for patients and  
families**

**Reputation management  
and loyalty**

# Opportunity – Precision Engagement

## Artificial Intelligence + Patient Experience

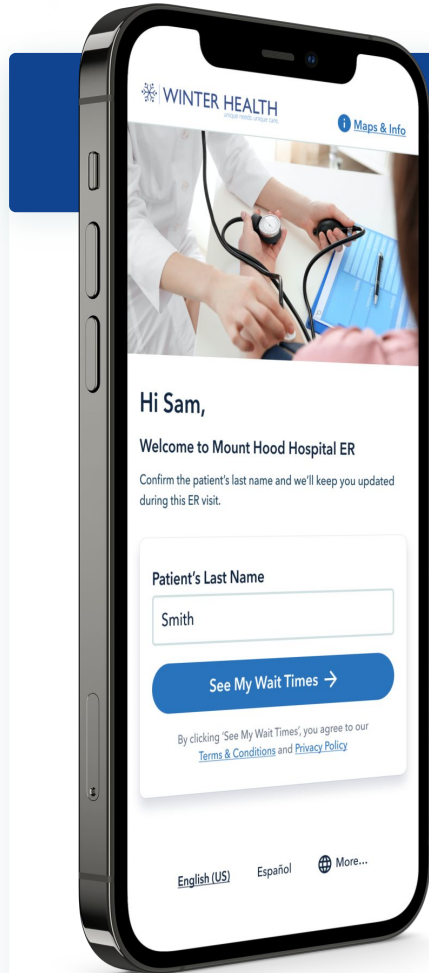


- **Personalized** experience
- Relevant content for **patients** and **families**
- **Engage** patients in care, where they are and with a familiar tool: their phone

# Digital Companion - ERAdvisor



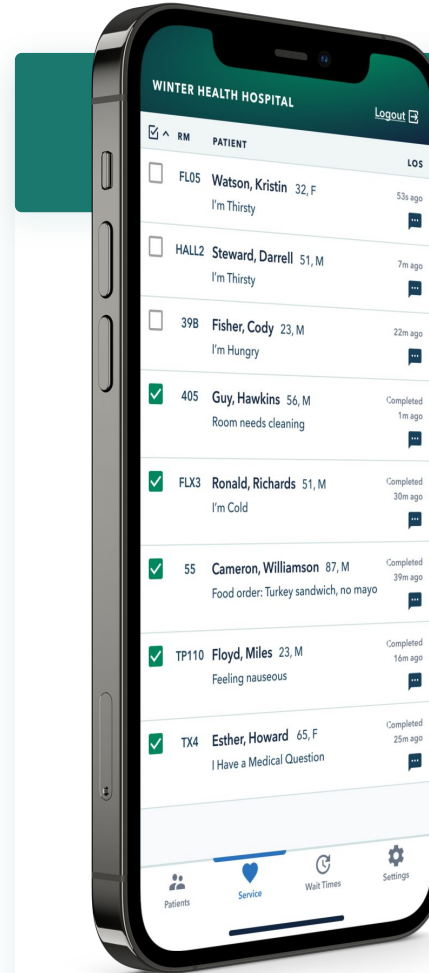
HITRUST  
CSF Certified



## ERAdvisor - Patient

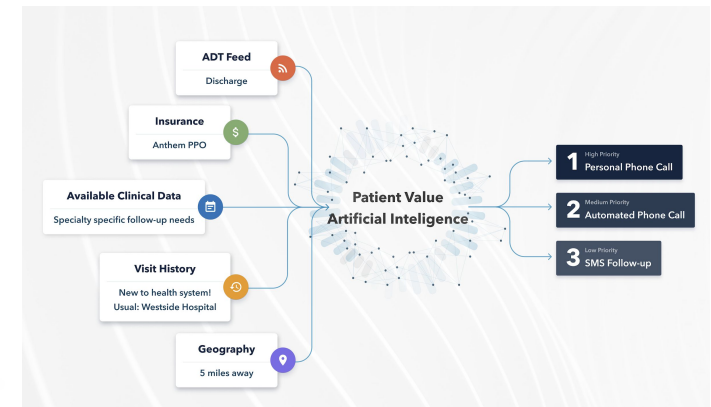
- ✓ Personalized AI wait-time updates
- ✓ Securely share status with family
- ✓ Multi-lingual
- ✓ Labs & imaging education
- ✓ Tips for a faster visit
- ✓ Facility maps, visitor policy & more

