

# Helping Patients Manage Aftercare With No Extra Burden to Hospitals

**DASH MD**

IN PARTNERSHIP WITH



## Markham Stouffville Hospital

- 450+** Physicians
- 2,000** Hospital Staff
- 93,000+** ER visits/annually

## Pilot Duration

- 3 Months** August 15<sup>th</sup> 2016 – November 15<sup>th</sup> 2016

## Verdict

- Success** Patients used Dash MD to manage and find care with no extra burden to hospital workflow

## Challenge

Markham Stouffville Hospital (MSH) identified that ED patients face the following challenges after a visit to the Emergency Department:

- Patients do not have access to the tools or information necessary for self-care and recovery management.
- Patients are usually tasked with finding their own follow-up care outside of the hospital. They often don't know what they need or where to look for it.

In addition, hospitals are concerned

- That additional work is required from staff to distribute Dash MD to patients

## Solution

Dash MD is a free mobile application that provides patients with trusted tools and information for effective self-care and recovery management.

We worked closely with our hospital partner to provide patients with vetted content and to integrate the distribution of Dash MD into existing hospital workflows in a non-disruptive manner.



## Solution (continued)

Dash MD can be broken down into three core care components:

1. **Patient engagement tools and treatment plans** that are unique and specific to each patient's needs
2. **Community care discovery tools** that allow patients to find follow-up care that they need such as physiotherapy or homecare
3. **Easy collection of patient feedback** so hospitals can better measure patient outcomes and generate insights into the patient experience

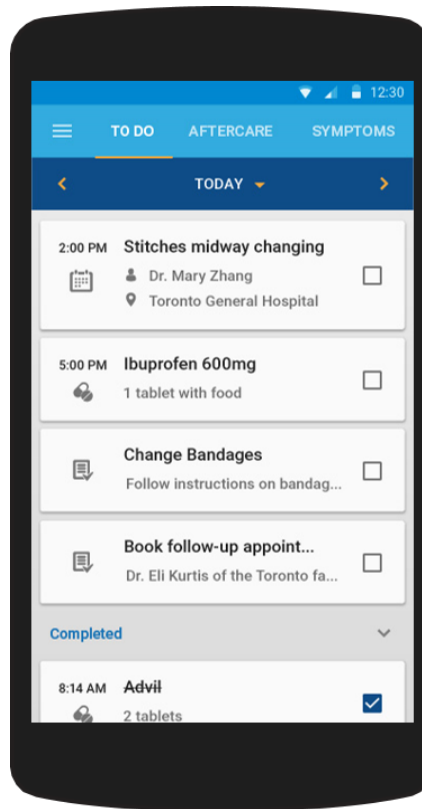


Figure 1. Custom daily to do list based on patient condition

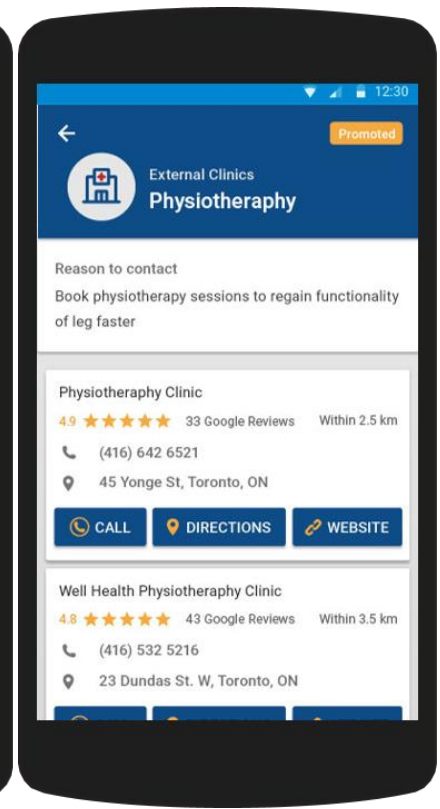


Figure 2. Find care providers in near you for follow-up care

## Patient Engagement Results

### PATIENTS ARE REASSURED TO HAVE DASH MD AND ARE USING IT TO MANAGE AND FIND CARE

Patients want detailed aftercare information so they can better take care of themselves during recovery. However, hospital staff do not always have the time to communicate this information during discharge.

- Patients were comforted with the option to access trusted aftercare information and tools digitally via Dash MD
- Patients felt that Dash MD made their recovery process more manageable
- Patients are using Dash MD to manage and find care

**634** Total Downloads of Dash MD during the pilot

**585** To-do tasks checked

**1099** Community healthcare providers viewed



**“** I am so **stressed** in the ED. There is **so much information**. Dash MD will help me **manage** and **organize** what I need to do.


– MSH ED Patient

## Workflow: Getting Dash MD to ED Patients

The original process placed the burden of aftercare card delivery on doctors and nurses. This was not ideal. The refined workflow increased uptake by 33%.

**Figure 3.** Refined Distribution Workflow of Dash MD aftercare cards to patients

1. Patients receive a Dash MD aftercare card & pamphlet from registration staff
2. Patients download the app and access hospital information while waiting in the ED
3. Patients present the aftercare card to doctors or nurses before leaving & they check off the recommended aftercare plan
4. Patients select the plan in the app and get access to condition specific tools and information

 *Patients who depend on their phone for information really love this. Dash MD **enables** people to have instructions at their finger-tips, any time, anyplace.*

— Dr. Andrew Arcand, MSH  
Chief of Emergency

## Hospital Engagement Results

### DASH MD IS NOT AN ADDITIONAL BURDEN ON HOSPITAL WORKFLOWS

The hospital was initially worried that Dash MD would create more work for staff. However, the process of providing patients with aftercare cards was refined until it seamlessly integrated into existing processes. This is supported by the significant increase in downloads after the process change (figure 3).

### MSH STAFF VIEW DASH MD POSITIVELY

Hospital staff agreed that the digital format of aftercare information provided by the Dash MD platform is highly beneficial to patients because it makes it easy for patients and their families to access crucial aftercare information. Staff were also excited that Dash MD had the potential to “cut down on unnecessary readmissions” (MSH Nurse).

Staff interviews performed in the ED during the pilot revealed that:

**75%** Staff were either “likely” or “extremely likely” to recommend Dash MD to their patients.

**75%** Staff thought that MSH should continue to provide patients access to Dash MD.

## What’s Next

Despite being an early market product with significant opportunity for future feature development, the Dash MD platform has received positive patient and staff feedback along with a significant number of downloads and usage.

As such, this pilot is considered a success by MSH. As a result, Dash MD is now launching in other departments and at MSH’s second hospital site. Dash MD is also working alongside multiple health systems across Canada and the United States in the pursuit of bettering patient care and recovery management.

## Ready to improve the patient recovery process?

Learn more about how Dash MD can help your patients recover better.

 [www.dashmd.co](http://www.dashmd.co)

 1 (800) 717 3056