




vital

AI-POWERED

# Your Guide to CareAdvisor

A mobile experience for  
patients, families, and staff  
during inpatient stays



[www.vital.io](http://www.vital.io)



GUIDED SOLUTION EXPERIENCE

# Welcome to the CareAdvisor Experience

## For Patients

### 1. Invite

- Patients receive a text message with a secure link. The phone number provided at registration is used to invite the patient into the app.
- Each link is unique. Last names are used to validate.



#### DID YOU KNOW?

Vital makes it easy for patients to engage in their care. No download, username, or password is required. Average utilization of Vital software is 67%.

Hi Sam,

Welcome to Summer Health Hospital.

Confirm the patient's last name and date of birth we'll keep you updated during this Inpatient visit.

Confirm Patient's Last Name

Patient's Date Of Birth

For example: 5 26 1983

[Get Started](#) →

By clicking Get Started, you agree to our [Terms & Conditions](#), [Privacy Policy](#), and are the patient, an authorized caregiver for this patient, or have been invited by the patient.

## 2. Health Progress Meter

Vital combines EHR data and predictive analytics to show patients' health progress and readiness for discharge.

- This meter adjusts to real-time data. Educate, flag changes in condition, and set goals to help educate the patient and reduce length of stay.
- Answers questions like:
  - ✓ Am I getting better?
  - ✓ When can I go home?
  - ✓ How am I responding to care interventions?
  - ✓ What needs to improve to go home more quickly?

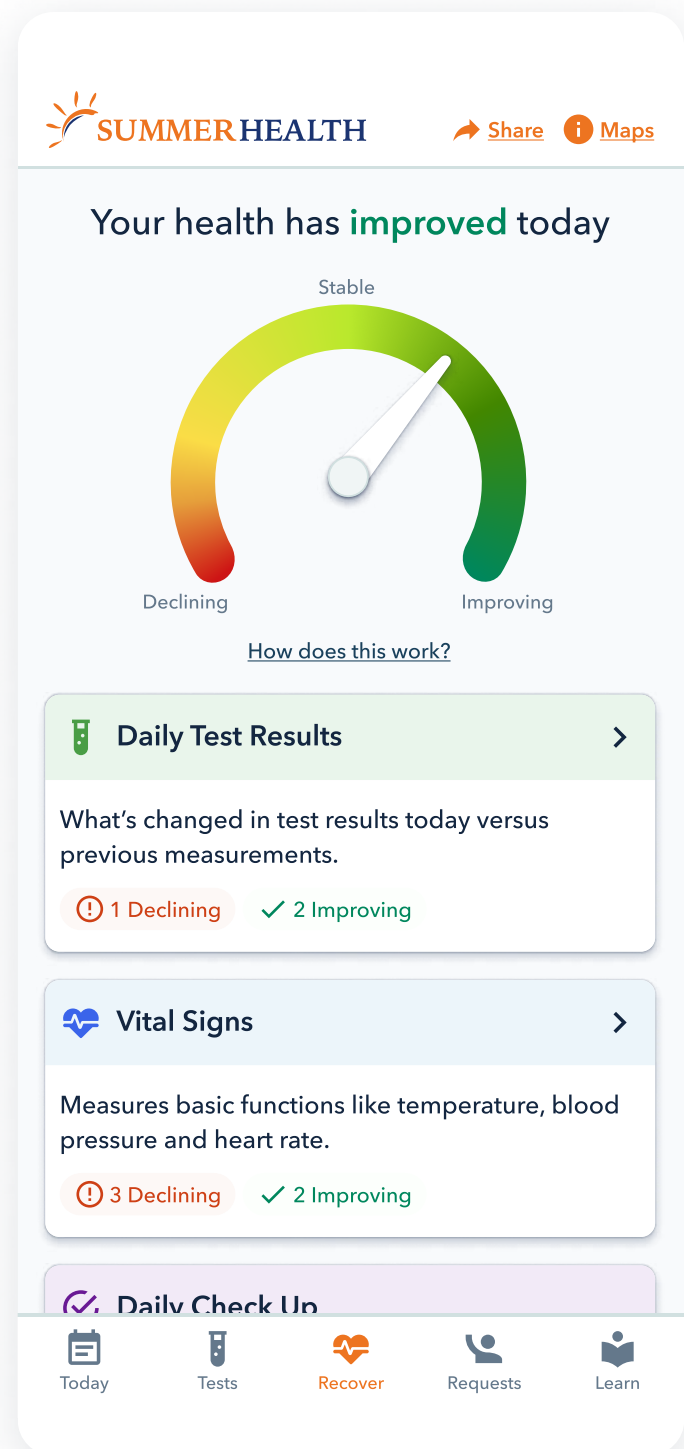
### HOW DOES IT WORK?