- ✓ No download required
- ✓ Powered by your EHR
- ✓ 97% satisfaction rating!

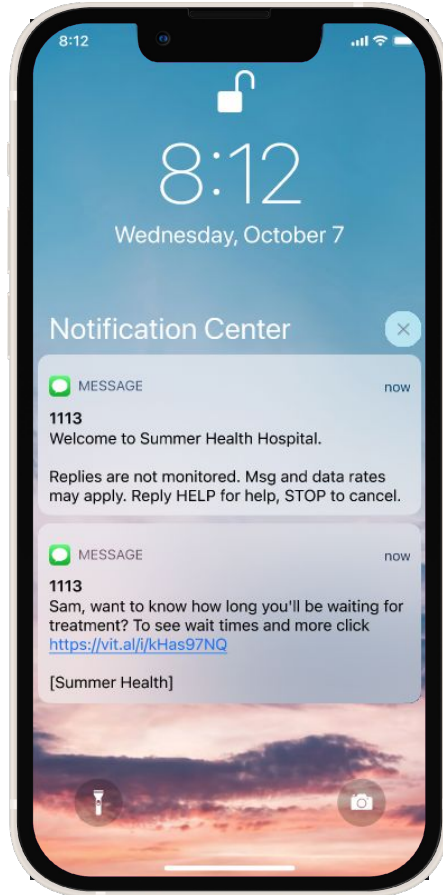


## ERAdvisor - Clinician

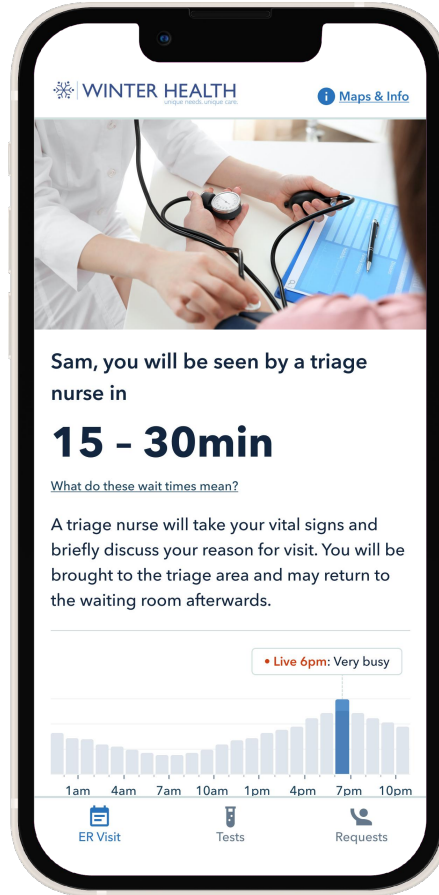
- ✓ ED Follow Up Engine
- ✓ Service Requests & Surveys
- ✓ One Way Patient Messaging
- ✓ Mobile Trackboard



