

# Improve Patient Engagement using Telepsychiatry

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## INTRODUCTION:

### Digital engagement gaps:

- Only 21% of patients reported having a conversation with their doctor or provider about how to correspond digitally
- 60% of privately insured health plan members say they were not contacted by their health plan with guidance or information related to COVID-19.
- Disengaged patients are 3x as likely to have unmet medical needs and 2x as likely to delay medical care. 57% of patients who missed an appointment said a text message or email reminder would've helped them attend it.

Patient Engagement Healthcare Information and Management Systems Society, Inc. (HIMSS) suggests definition: "Providers and patients working together to improve health. A patient's greater engagement in healthcare contributes to improved health outcomes, and information technologies can support engagement. Patients want to be engaged in their healthcare decision-making process, and those who are engaged as decision-makers in their care tend to be healthier and have better outcomes."

### Other definition-

- Refers to the different aspects (not only subjective, but also contextual, relational and organizational) that may foster patients' ability to truly become positioned at the center of their own care'
- the concept offers a broader and better systemic conceptualization of patients' role when interacting with their own healthcare"
- the outcome of a patient's actions carried out at different levels of complexity (i.e., individual, relational, organizational, and health policy)."
- comprises different dimensions, practitioners recognize the importance of patient compliance, or adherence to a treatment plan."
- is a complex and multi-faceted experience which cannot be reduced to the mere consideration of the patient's ability to adhere to medical prescriptions."

**CONCLUSIONS:** An effective patient engagement solution is to understand how engagement helps meet key clinical and financial challenges

- Knows how to synthesize and deliver understandable and actionable information
- Facilitates engagement in all settings, across lifetimes
- Utilizes scalable, proprietary and expertly-designed technology
- Integrates seamlessly into existing systems and workflows
- Tracks and reports results, down to the individual level
- Provides ROI through improved clinical and financial results

## BIOGRAPHY:

Dr. Rajni is the CEO and founder of Quannet Health Inc, a New York-based mental health startup. Her focus is on accelerating and enhancing patient outcomes, leveraging advanced analytics and merging technology platforms ([www.quannethealth.com](http://www.quannethealth.com)). Dr. Rajni is leveraging her clinical and public health experience to fix the fragmentation in mental health care delivery. She is one of the few women entrepreneurs in Health Tech, accepting the challenge to bridge the mental health treatment gap. Dr. Rajni is a trained Psychiatrist and addiction specialist from G.S Medical College and KEM hospital, Mumbai, with a Master's in Public Health in Global Health Leadership from New York University, New York. She has more than 15 years of international experience collaborating with government, academia and private institutions to improve mental health programs, policies and legislations. She is also a Subject Matter Expert on mental health risk factors and the gap between health and social determinants. Dr. Rajni has authored peer-reviewed research and book-chapters focused on Mental Health. Currently she is piloting m-health, remote patient monitoring enabled e-clinic by leveraging advanced technology for New York and New Jersey state

