CLINICONEX RESIDENT FAMILY ENGAGEMENT

Darcy MacHale
Director of Sales

ABOUT CLINICONEX

80+
SUB-SPECIALTIES SERVED

5,000+
ACTIVE PROVIDERS SERVED

700,000+
PATIENT ENGAGEMENTS PER MONTH

850+
CLIENTS ACROSS CANADA

PATIENT ENGAGEMENT

VOICE OF THE PATIENT

RESIDENT FAMILY ENGAGEMENT

Canadian Healthcare Software Company

Headquartered in Ottawa, ON Founded in 2009

Proven track record in Ambulatory

Partnerships with many EMR vendors in Canada

TELUS | HEALTH · dr chrono · QHR Technologies · ABELMed Medical, Rehab, Dental Solutions · PointClickCare · OSCAREMR · MICROQUEST · YMS

Over the last 9 years Cliniconex has helped thousands of physicians and their teams interact with patients more than **25,000,000 times.**

WHAT IS RESIDENT FAMILY ENGAGEMENT

resident family engagement

Senior Care Homes

COMMUNICATION

Resident Family

What

Coordination of care

Unforeseen events, important changes or social activities.

Why

Awareness, accountability, transparency,
meeting jurisdictional and professional guidelines.
More and more, families want to know about what is going on.

our view on resident family engagement

Senior Care Homes

COMMUNICATION

Resident Family

URGENT

SAFETY NOTIFICATIONS

POLICY CHANGES

EVENTS

ROUTINE

CARE COORDINATION

ONGOING

ADMISSIONS

KUDOS, CONCERNS,

COMPLAINTS & SURVEYS

the problem

Takes time away from care

Burden on the care team

Resident Family Engagement TODAY

Conducted in a manual and non-standardized way

Can result in unmet standards

“Making these types of calls meant that we were pulling someone away that could provide direct care to the residents.

I knew there had to be **a better way** to manage this need.”