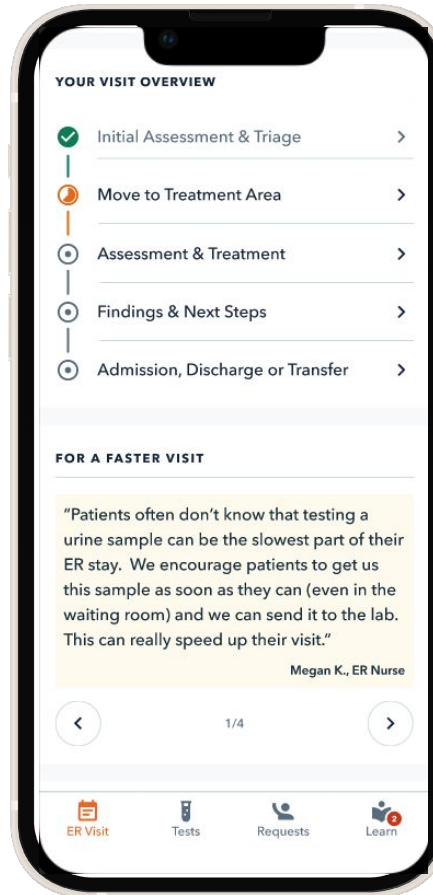
# Transparency - Wait Times



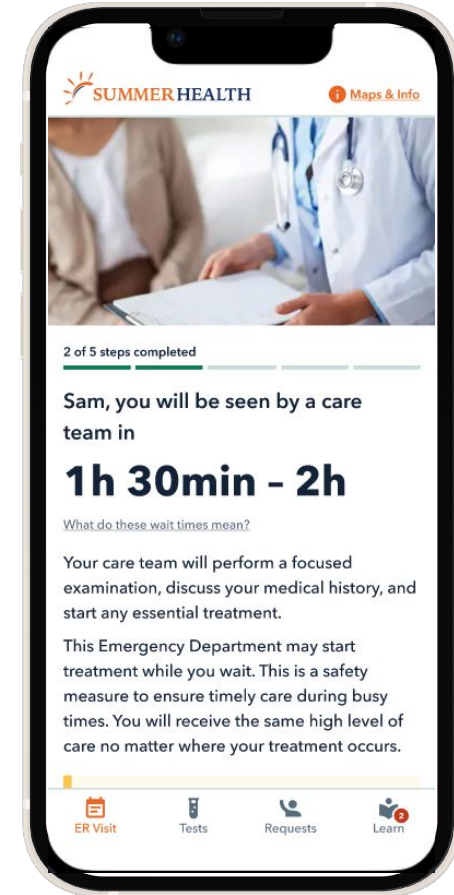
Invite Text



Time to Triage



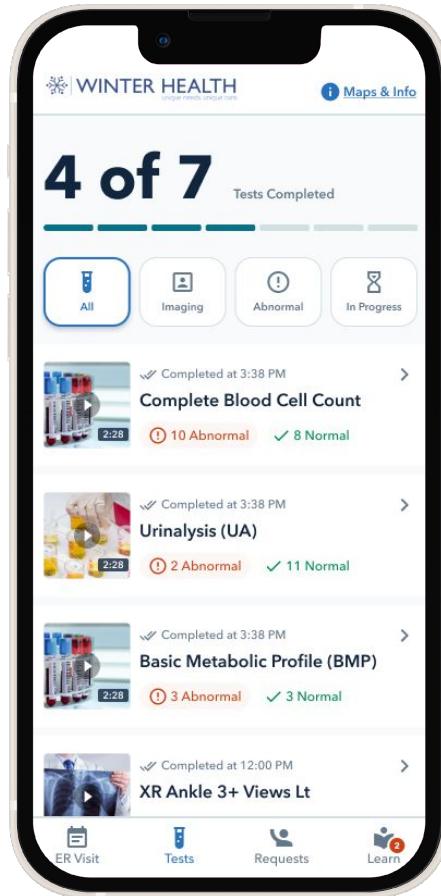
