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**Patient Self-Service Kiosks
Integrated with Paragon, STAR
and HealthQuest**

Celia M. Lenson RHIA

Director of HIM and Patient Access

Marin General Hospital

Larry Haworth

CEO PatientWorks

Amir Sam

Implementation Manager PatientWorks

Norman Snidow

VP Sales PatientWorks





MARIN
GENERAL
HOSPITAL

- Marin General Hospital (MGH) is a Paragon Customer located in Greenbrae, California
- 235 licensed beds
- Monthly discharges
 - ✓ 835 inpatient acute and psych discharges
 - ✓ 620 ambulatory surgeries
 - ✓ 101 observation
 - ✓ 10,274 outpatient visits



Objectives

- Discuss how the Patient Self-Service Check-In Kiosk was implemented at MGH
- Discuss actual barriers
- Demonstrate benefits of Patient Self-Service Check In
- Define key metrics of Patient Self-Service Check In



2017 Patient Access Goals

- Achieve registration accuracy of 98% and higher, which will translate to faster insurance reimbursement
- Improve patient wait times in the lobby
- Improve patient satisfaction scores
- Increase email capture
- Eliminate paper waste



Goal 1: Improve Patient Access Satisfaction Scores

- Professional Research Consultants randomly selects a monthly patient sample. One of the questions is, “how would you rate the registration process would you say?”
- ✓ Goal: Achieve a minimum of 70% Excellent Percentile Ranking by 2017
- ✓ Best Practice: 90% Excellent Percentile Ranking

Patient Access Satisfaction Scores – Three Years				
	2017 (Jan-Oct)	2016	2015	2014
Main	88%	21%	63%	43%
Main-Imaging	67%	17%	10%	53%

Goal 2: Improve Patient Wait Times In the Lobby

- The average time patients spend waiting to see a healthcare provider is 22 minutes, according to a 2009 report by Press Ganey Associates. The report also noted that patient satisfaction dropped significantly with each five minutes of waiting time.
- Our goals were to:
 - ✓ Reduce the time of a patient waiting in the lobby to five minutes or less
 - ✓ Monitor patient flow to ensure no patient is left behind (>10 minutes)
 - ✓ Achieve 75% of patient wait time less than minutes

Goal 2: Improve Patient Wait Time (Cont.)

Baseline data – Patients waiting in lobby

2017 (Jan-Aug)	5 minutes or less	6-10 minutes	11-15 minutes	16-20 minutes+
Average	63%	23%	8%	6%

Kiosk data – Patients waiting in lobby

2017	5 minutes or less	6-10 minutes	11-15 minutes	16-20 minutes+
September	84%	12%	2%	2%
October	86%	11%	2%	1%

Goal 3: Increase Email Capture

- Increase email capture by 20% to provide instructional series to patients
- Baseline Data: 24% (18,113/73,950) of patient emails captured in the past 12 months
- Email Capture September: TBD
- Email Capture October: TBD

Goal 4: Increase SSN Capture

- Increase SSN capture by 5%
- 68% 68% (48,715/73,950) of patients seen have valid SSNs in Paragon within the last 12 months
- Goal not pursued because of patient dissatisfaction
- Information is collected during the pre-registration process

Goal 5: Decrease Printing of Paper

- MGH is recognized for Green Business Practices
- Using 15,769 papers per month (32 reams per month)
- Spending approximately \$750 per month on paper
- Lifecycle Environmental Impact Per Month (Environmental Paper Network)
 - ✓ Saved one ton of wood
 - ✓ Saved energy 10 million BTUs
 - ✓ Saved water consumption 7,313 gallons
 - ✓ Reduced solid waste 615 pounds
- Operations
 - ✓ Reduced scanning of paper
 - ✓ Ensured compliance

Goal 6: Staffing

- Union environment
 - ✓ Reduced per diem hours
 - ✓ Reduced FTEs through attrition
- Kiosk coordinator
- 30% staff reduction in hours (\$87,360)