Lacey Sheng, Performance Improvement Consultant

The Perley and Rideau Veterans’ Health Centre

the impact on a 450 bed facility

$35

PER HOUR

X

3-5 ATTEMPTS

6 URGENT NOTICES

+

4 ROUTINE OUTREACHES

PER YEAR

X

12

MINUTES PER CALL

MICRO CARE PLAN

=

Perley Rideau

The Perley and Rideau Veterans' Health Centre

$31,500

900 HOURS FROM CARE

PER YEAR

the impact on a 450 bed facility

Perley Rideau
The Perley and Rideau Veterans' Health Centre

cliniconex
450 BEDS

900 HOURS RETURNED TO DIRECT CARE

$20,700 REALLOCATED TO BUDGET

cliniconex

we propose a better way

urgent

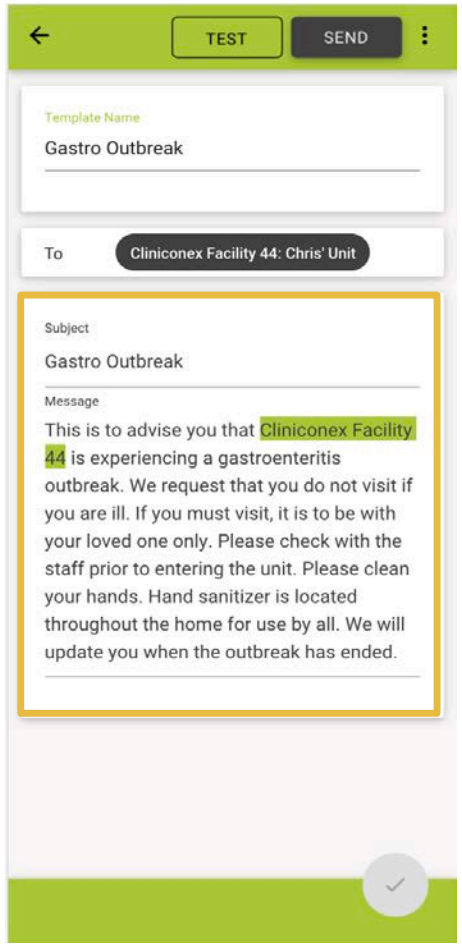
routine

1

SELECT TEMPLATE - OR - COMPOSE A MESSAGE

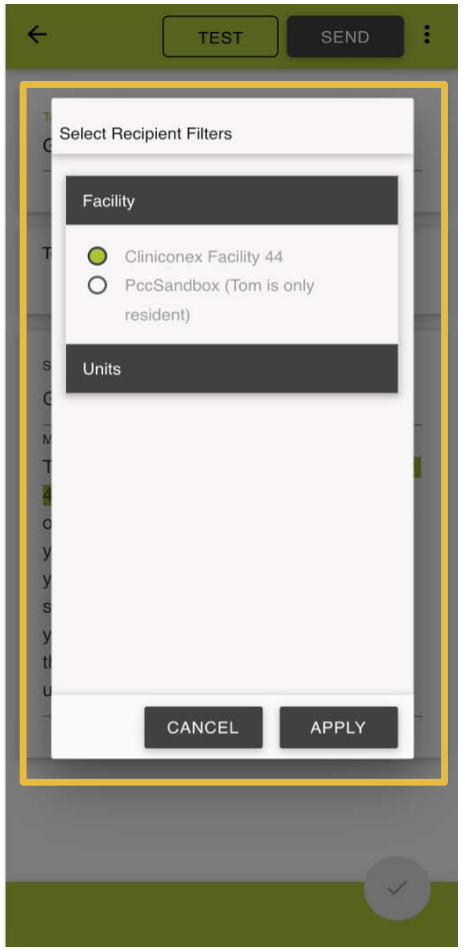
2

MODIFY IF NEEDED



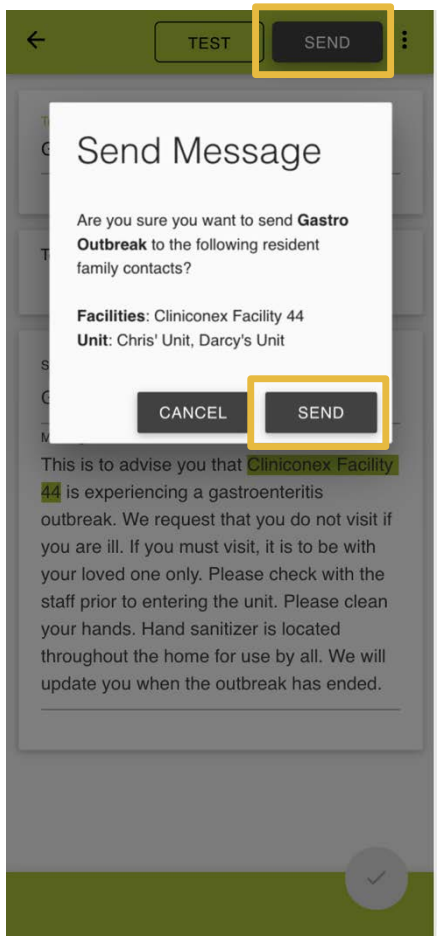
3

CHOOSE FACILITY/UNIT



urgent

routine



4

SEND

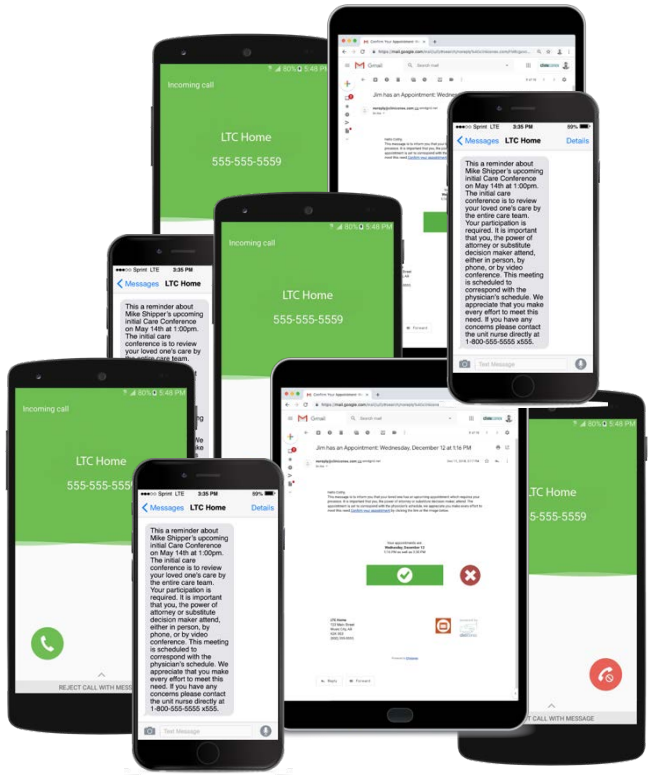
via API integration
autonomously
syncs with EHR

Contact info

Business rules

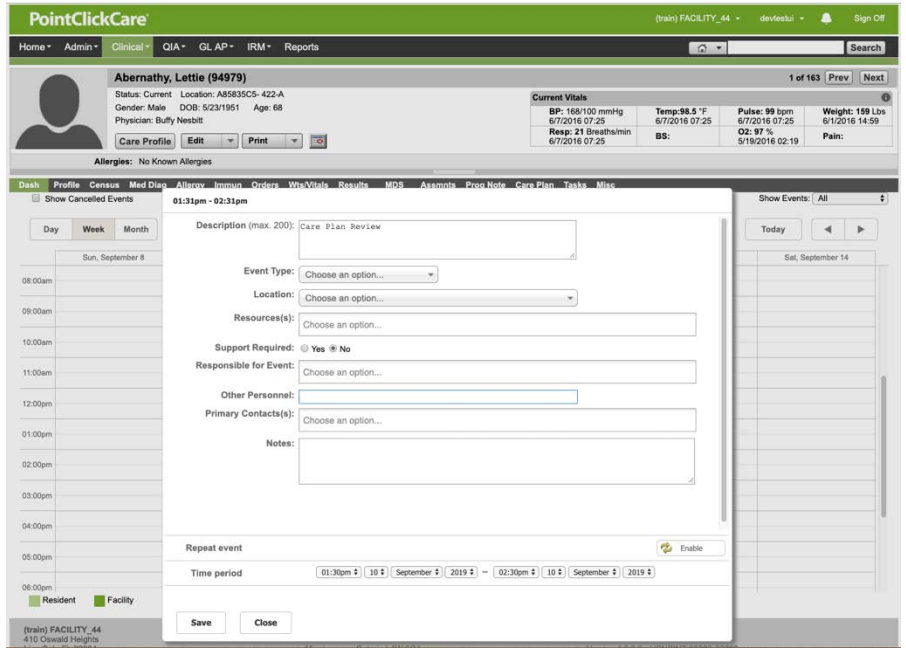
Logs responses
in Resident chart

**RECEIVE &
ACKNOWLEDGE**



urgent

routine



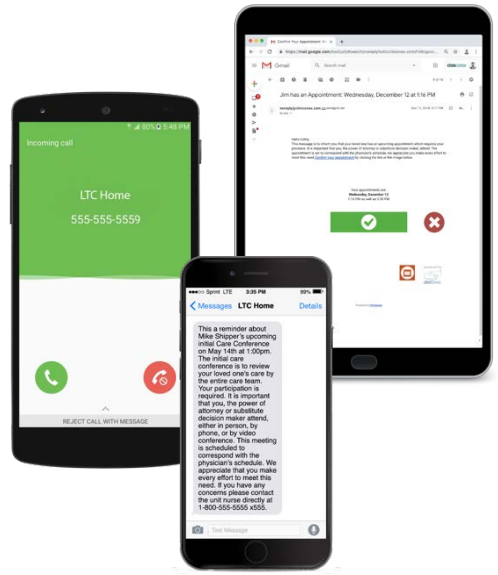
SCHEDULE APPOINTMENT
Resident's schedule

WORKFLOW AUTOMATION

Contact info

Business rules

Logs responses
in Resident chart



RECEIVE & ACKNOWLEDGE
by preferred means

WORKFLOW AUTOMATION
IS THE SOLUTION

ROUTINE | AUTOMATED

Care Coordination
Care Plan Reminders

URGENT | STAFF INITIATED

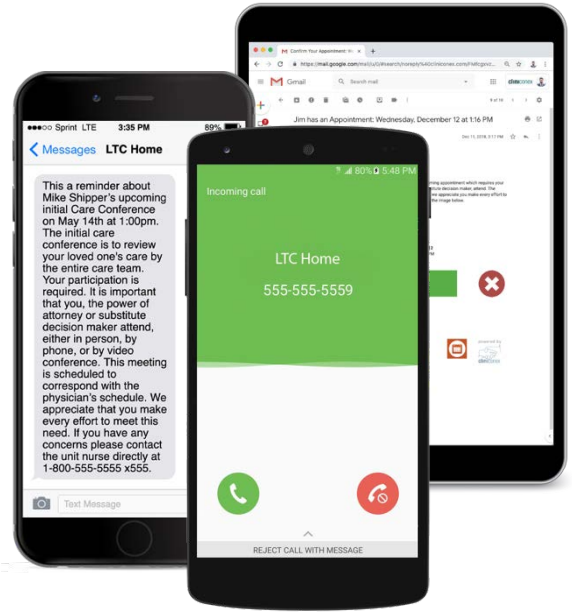
Outbreak & Safety Notifications
Policy Changes

ONGOING | AUTOMATED

Family Surveys
Engagement

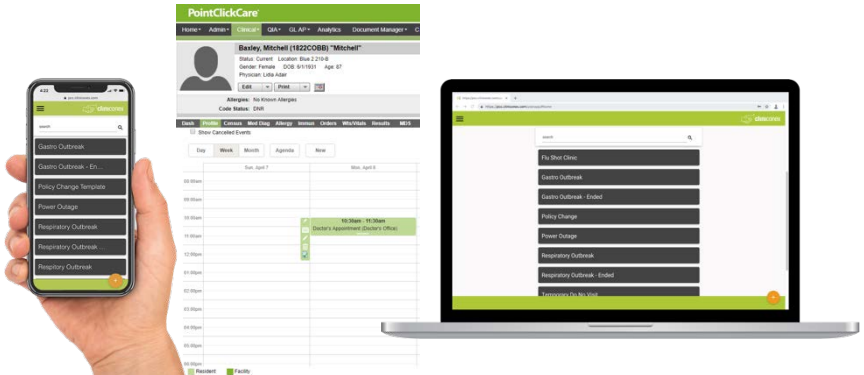
WORKFLOW AUTOMATION

EHR Platform



RESIDENT FAMILY CONTACTS
Receive Notifications
via VOICE, TEXT, or EMAIL

900 HRS returned to care
$20,700 in wages to budget



AUDIO MESSAGING

Intro Message

This is the Perley and Rideau Veterans' Health Centre, Please press 1.