Visit Steps



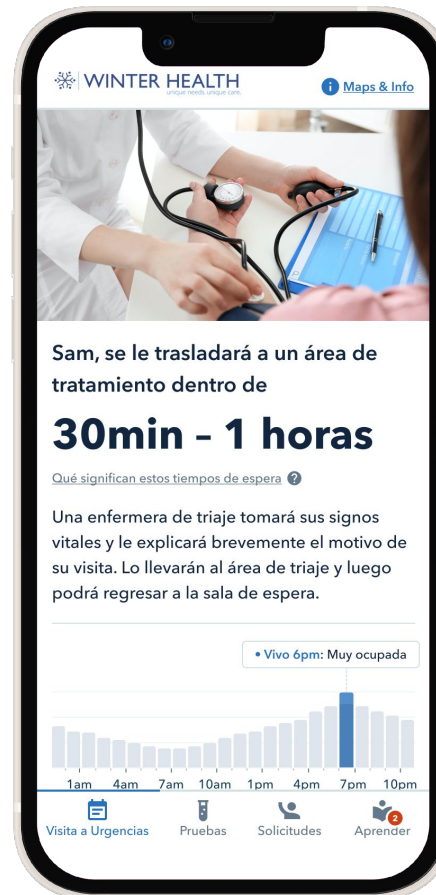
Personalized Progress



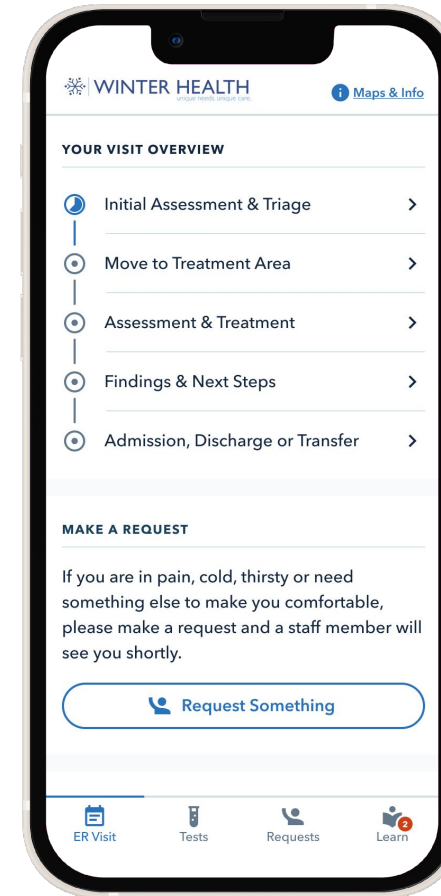
# Communication - Labs, Translations, Updates