	2017	Proposed	Actual (Kiosk)
Imaging Department	1.0 FTE	.0 FTE	.0 FTE
Lobby	1.0 FTE	1.0 FTE	1.5 FTE
Main Admitting	3.0 FTE	2.0 FTE	2.0 FTE
Kiosk Coordinator	.0 FTE	1.0 FTE	.0 FTE
TOTAL	5.0 FTEs	4.0 FTEs	3.5 FTE

Goal 7: Increase POS Collection

- Increase POS collection from 1.0% to 1.25% of net revenue
- Re-engineered pre-registration process for collection

Implementing the Kiosk

Strategies for success and potential barriers

Strategies:

- Redesigning your registration workflows
- Opportunity to look at things differently

Barriers:

- Patients not wanting to do it
- Buy in from the staff
- Interfaces
- Need someone who understands registration

Hardware Selection

Hospital – kiosk enclosures



Breast Center – tablets HP ElitePad 1000's



Integration

- McKesson and PatientWorks had spent a year developing a bi-directional integration between KioskWorks and Paragon.
- Marin General Hospital needed more integration than was envisioned in the original integration.
- Modifications were needed to Paragon 13.0 and Marin upgraded to 14.0 during the project.

Workflow Design

Marin needed the following workflows so that all patients arriving could be directed to the kiosk:

- Scheduled outpatient
- Walk-ins – lab and other services
- Outpatients assigned to a bed

MGH pre-registers patients and is highly successful in collecting payment during pre-reg so the decision was made to not collect payments at the kiosk.

Example Workflows



A photograph of the exterior of Marin General Hospital. The building is a modern, multi-story structure with a white facade and large glass windows. A large, leafy tree is in the upper left corner. In the foreground, there is a circular driveway with a blue car parked on the right. A large, dark grey button with white text is overlaid on the image, and a smaller, similar button is on the right. The sky is blue with some clouds.

Welcome

Touch Here for Patient Check-In

Espanol

MARIN GENERAL HOSPITAL

Touch an image to find your name.

To Swipe Drivers License Or To Type Your Name



Enter your legal FIRST name.

Next

Q	W	E	R	T	Y	U	I	O	P	7	8	9
A	S	D	F	G	H	J	K	L		4	5	6
	Z	X	C	V	B	N	M			1	2	3
Clear						Backspace	123			@	0	.

Previous Screen

Exit

Help

Enter your legal LAST name.

CHARMING

Next



Previous Screen

Exit

Help

Enter your date of birth MM/DD/YYYY

Next

Q	W	E	R	T	Y	U	I	O	P	7	8	9
A	S	D	F	G	H	J	K	L		4	5	6
	Z	X	C	V	B	N	M			1	2	3
Clear						Backspace	123			@	0	.

Back

Exit

Help

Is your information correct?

First Name: **CHARMING**

Last Name: **PRINCE**




Patient DOB: **12/18/1969**

Yes

No

Back

These are the services you are receiving today. If wrong, press the See Coordinator button.

	10:00 AM	DAVID GALLAND	MA2	SAT MAM DIAG 3D BILAT
	10:30 AM	DAVID GALLAND	MA2	SAT SONO BREAST AXILLA BILAT
	11:30 AM	DAVID GALLAND	MA2	SAT CONSULT HIGH RISK

Continue

See Coordinator

Back

Are you the patient or a representative of the patient?

- ☒ I am the Patient
- ☐ I am not the Patient

Continue

Back

Is the contact information correct? Use the edit buttons to update the information.

Email Address: **BOO@GMAIL.COM**

Edit

Home Phone Number: **(987)598-0161**

Edit

Cell Phone Number: **(903)271-8925**

Edit

Work Phone Number: **(415)925-7053**

Edit

Accept

Back

Is the primary address correct? Use the edit buttons to update the information.

Street Address: **123 ANY STREET**

Edit

Address 2: **APT 1**

Edit

City: **GREENBRAE**

Edit

State: **CA**

Edit

Zip: **94904**

Edit

Accept

Back

Is the patient's information correct? Use the edit buttons to update the information.