Main Message

This is to advise you that our Health Center, Perley Rideau is experiencing a respiratory outbreak on one unit, Gatineau Two North. You are requested to not visit if you are ill. If you must visit, it is to be with your loved one only. Please check with the staff prior to entering the unit. Please clean your hands. Hand sanitizer is located throughout the home for use by all. Please visit our website at Perley Rideau dot com, for updates on the outbreak status.

Confirmed Message

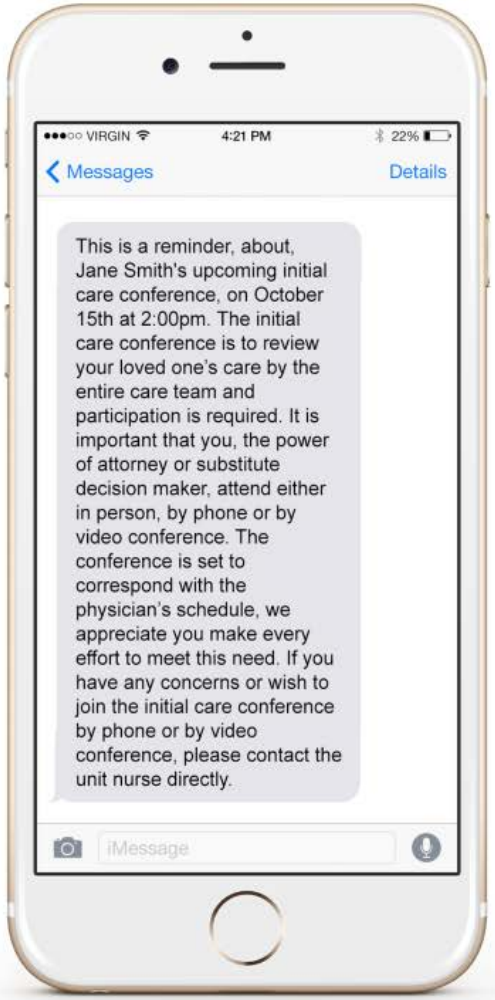
Thank you for your understanding. Please visit our website at Perley Rideau dot c a, for updates on the outbreak status.

Answering Machine Message

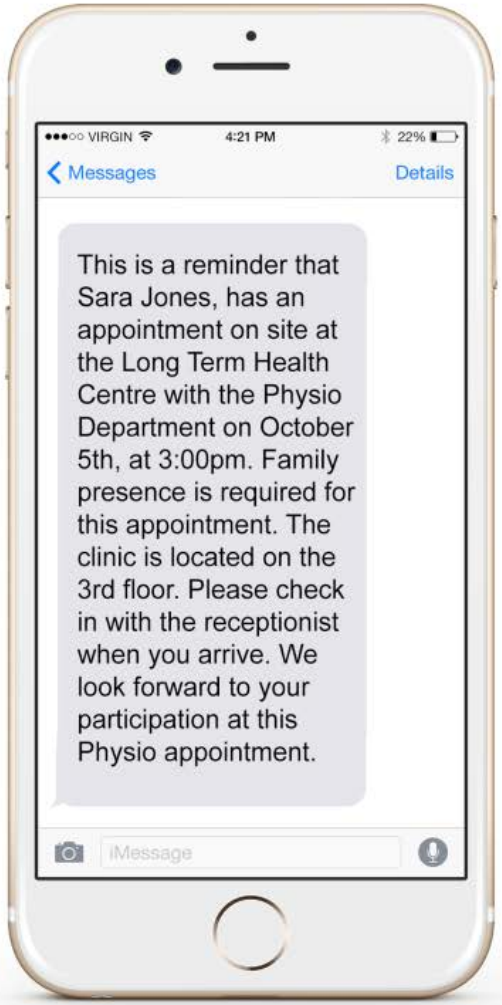
Hello. This is the Perley and Rideau Veterans' Health Centre. If this is not a voicemail recording and you are on the line, press 1. Otherwise, with an outbreak announcement for you. This is to advise you that our Health Center, Perley Rideau is experiencing a respiratory outbreak on one unit, Gatineau Two North. You are requested to not visit if you are ill. If you must visit, it is to be with your loved one only. Please check with the staff prior to entering the unit. Please clean your hands. Hand sanitizer is located throughout the home for use by all. Please visit our website at Perley Rideau dot c a, for updates on the outbreak status. Thank you.