Labs

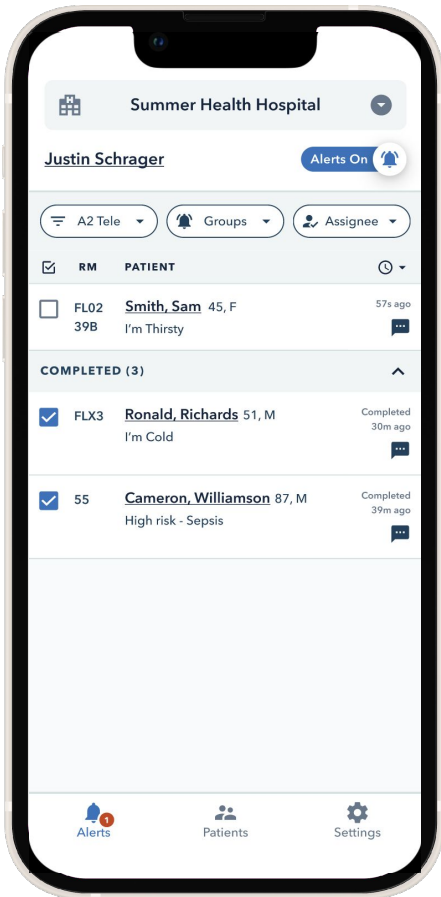
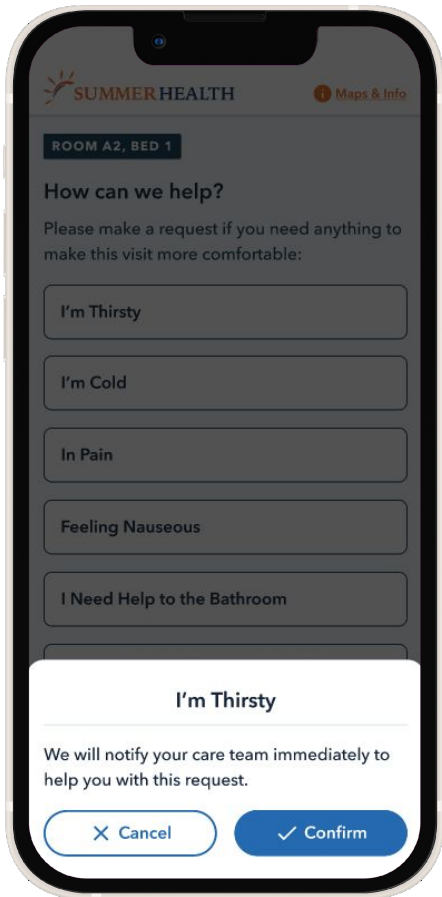
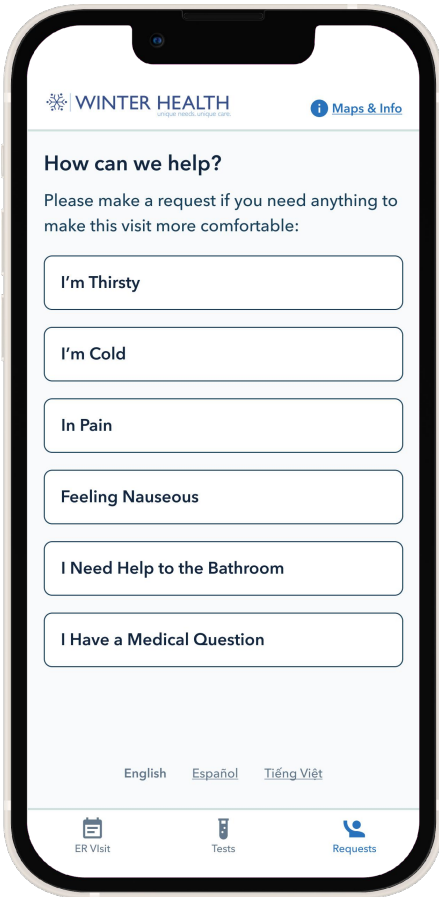


Translation



Next Steps

# Comfort - Real-Time Service Recovery



# Outcomes

First 30 days of launch

# Patient Comments

“

**Good good first time I loved the attention and service."**

- Patient

“

**The best tool ever no other hospitals provide you with up to date tests that are ordered and your status over all."**

- Patient

“

**Extremely Helpful!"**

- Patient

“

**This program is very helpful through the entire visit at the hospital."**

- Patient



# Early Outcomes Since Launch (30 day results)

**5,000**

reachable patients used ERAdvisor  
(78% usage rate)

**70%**

of all ED patients used ERAdvisor  
(includes those that didn't have a cell phone number or  
were excluded due to reason for visit)

**39%**

shared visit with  
loved ones

**1,500**

patients sent to  
patient portal

**18**

minutes average  
time spent in app

**4.6/5**

star patient  
rating

A hand holding a smartphone, with a blue overlay covering the entire image. The text is centered over the hand and phone.