CareAdvisor looks at changes in condition:

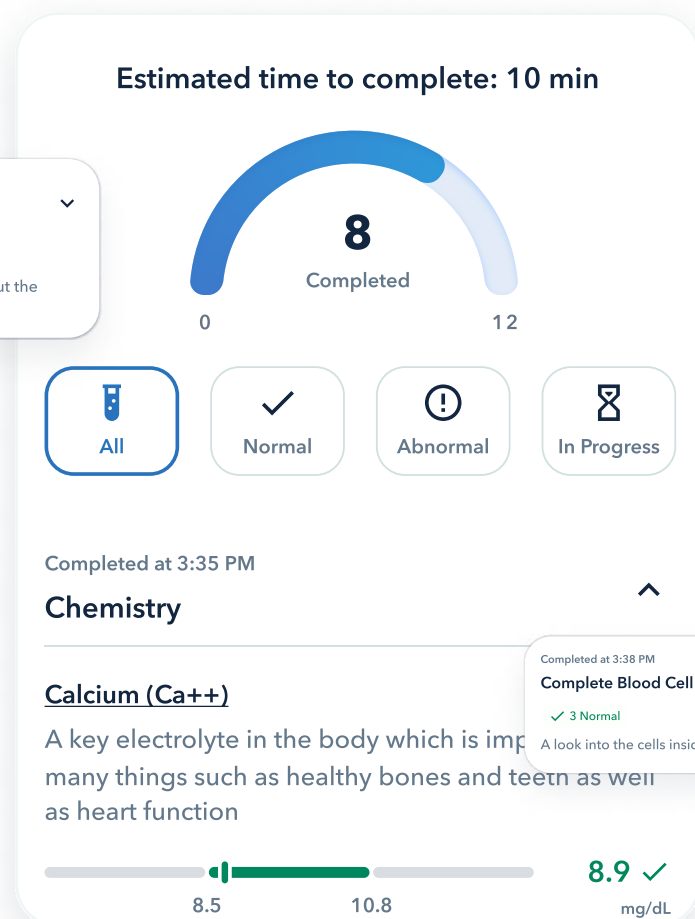
1. Vital signs
2. Care intensity
3. Assessments of strength, fall risk, mental awareness, etc.
4. Test results
5. Pain score & IV medications
6. Patient self-evaluation

## 3. Orders & Results

- Patients can view test orders, in progress as well as the results
- The app provides patient friendly explanations of labs and imaging results, omitting sensitive results like drugs/oncology.
- Patients view educational videos on what to expect from each test and how to prepare. These are displayed based upon artificial intelligence indicators.



Completed at 3:38 PM  
**Complete Blood Cell Count**  
 2 Abnormal 3 Normal  
 A group of tests that give information about the different cells in your bloodstream



Completed at 3:38 PM  
**Complete Blood Cell Count**  
 3 Normal  
 A look into the cells inside the bloodstream






## 4. Daily Patient Schedule

- Patients can view a detailed schedule that provides an hourly plan for the day.
- The schedule is interactive with links to complete tasks like education and pain assessments.

### DID YOU KNOW?

Patients can share daily schedules with family, helping to manage expectations and reduce uncertainty.