cliniconex

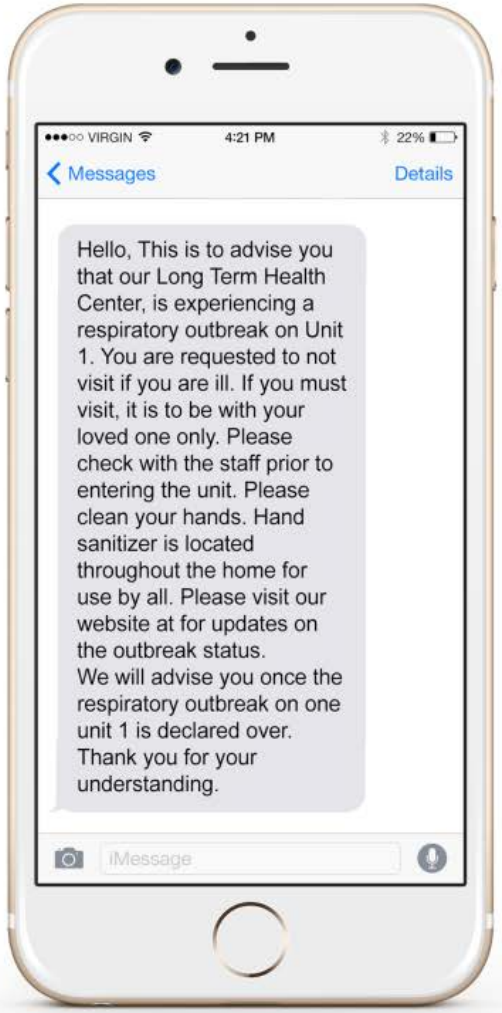
TEXT MESSAGING



Care Plan Reminder



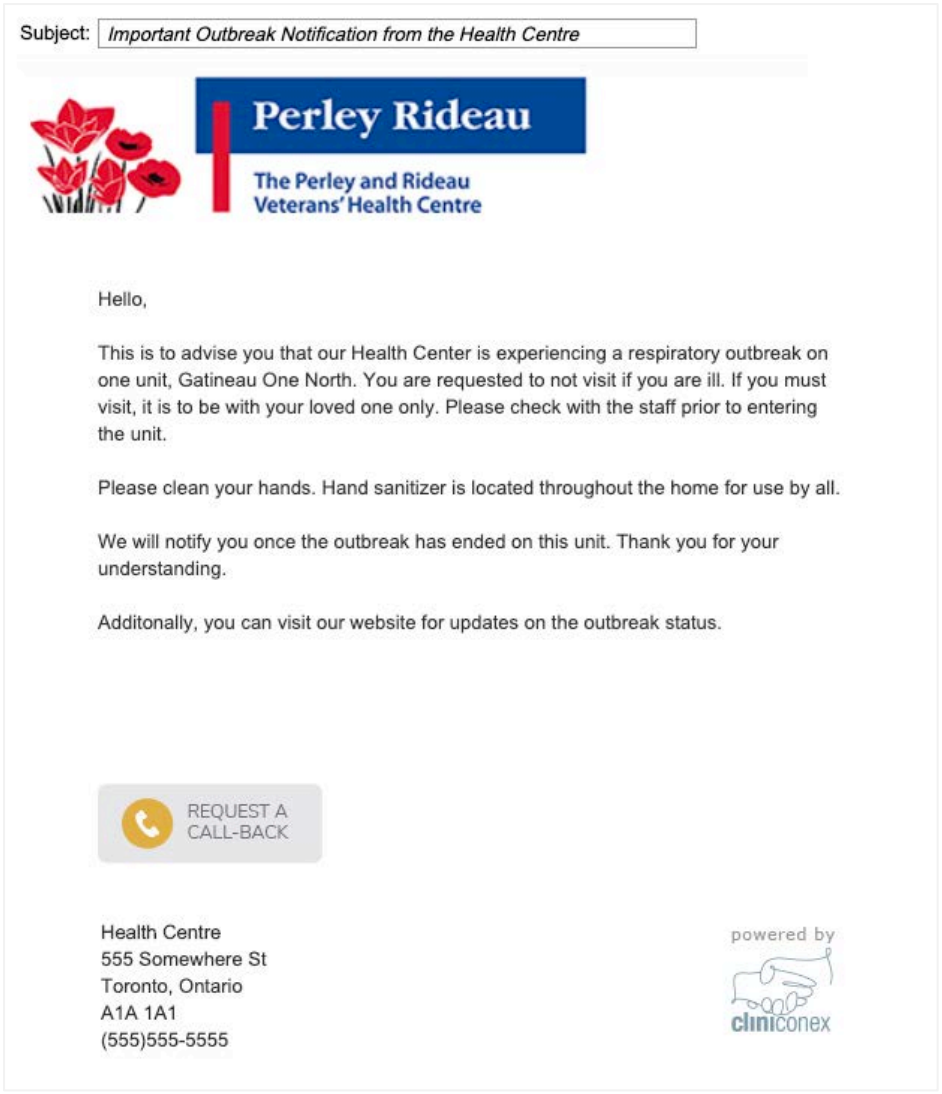
Care Coordination



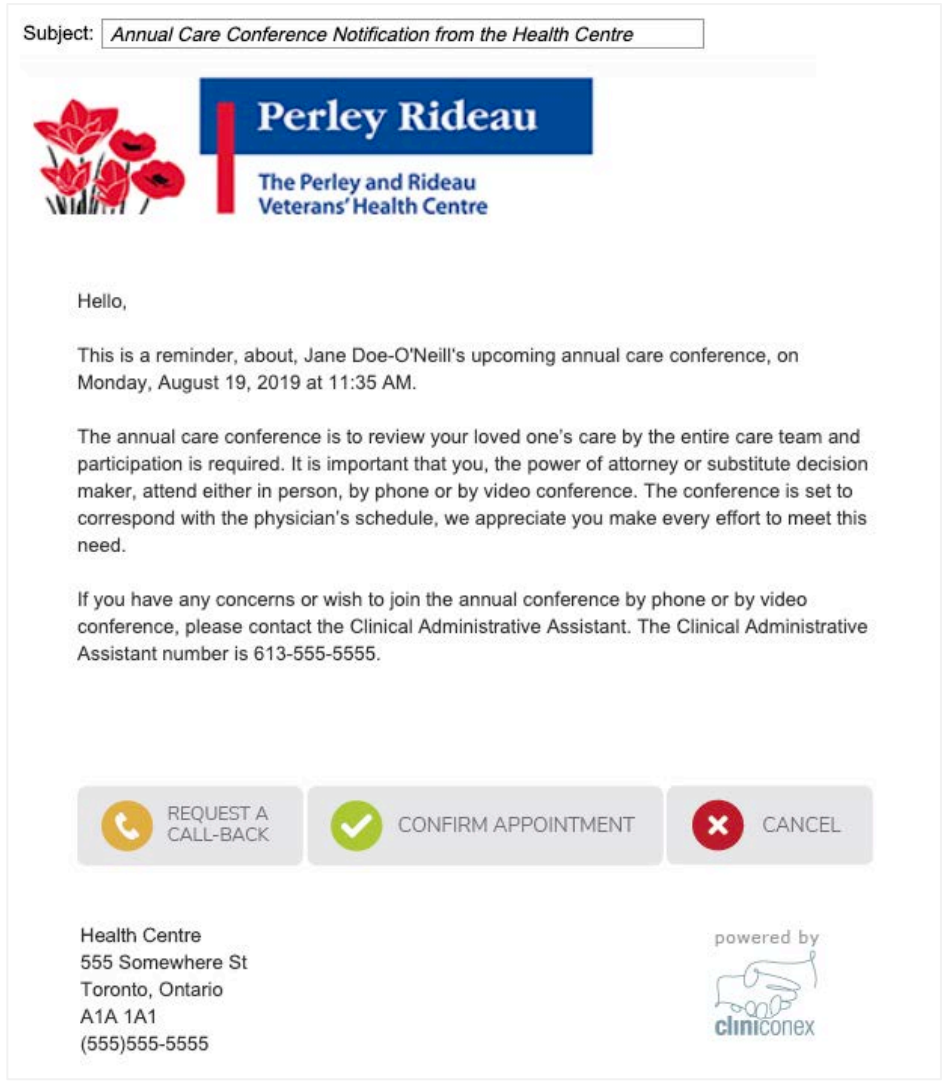
Safety Notification

cliniconex

EMAIL MESSAGING



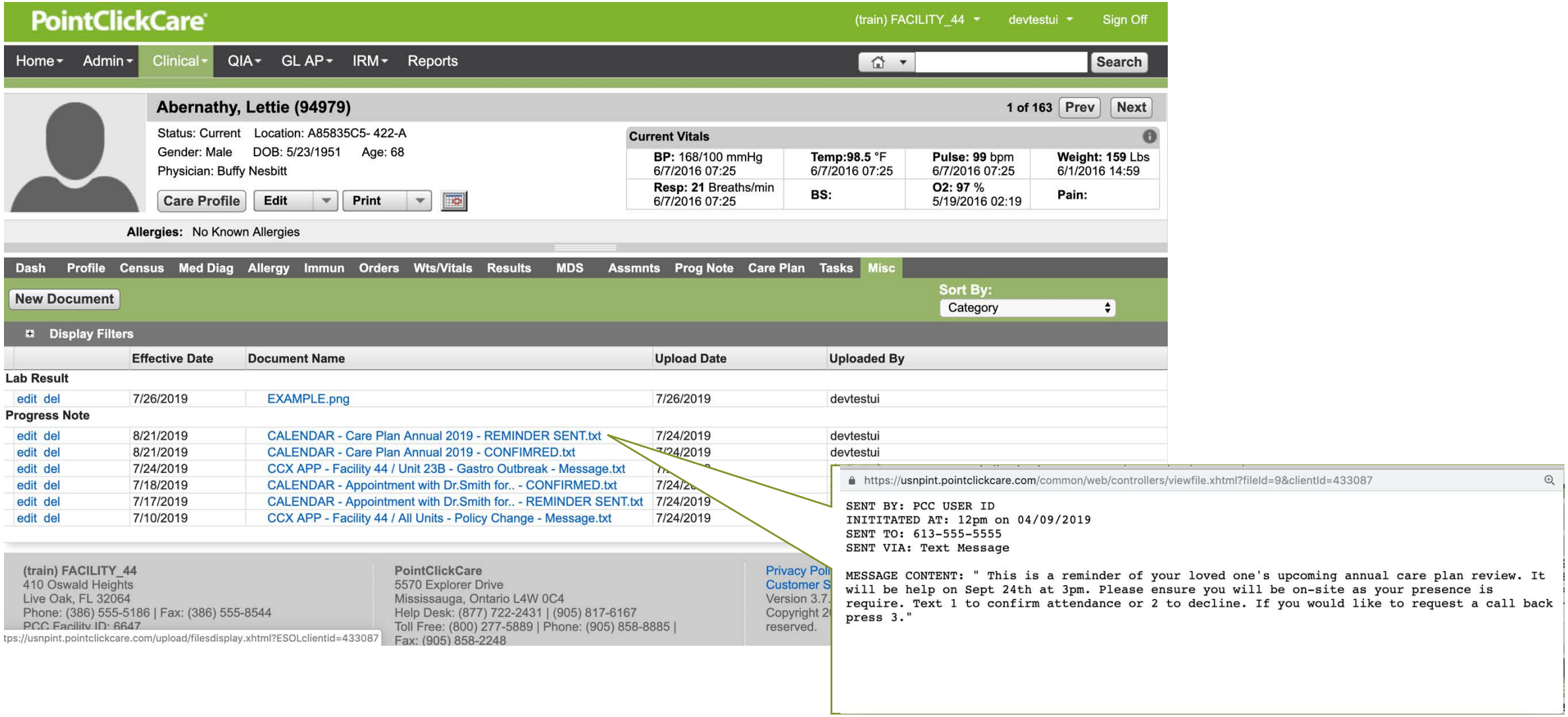
Safety Notification



Care Plan Reminder

cliniconex

REPORT LOGGED INTO RESIDENT CHART



ADDITIONAL REPORTING

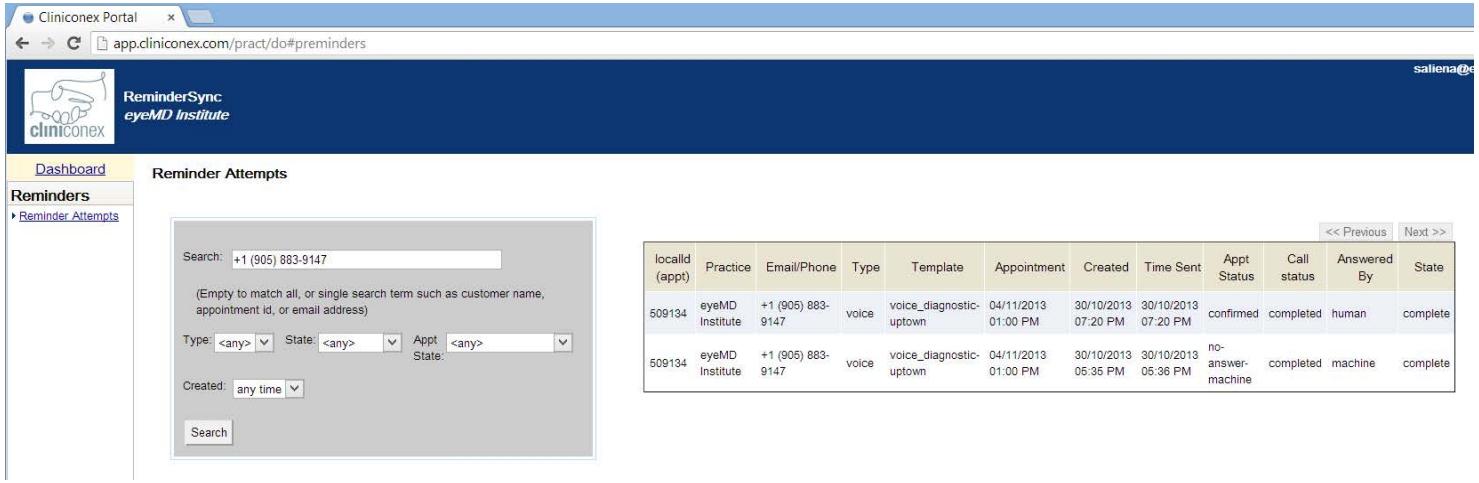
Via email to a group of individuals

- Includes all calls/messages sent by the system
- Obfuscates any sensitive data
- Includes result of engagement

Provider	Appt Id	Result	Email/Phone	Patient Id	Patient Name	Appointment	Appointment Type	Reminder Type	Location Code	Attempts
[redacted]	[redacted]	confirmed	(4#3)8##-7##7	[redacted]	E####, K####e	Mon Jan 21, 12:30 PM	SCMH	voice	[redacted]	CF
[redacted]	[redacted]	confirmed	(4#3)6##-1##8	[redacted]	L####, G####s	Mon Jan 21, 09:30 AM	Complete	voice	[redacted]	CF