# Outcomes with ERAdivisor

Vital Clients

**vital**

# Clinical, Financial, and Operational

## CommonSpirit Health: Dignity Health East Valley



# 18x

ROI from  
downstream payments

2020 to 2023

# +50%

Improvement in  
patient experience

2020 to 2023

# 4 star

And rising  
CMS rating

2023



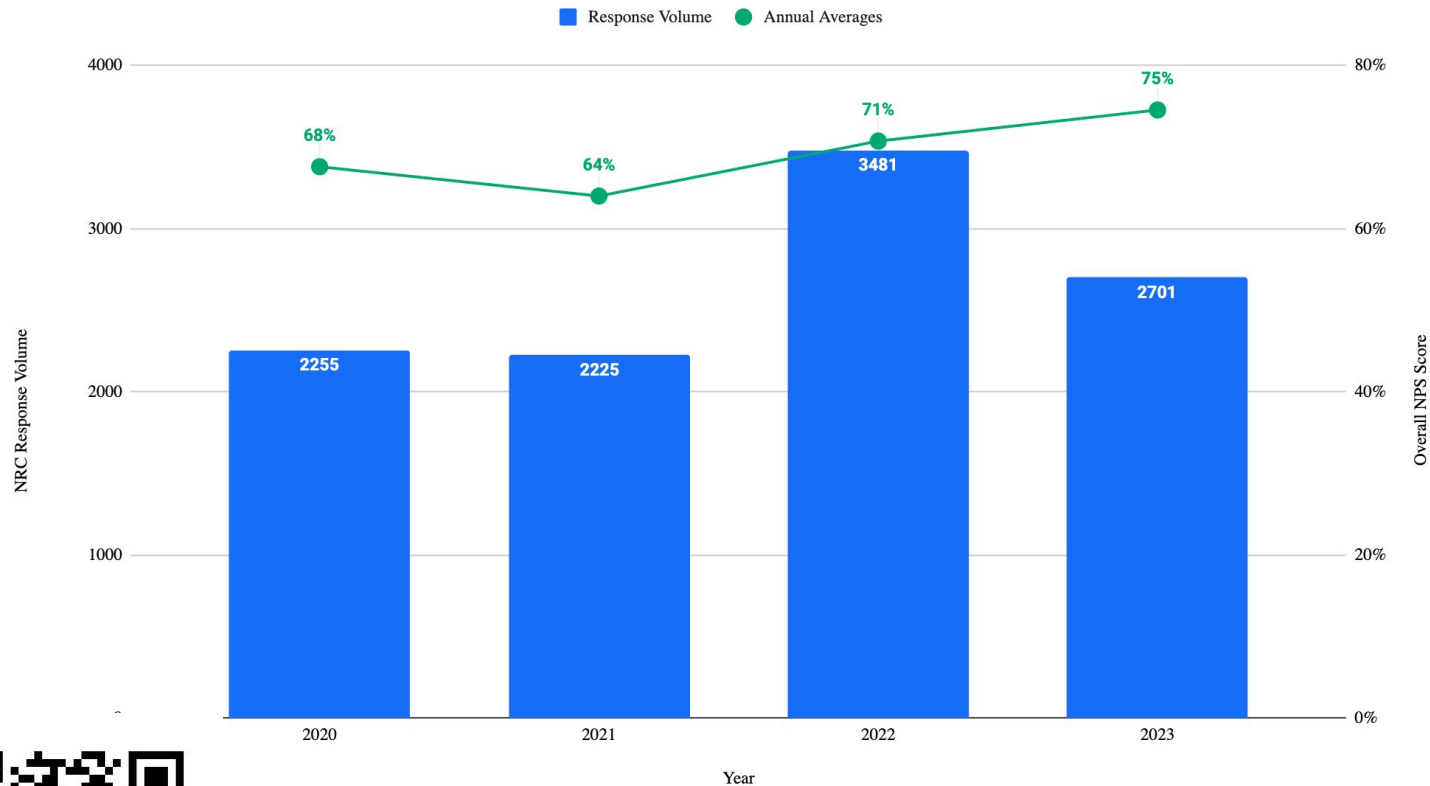
Webinar

# NRC Scores

Southeastern Hospital, 51K ED visits/year



Overall NRC Score and Response Volume Year Over Year



## +17%

NRC score,  
overall satisfaction

2021 to 2023

## +88%

Higher NRC from pts  