Sex: **Male**

Edit

Race: **White**

Edit

Ethnicity: **Not Hispanic or Latino**

Edit

Preferred Language: **English**

Edit

Accept

Back

In the event of an emergent situation and you are no longer able to speak for yourself, who would you like to make decisions for you?

Designee Full Name: **JOE SMITH**

Edit

Designee Phone Number: **(888)555-1212**

Edit

Accept

Back

Family member you would like us to contact upon
admission to the hospital.

Full Name: **JOHN DOE**

Edit

Phone Number: **(888)555-1212**

Edit

Continue

Back

Would you like us to automatically contact your designated family member upon admission to the hospital?

Yes

No

Back

CONSENT TO MEDICAL AND SURGICAL PROCEDURES

I consent to the procedures that may be performed during this hospitalization or while I am an outpatient. These may include, but are not limited to emergency treatment or services, laboratory procedures, X-ray examinations, medical or surgical treatment or procedures, telehealth services, anesthesia, or hospital services provided to me under the general and special instructions of my physician or surgeon. I understand that the practice of medicine and surgery is not an exact science and that diagnosis and treatment may involve risks of injury or even death. I acknowledge that no guarantees have been made to me regarding the result of examination or treatment in this hospital.

NURSING CARE

This hospital provides only general nursing care and care ordered by the physician(s). If I want a private duty nurse, I agree to make such arrangements. The hospital is not responsible for failure to provide a private duty nurse and is hereby released from any and all liability arising from the fact that the hospital does not provide this additional care.

PRIVACY PRACTICES AND OTHER INFORMATION

Our Patient Information Guide includes information on the Advance Healthcare Directive, the Notice of Privacy Practices about how we may use or disclose your protected health information, healthcare safety tips and other important information that should be reviewed before or during your stay in the hospital.

SMOKE FREE POLICY ACKNOWLEDGMENT AND GENERAL RELEASE

I hereby acknowledge that I have been informed that Marin General Hospital ("MGH") is a smoke free facility. I understand and acknowledge that it is against hospital policy for me to smoke anywhere on the hospital property. I hereby acknowledge that I have been advised not to leave my room and/or the hospital building to smoke.

In the event I refuse to follow the advice of my physician and leave the hospital building in order to

Touch Here to Sign

Continue

Back

insurer or plan's payment to the hospital pursuant to this authorization shall discharge its obligations to the extent of such payment. I understand that I am financially responsible for charges not paid according to this assignment, to the extent permitted by state and federal law. I agree to cooperate with, and take all steps reasonable requested by, this hospital to perfect, confirm, or validate this assignment.

HEALTH PLAN OBLIGATION

Sign on the yellow box

Accept

Clear

Cancel



(legal representative)

Signature: Witnessed By Kiosk/Tablet

(witness)

Print Name: Witnessed By Kiosk/Tablet

(witness)

Touch Here to Sign

Continue

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information. we encourage you to read it in full.

We may change our "Notice of Privacy Practices." If we change our notice, you may obtain a copy of the revised notice by: www.maringeneral.org or MGH Compliance & Privacy Officer (415-925-7078).

If you have any questions about our "Notice of Privacy Practices," please contact:

MGH Compliance & Privacy Officer
Greenbrae, CA 94904
250 Bon Air Rd.

I acknowledge

Accept

Clear

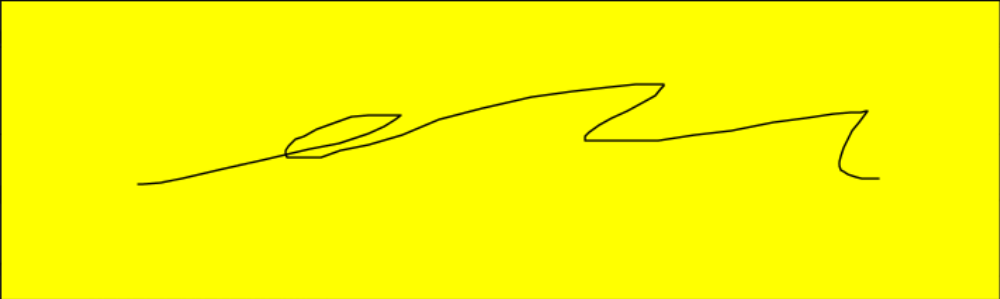
Cancel

Sign on the yellow box

Date/Time

If signed

Print name



Sign

Signature: Witnessed By Kiosk\Tablet
(witness)