[redacted]	[redacted]	pickedup-noanswer	(4#3)2##-2##3	[redacted]	P#####, K###n	Mon Jan 21, 09:30 AM	Complete	voice	[redacted]	NAM,PU
[redacted]	[redacted]	confirmed	(4#3)6##-8##1	[redacted]	R#######, S#####h	Mon Jan 21, 10:30 AM	Complete	voice	[redacted]	NAM,CF
[redacted]	[redacted]	confirmed	(4#3)4##-1##4	[redacted]	D#####, I###e	Mon Jan 21, 09:00 AM	Complete	voice	[redacted]	NAM,CF
[redacted]	[redacted]	confirmed	(4#3)5##-8##8	[redacted]	C#######, N###y	Mon Jan 21, 01:30 PM	Complete	voice	[redacted]	CF
[redacted]	[redacted]	left-message	(4#3)2##-1##3	[redacted]	D####, R#####d	Mon Jan 21, 02:30 PM	Complete	voice	[redacted]	NAM,LM

Access to the Cliniconex Portal

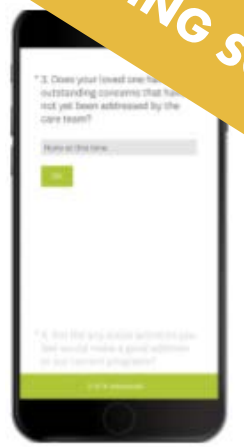
- Log into portal, search as needed



ONGOING

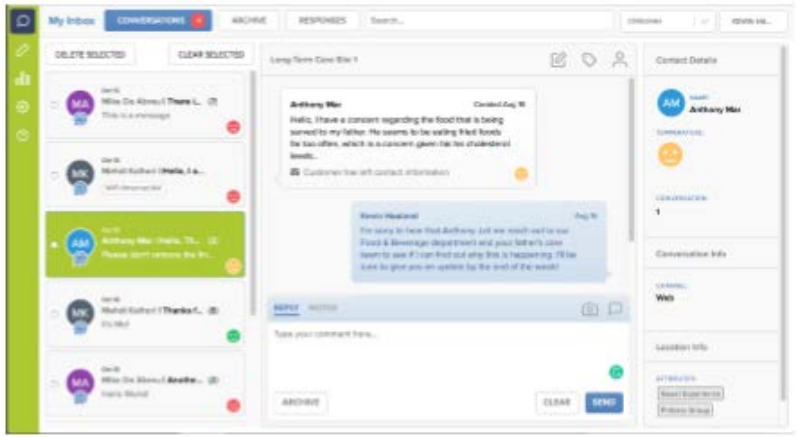
FEEDBACK MANAGEMENT

COMING SOON



SURVEY RESIDENTS & FAMILY MEMBERS

Ensure residents and their family members maintain their voice in resident care while providing valuable feedback to your facility.