### TODAY'S CARE

-  Completed at 7:00 am  
Cut-off for Breakfast Order
-  Completed at 7:30 am  
Nurse Assessment, Jane C
-  Completed at 8:17 am  
[Complete Blood Cell Count](#)
-  Completed at 9:46 am  
Completed: Fall Risk Prevention, Recovering from a Hip Replacement
-  10:34 am  
[Cardiac Consult, Justin Schragger MD](#)

## 5. Meal Ordering

- Patients have digital access to their menu with selections routed to food service.
- Through integration with the food management system, the menu is curated to meet each patient's dietary restrictions.

### EARLY OUTCOMES

In one year, over 16,000 meals were ordered through CareAdvisor.

### What would you like to order?

You can order multiple meals, up to 24 hours in advance. Please order 2 hours prior to a meal. Evening & overnight orders may not be confirmed until early morning.

 [See full menu](#)

#### Write Your Order

Scrambled eggs, wheat toast, fruit plate

You have 80 characters remaining

[Place My Order](#) 

### Request Submitted

Response times depend on staffing and how many severe patients there are. Responses may not be serviced in order.

## 6. Service Requests

- Patients can request help and services, with routing to appropriate staff.
- Service requests can be turned off and on with a click of a button according to preferred 'hours of operation'.



### CLIENT SPOTLIGHT

- In 6 months, over 6,000 inpatient service requests were handled through CareAdvisor and not through a call button, saving nurse time and mental load.
- One client added dog visits to their request menu. This service was requested 100 times in 3 months.

If you need something to make you more comfortable, please make a request:

Order Food

Staff Issue

Noise Issue

Room Is Too Hot

Room Is Too Cold

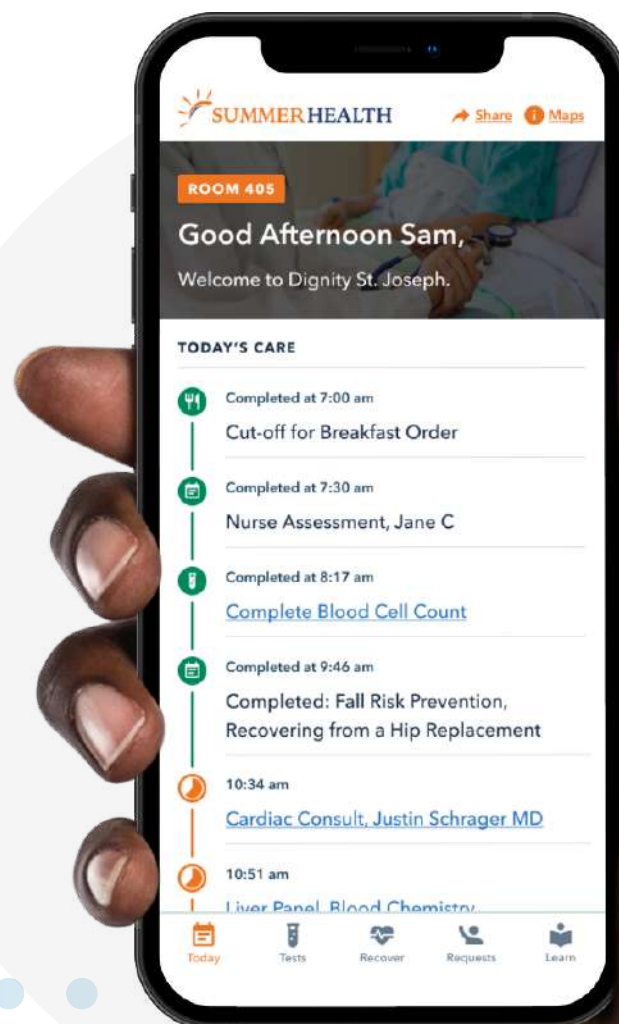
Empty the Trash

Toilet Paper/Towels

Room Needs Cleaning

**Vital and the service request feature saves nurse time, mental load, and ensures patient needs are met in a timely manner."**

**Jenn Jankowski,**  
Inpatient CareCoach RN



## 7. Real-Time Surveys

- Patients are sent a text message inviting them to complete a survey about their experience providing staff with results real time.
- Surveys can be customized per facility, per unit, or by patient type (e.g. maternity can receive different surveys than oncology).
- 3 star experience (or lower) are automatically escalated to appropriate staff to remediate.
- If a patient selects a 5 star rating, they are redirected to fill out a Google review.

