

Top Rising Needs AVIA is Seeing Across Health Systems:

- 1 | Widespread focus on triaging patients:** Virtual triage offers a 24/7 response to patients, providing symptom education and identifying the most appropriate site of care. Many systems are creating their own triage systems, rapidly expanding existing systems, or quickly adopting new solutions - sometimes in one week. They're also leveraging websites using chatbots, and call centers and RN/nurse lines, along with repurposing staff to support triage.
- 2 | Rapid and universal shift to virtual visits:** This move is twofold - to screen for COVID-19 and also to offload non-COVID-19 cases. Some systems are very focused on documenting visits so they can take advantage of any reimbursement opportunities.
- 3 | Strong emerging interest in remote monitoring:** This capability is key for three reasons. First, to keep COVID-19 patients out of the hospital while still monitoring progression. Second, to manage non-COVID-19 patients who can't come into the hospital right now. Third, to reduce the need for PPE within the hospital (e.g. eICU and tele-sitting).
- 4 | Huge focus on PPE shortages:** Systems are problem solving with creative solutions, including 3D printing, community and company partnerships, PPE conservation efforts, analytics to predict PPE utilization (i.e. surge prediction), and sterilization efforts.
- 5 | New staffing strategies:** Systems are addressing new workforce challenges, including managing a remote workforce, managing a potentially infected workforce, augmenting staffing for surges, and utilizing contract workers.
- 6 | Broad, customized outreach:** Communication is king. Systems are reaching patients with AI-powered chatbots, targeted text campaigns for specific populations (e.g. patients taking immunocompromising drugs or with chronic diseases, resulting in new engagement among historically un-engaged populations), email campaigns to inform and educate, and repurposed websites or new web pages with dedicated, updated information based on CDC & WHO guidance. They're also converting external web pages to internal web pages to improve communications across staff and clinicians.
- 7 | SDOH screening to manage vulnerable populations:** COVID-19 patients with social needs like poor nutrition, isolation, and unsafe housing are harder to reach, educate, and support with clinical triage and management. Virtual visits are also giving doctors a view into patients' homes, prompting recognition of new social needs. SDOH tools offer early and rapid identification of needs during triage, plus links to community services.

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ABOUT AVIA

AVIA is the leading partner for digital health insights, strategic guidance, and consulting services. Members of the AVIA Network solve pressing challenges with digital solutions that deliver outsized financial and clinical results. AVIA provides strategic focus, unique market intelligence, and proven resources that accelerate digital transformation throughout healthcare.