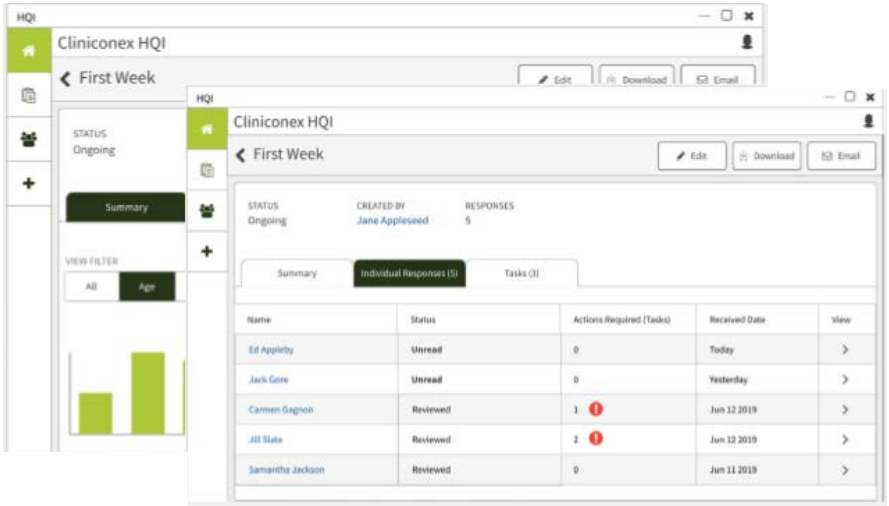


CAPTURE FEEDBACK, MANAGE RESPONSES AND TRACK RESOLUTION

Whether captured through an inbound feedback mechanism or survey response, every concern or compliment deserves appropriate follow-up.

TRACK TRENDS, COMPARE FACILITIES AND MAKE DATA-DRIVEN DECISIONS IN REAL-TIME

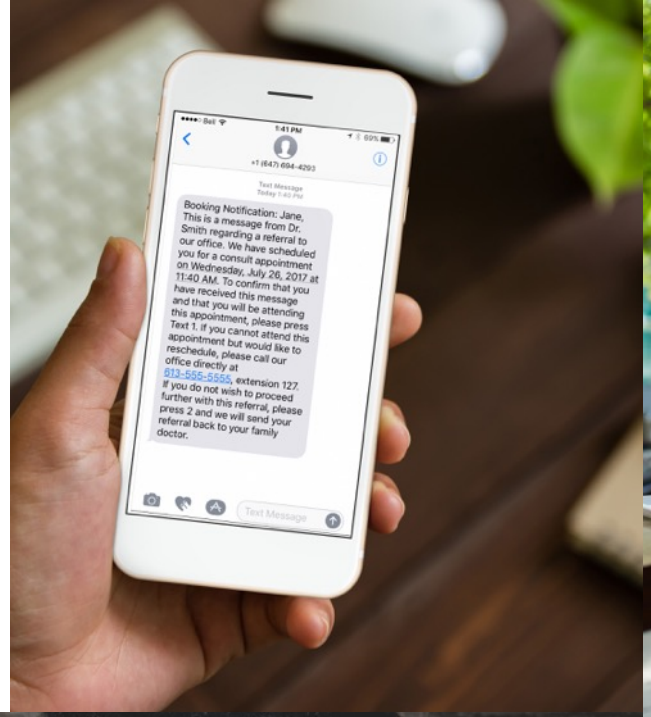
Dashboards makes it easy to analyze survey results and feedback over time. With its ability to cross-reference data with your EHR



RESIDENT FAMILY ENGAGEMENT MADE EASY

PUTTING IT ALL TOGETHER

REACH PRIMARY CONTACTS
ANY TIME, ON ANY DEVICE



VOICE

TEXT

EMAIL

THE VALUE OF AUTOMATED RESIDENT FAMILY ENGAGEMENT

Benefits for multiple stakeholders

Residents	Better Care
Resident Families	Increased Engagement, Better Informed
Nursing Staff	Reducing the Burden, Returning Time to Care
Operations Manager	Reduced Resident Safety Risk, Standardized Process
Finance	More cost predictability, lower operational costs

cliniconex

cliniconex
“It’s all about returning time to care.
Automating resident family engagement meant that we could have our nurses spend their time where it matters most, providing direct care to the resident.”
Doris Jenkins, Director of Nursing
The Perley and Rideau Veterans’ Health Centre

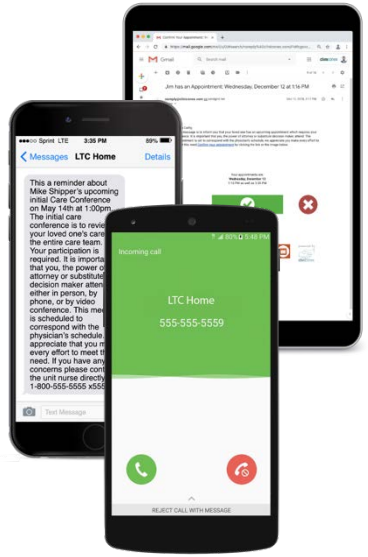
THE WAY THAT WE ENGAGE IS DIFFERENT

PULL INFO

RESIDENT FAMILY

PUSH INFO

cliniconex



FAMILY PORTAL

- DISCOVER INFORMATION -

Activities, photos, messaging, transportation, calendars, etc.

AUTOMATED ENGAGEMENT

- DELIVER INFORMATION -

Event based notifications
Urgent outreach
Routine outreach

PRODUCT vs. PROJECT

Easy-to-deploy

- No: heavy lift, project creep, cost overruns
- Deployment required 4-5 hours of admin staff time and no involvement from IT

Works with existing infrastructure

- Integrates with existing EHR to leverage contact records and document communications – *HL7 required
- Messaging application can be used on any web-enabled device

Require little-to-no training or change in process

- Primarily automated, and requires very little training
- Flexible workflow rules adapt to the home's processes

YOU ARE UNIQUE

MAPPING OUR TECHNOLOGY TO YOUR UNIQUE BUSINESS REQUIREMENTS

CLINICONEX ADAPTS TO YOUR WORKFLOWS

LET'S TAKE APPOINTMENT REMINDERS AS AN EXAMPLE...

