CareSkore™

Autonomous Patient Engagement

Solution Brief

SUMMARY

- Generate autonomous workflows per patient

- Offload 1/3 of engagement tasks to AI

- Empower patients to choose preferred communication pathways

- Boost reimbursements with improved patient outcomes and satisfaction

- Streamline patient-originated communication with provider

The transition to value-based care is dictating a greater focus on efficiently delivering quality care. According to CMS, the most underutilized asset driving outcomes is the patient. Greater patient engagement reduces readmissions and improves clinical and financial outcomes. But attempting that can be fruitless, labor-intensive, or both. The solution is autonomous, personalized engagement.
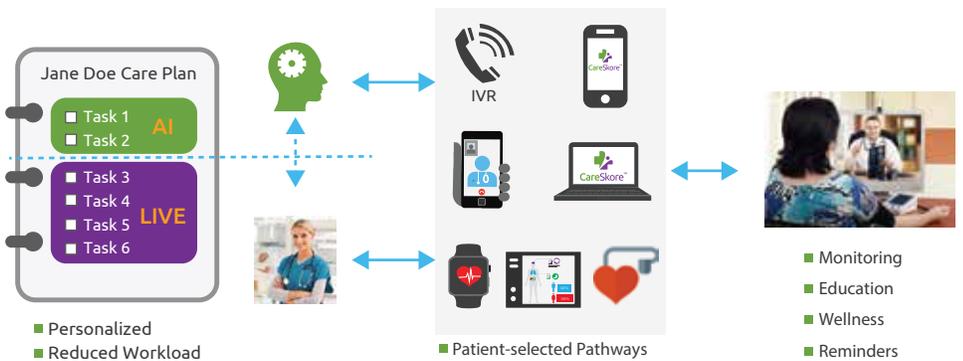
Achieving, Streamlining Personalized Patient Engagement that Scales

Throwing human resources at patient engagement results in:

- Runaway costs as program expands
- Patients falling through the cracks
- Long delays in outreach and responses
- Overwhelming workloads for care providers

The only way to fully embrace personalized patient engagement is through artificial intelligence. CareSkore makes it easy by:

- Enabling autonomous processes to offload 1/3 of engagement tasks from care workers, freeing up their schedule and reducing response time to patient.

- Delivering disease - and per-patient, risk-specific care plans while ensuring workflow consistency.

Jane Doe Care Plan
- Task 1
- Task 2   **AI**
- Task 3
- Task 4
- Task 5   **LIVE**
- Task 6

- Personalized
- Reduced Workload

IVR

CareSkore

Patient-selected Pathways

- Monitoring
- Education
- Wellness
- Reminders

24h Real Time, 24/7/365

- Pain assessments. 20-30 minutes out of each day per patient. 15 patients? 7 ½ hours. 150 patients? Don't get done. Outcomes degraded.

- No-shows/cancellations. Cost? Over $150,000 per physician per year. Overbook? Frustrated patients that show up. Blanket reminders? Ineffective, time consuming.

- Other: Medication reminders, surveys, education, chronic care management, monitoring data from wearables (e.g., Fitbit)

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CareSkore combines a patient's diagnosis with clinical, claims, and 3rd-party social determinants data to automatically generate risk-based care plans specific to their needs. This ensures no patient needs get missed in care plan execution, especially around patient engagement.
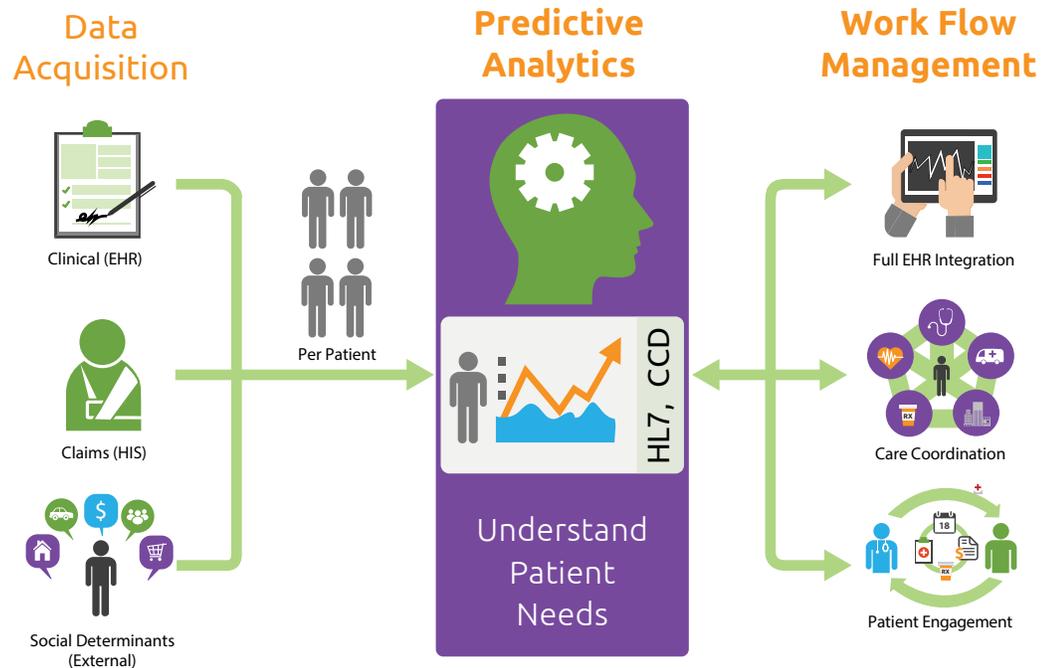
We also reduce the cognitive burden on the care team by offloading 1/3 of tasks to autonomous processes, allowing team members to cover a broader scale of patients.

Our platform supports a wide variety of communication channels, both active (text, voice, IVR, video, in-app messaging) and passive (wearables, smart devices). We enable patient-driven pathway selection that improves satisfaction and engagement while boosting reimbursements.

Our autonomous system also automatically routes patient-initiated communication based on its content. For basic needs, the system relies on our AI engine. Should the need be beyond its scope, communication is automatically routed to a care team member, significantly reducing response times.

Required for Value-Based Success

Patient engagement is key for success under value-based care. CareSkore's autonomous personalized patient engagement uses artificial intelligence to simplify and streamline the process at scale, delivering higher scores, reimbursements, and treatment success.

Data Acquisition

Clinical (EHR)

Claims (HIS)

Social Determinants (External)

Per Patient

Predictive Analytics

HL7, CCD

Understand Patient Needs

Work Flow Management

Full EHR Integration

Care Coordination

Patient Engagement

CareSkore™