Great! What's going well?  
We'll let your care team know.

Choose as many as you like

A 👍 Respectful ✓

B 👁️ Quality care ✓

C ⌚ Timely care

D 💬 Communication

E 💡 Listens to me ✓

F Other

OK ✓



### CLIENT SPOTLIGHT

Within 4 weeks of launch, a client's Google rating jumped from 2.9 stars to 3.6 stars. Its now at 4.8 stars and climbing!



**Vital's Experience Management tool has already had a positive impact on our Google ratings, and we only implemented it a few weeks ago."**

**Jess Allen**, Director, Emergency Services at Chandler Regional Medical Center.

## 8. Discharge Summary

Patient-friendly discharge summary including:

- Identification of care team
- Diagnosis
- Medications prescribed
- Test Results with comparison to normal ranges
- Referred/scheduled PCP or specialists post discharge



### DID YOU KNOW?

CareAdvisor discharge notes are understandable and consumable by the average healthcare consumer.

SUMMER HEALTH Share Maps

ROOM 405

Good Afternoon Sam,  
Thank you for choosing Dignity St. Joseph for your care.

Your visit has now ended. You can find full test results in the patient portal. In your discharge paperwork, you will find follow-up care instructions.  
Please schedule your follow-up visit as soon as possible.

Go To Patient Portal

Schedule A Follow-Up Visit

SAM'S CARE OVERVIEW

- Completed at 7:00 am  
Cut-off for Breakfast Order
- Completed at 7:30 am  
Nurse Assessment, Jane C

# For Clinicians

## 1. Clinical Decision Support

Mobile clinical decision support dashboard and alerting system:

- List of patients, wait times, feedback on satisfaction, service requests
- AI-driven prediction of high alert conditions
- Alerts for high-value follow-ups