PCC RESIDENT SCHEDULE

SET FACILITY/ENTERPRISE PREFERENCES

- Choose which appointments to include/exclude for reminders
- Decide how many days in advance you want remind family members
- Address special cases
  - Merge notifications for residents with multiple appointments in 1 day
- Choose a preferred outreach method: voice, text or email

ADD SPECIAL MESSAGING & BRANDING

- Special instructions (location, items to bring, when to arrive)
- Cancellation policies
- Phone number(s), names & titles
- Branding: logos, colours, website links, caller ID

MANAGE PRIMARY CONTACT PREFERENCES

- Preferred communication method: voice, text or email

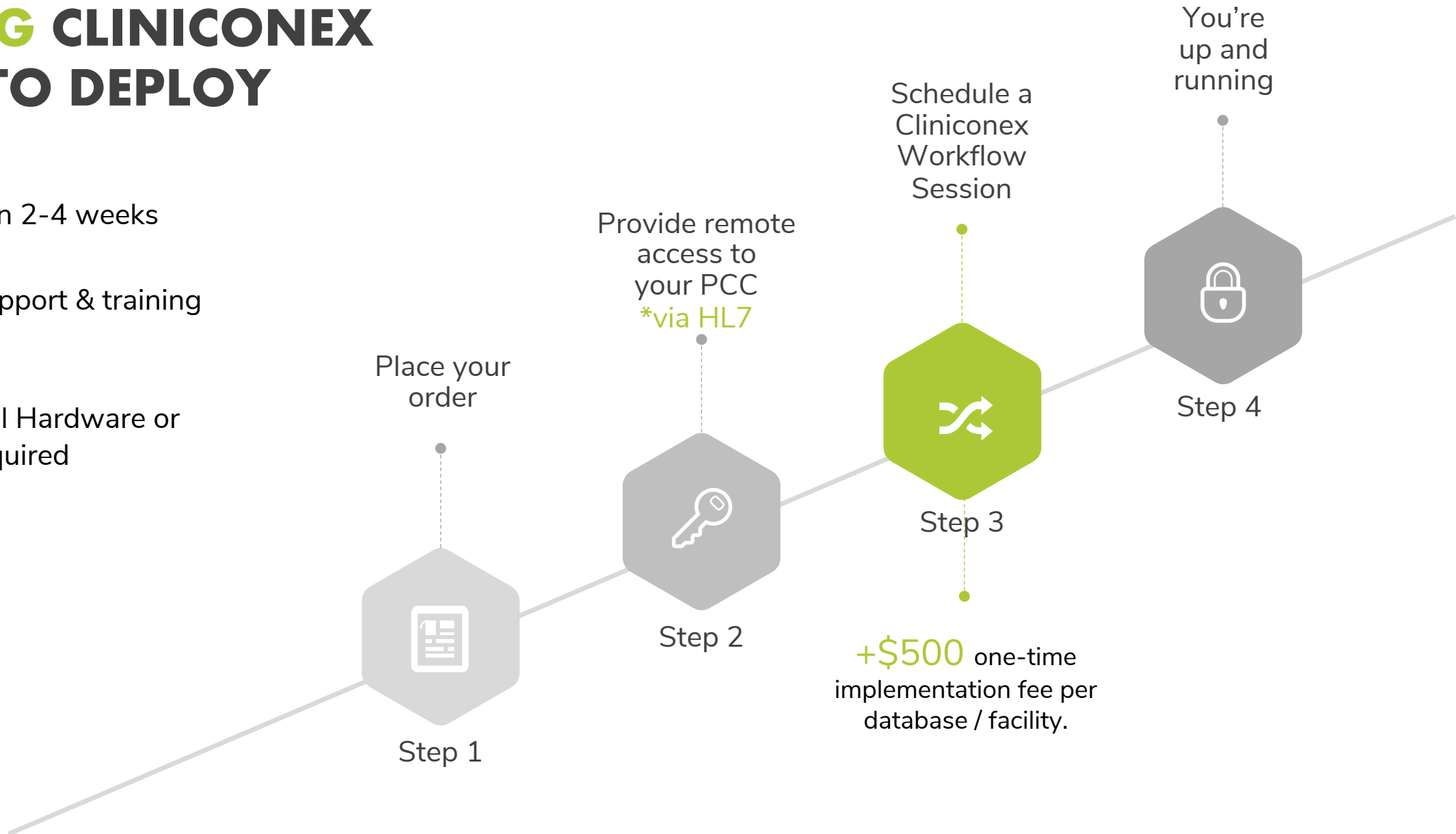
CONFIGURED THE WAY YOU NEED IT

SO YOU CAN SET IT AND FORGET IT

PRICING & NEXT STEPS
RESIDENT FAMILY ENGAGEMENT

WITH LITTLE TO NO TRAINING CLINICONEX IS EASY TO DEPLOY

- Go live within 2-4 weeks
- On-going support & training included
- No additional Hardware or Software required



SUBSCRIPTION PRICING

$2.00

BED | MONTH

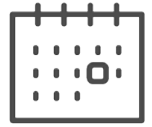
$0.068 PER DAY | BED

$24 BED | YEAR

AVAILABLE NOW

URGENT

SAFETY NOTIFICATIONS



ROUTINE

CARE COORDINATION
CARE PLAN REMINDERS

TBD

BED | MONTH

$ PER DAY | BED

$ BED | YEAR

AVAILABLE Q4

ONGOING

SURVEYS, COMPLAINTS & ONBOARDING

FUTURE USE CASES

Orders
Fall Notifications
1 to 1 interactions
and more...
(not yet available)

EXISTING COSTS OF FAMILY ENGAGEMENT, ON A ANNUAL BASIS

PER RESIDENT

"CONSERVATIVE VIEW"

URGENT & ROUTINE

ATTEMPTS

MINUTES PER CALL

Resident Family Engagement Requirement
Per Resident, Per Annum

Number of beds in your facility

1 beds

How many times a year does your staff need to reach out to all Resident Family contacts to inform them of an unforeseen circumstance (Respiratory outbreak, power outage, adverse weather, policy change)

8 times per year per facility

On average, how many times per year does your staff reach out to Resident Families to inform them of an upcoming appointment or care plan review meeting?

4 times per year per resident

On average, each outreach call to a Resident Family member takes 12 minutes. If your experience is different please modify accordingly

12 minutes per outreach

What is the average hourly wage of your Registered Resources (Nursing staff)

$ 35 per hour

Current Cost of Resident Family Outreach in your Facility

Cost per bed per year

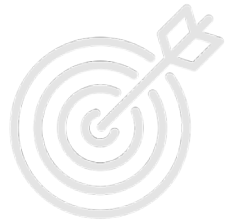
$ 84

what to expect

average
120 bed facility..