using service recovery

2023



Case Study



# Job Satisfaction

## Midwest Health System



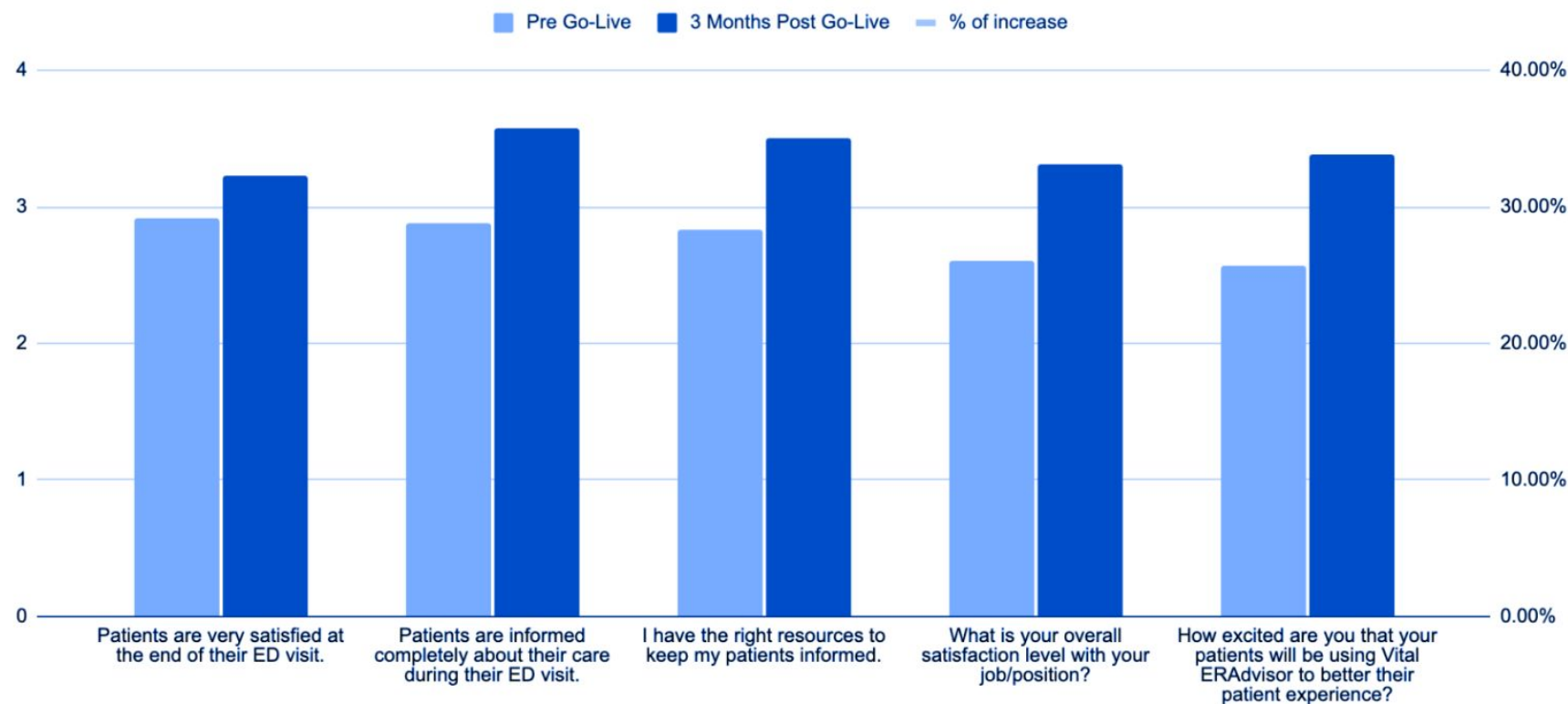
# +27%

Increase in job satisfaction

2023



Case Study



A close-up photograph of a person's hand holding a smartphone, with a blue semi-transparent overlay across the entire image. The hand is wearing a dark, textured wristband. The background is blurred, showing what appears to be a laptop screen and other people in a crowd.

**Thank you!**

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