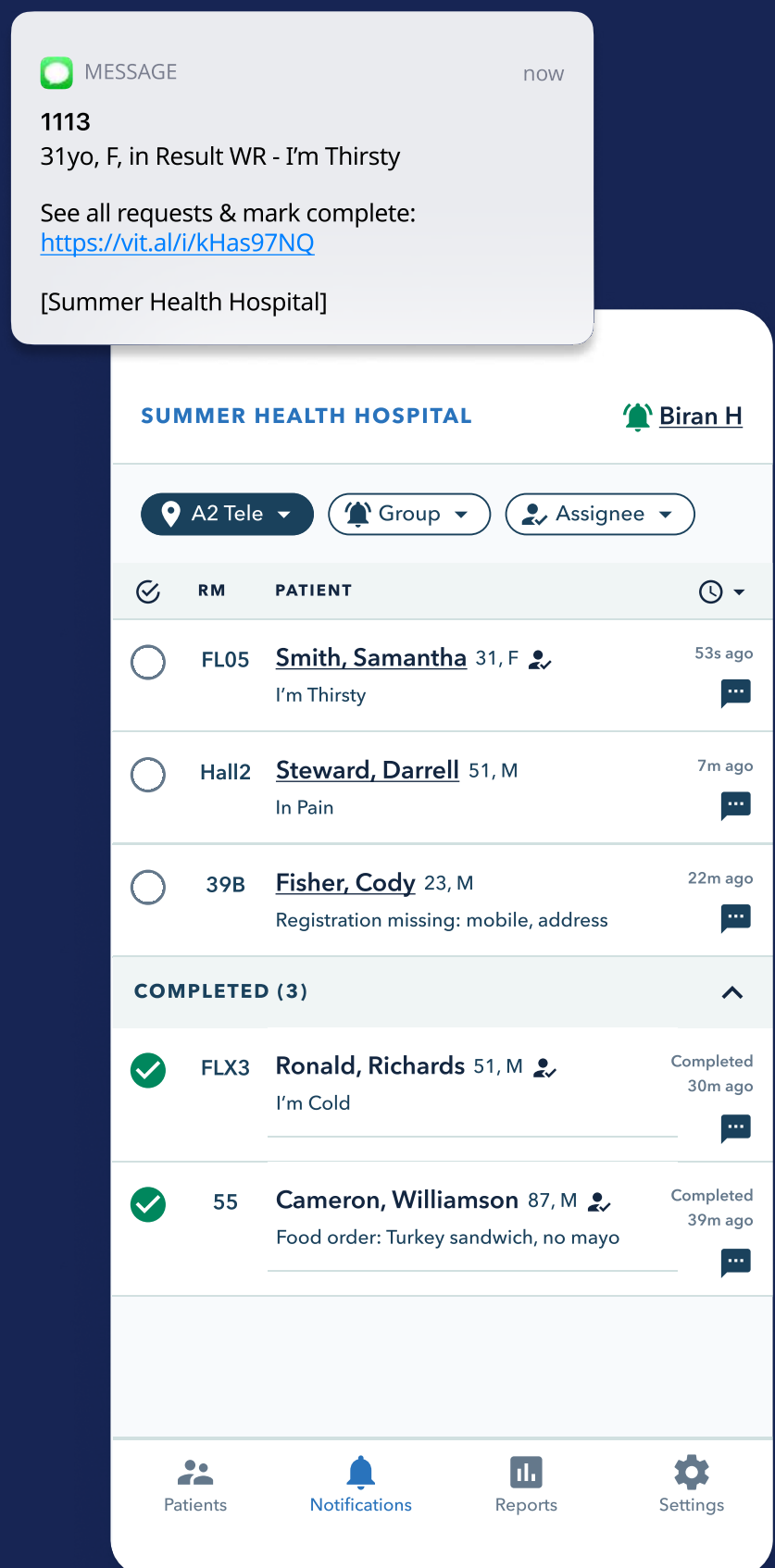
### FEATURE SPOTLIGHT

The data and information provided to staff go beyond data normally found in the EHR and provides a more complete picture of the patients they are caring for.

## 2. Patient Profile

A mobile EHR, providing a complete patient profile:

- Location
- Reason for visit
- Diagnosis
- Severity
- Visit/Medical History
- Tests ordered, test results and comparison with normal/abnormal ranges
- Patient experience data (wait times, satisfaction indicators)
- Record of patient communication via bi-direction SMS messaging



Meaningful data about the patient and the patient's results are available on a mobile device, saving staff time with quick access to information.

# CareAdvisor

The Southwest Division of CommonSpirit Health, comprised of Arizona and Nevada, is a leading provider of healthcare services in two fast growing US counties.

CommonSpirit partnered with Vital to pilot and launch CareAdvisor in the inpatient setting across two Dignity Health hospitals: Chandler Regional Medical Center and Mercy Gilbert Medical Center. Both facilities chose to focus the pilot on service requests and meal ordering. Over a 90 day period, both hospitals realized improvements in patient satisfaction, operational efficiency and staff satisfaction.

## What clients are saying:

“ By empowering the patient [and their families] to make requests that are automatically routed to the appropriate department, patients experience quicker results.”

Jenn Jankowski, Inpatient CareCoach RN,  
Dignity Health

“ The enhancements to operations and improved positioning in our market continue to build with Vital.”

Mark Slyter, DSc, President and CEO Dignity  
Health East Valley Arizona

“ I had the phone on and received a request for pet therapy. I contacted the volunteer and responded to the patient...The experience was seamless.”

Lori Mercer, Supervisor, Volunteer Services &  
Programs, Dignity Health



## OUTCOMES

Over 90 day period



**3,300**

Meals ordered, eliminating call from bedside nurse to Food & Nutrition Services



**550**

Hours saved, by reducing the time nurses spent on hold for food orders  
\* (based on client estimate)



**2,400**

Routed requests for service or comfort items, resulting in prompt service and reduced mental load on staff



**12 min**

Average time in app