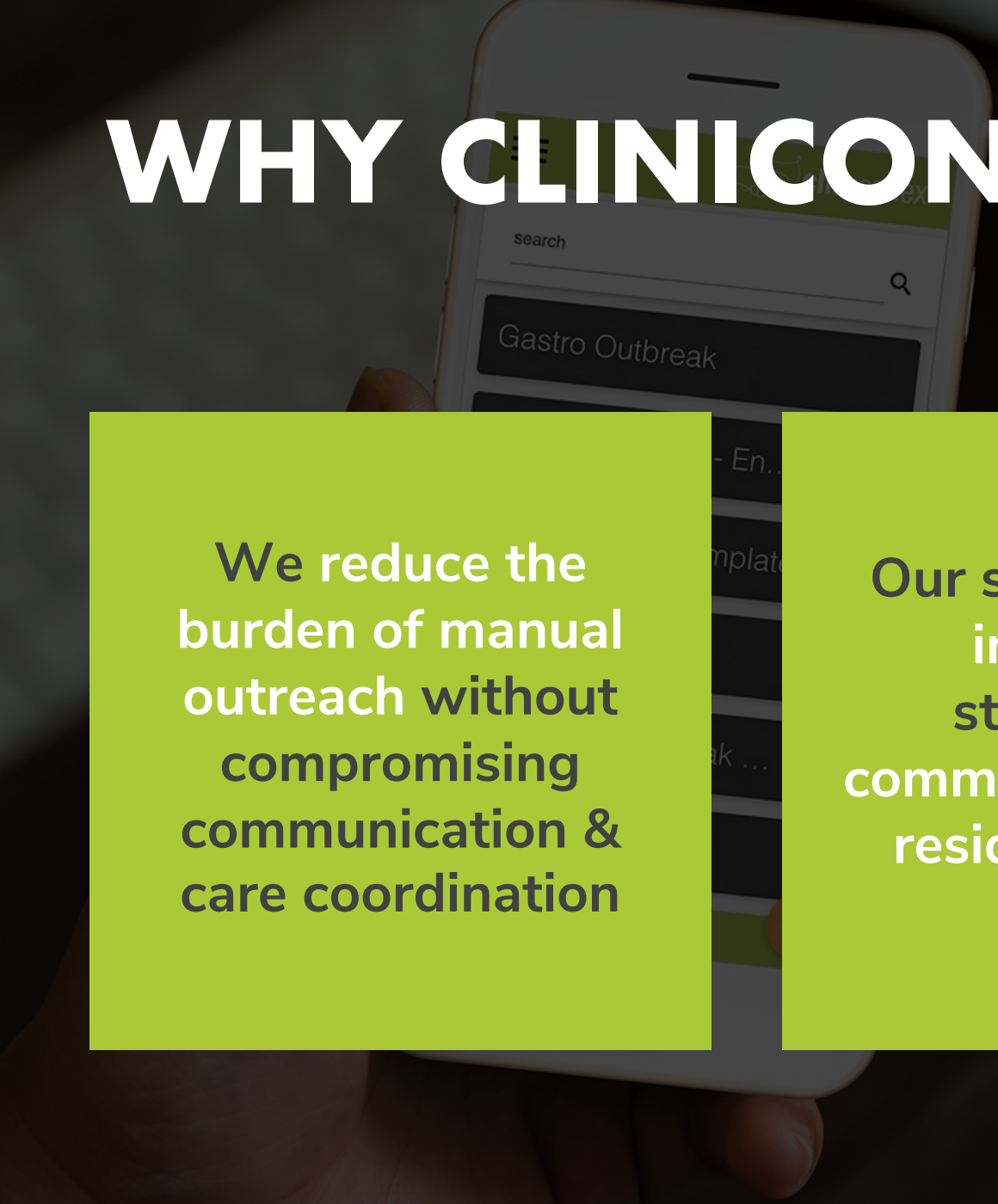
288 hours returned to frontline resident care

$8,640 reallocated to budget, a 230% ROI



accuracy & clarity in what was sent, to whom, when & what resulted

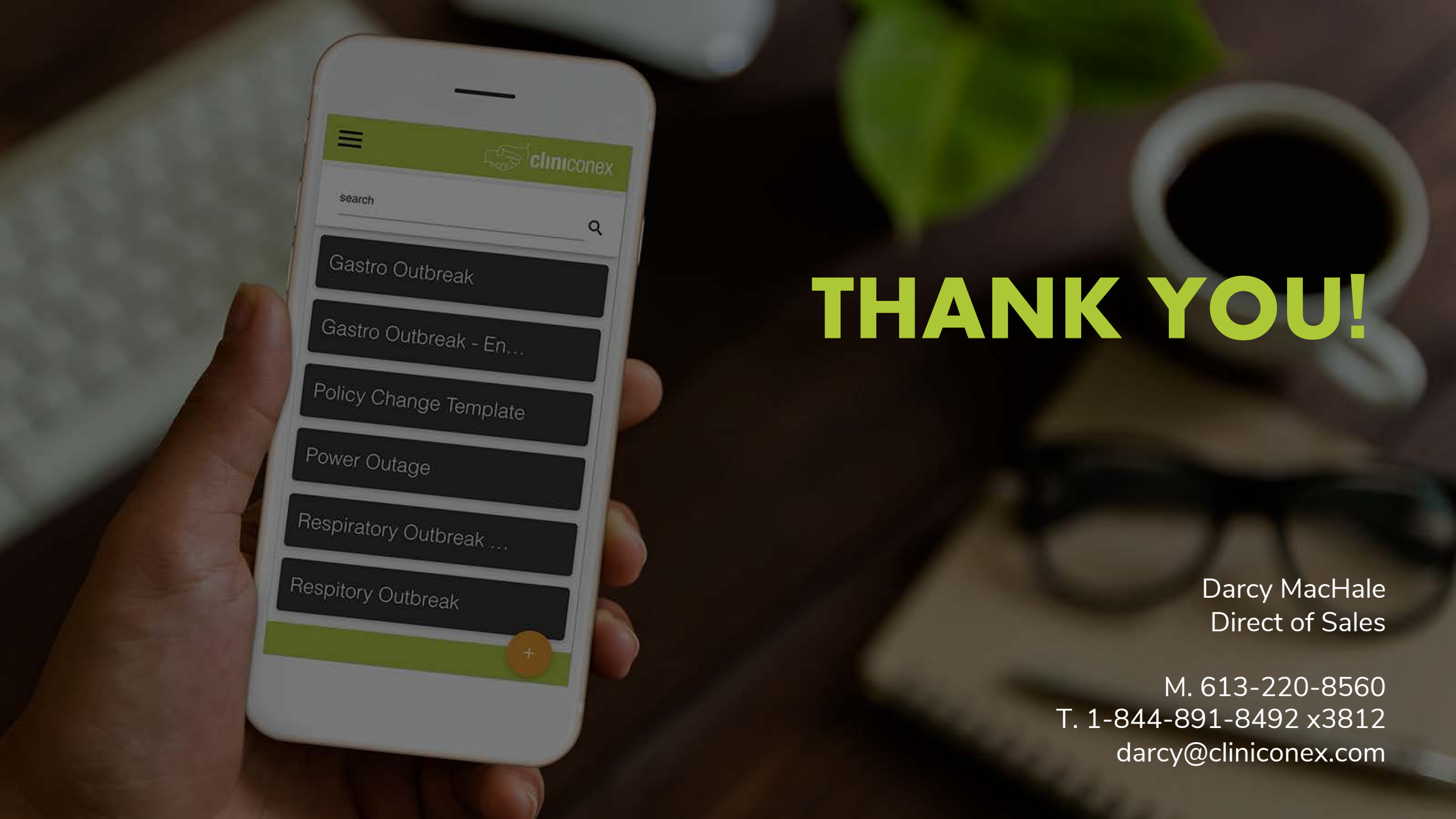
WHY CLINICONEX?



We reduce the burden of manual outreach without compromising communication & care coordination

Our solution helps improve & standardize communication with resident families

Most importantly, we help care teams dedicate more time and focus towards better quantity & quality of care



THANK YOU!

Darcy MacHale
Direct of Sales

M. 613-220-8560
T. 1-844-891-8492 x3812
darcy@cliniconex.com