Print Name: Witnessed By Kiosk\Tablet
(witness)

Touch Here to Sign

Continue

How would you like to receive your forms?

Emails Will be Sent via MGH Secure Email

Email

asam@SalePoint.com

Print

Skip

Back

Copay and Estimated Charges: 50.00

Please Press Continue

Continue

Back



For safety, every patient is required to have a wristband to receive services. Please see the Coordinator for your wristband and to make your payment.

Thank you for choosing Marin General Hospital

Complete My Check-In

Back










Please take a seat and the Coordinator will assist you shortly.

Touch to Exit

Queue Navigator

Queue Appointments Payment History

Today 10/27

Kiosk Photo	Patient Display Name	Patient DOB	MRN	Account Number	Time E	Status	Time In Status	Visit Time	Last Status Update	CoPayment	Need Demographic Update	ID	Registrar	Kiosk Time
	GOULD, SHANNON	03/10/1985	99683	999918780	2:53 PM	LAB	00:15:20	20m	2:58 PM		False	30908	nsnidow	0:00
	HODGE, TINA	07/24/1972	66502	999817068	2:53 PM	LAB	00:15:10	20m	2:58 PM		False	30909	nsnidow	0:00
	TATE, KURT	04/01/1985	73195	999647431	2:53 PM	RAD	00:15:05	20m	2:58 PM		False	30910	nsnidow	0:00
	JOYNER, PAUL	01/26/1985	56184	999709947	2:55 PM	To Phleb	00:14:46	18m	2:58 PM		False	30911	nsnidow	0:00
	CLAPP, MEGAN	05/09/1975	57810	999996946	2:55 PM	Checked In Rad	00:00:23	18m	3:13 PM		False	30912	nsnidow	0:00
	BOSWELL, STEPHANIE	07/26/1964	28429	999761653	2:56 PM	Checked In Rad	00:00:09	18m	3:13 PM		False	30914	nsnidow	0:00
	CHARMING, PRINCE	12/18/1969		WalkIn-17102715013024	3:01 PM	Arrived	00:12:13	12m			False	30915	nsnidow	

Add Patient to Queue

Refresh Queue

Management Reports

Volume of Registration Daily Report Hospital 10/16/17 to 10/20/17							
	User Name	1-5 Minutes	6-10 Minutes	11-15 Minutes	16-20 Minutes	>20 Minutes	Total Registration
Monday							
	Joe Smith	31	10	3	2	0	46
	Linda Jones	10	3	2	1	0	16
	Boby Fisher	20	5	1	1	1	28
Tuesday							
	Joe Smith	10	15	1	2	1	29
	Linda Jones	10	15	0	3	2	30
	Boby Fisher	15	10	3	4	0	32
Wednesday							
	Joe Smith	20	8	0	2	0	30
	Linda Jones	12	12	2	4	0	30
	Boby Fisher	19	23	4	3	1	50
Thursday							
	Joe Smith	6	10	3	0	1	20
	Linda Jones	4	10	5	6	2	27
	Boby Fisher	10	15	6	7	0	38
Friday							
	Joe Smith	20	12	7	1	2	42
	Linda Jones	30	12	2	1	1	46
	Boby Fisher	8	9	4	1	3	25
TOTAL		225	169	43	38	14	489
%		46%	35%	9%	8%	3%	100%

Discussion - Questions

Norman Snidow

VP Sales

nsnidow@patientworks.com

919-238-4754

