qliqSOFT

Customer

Walla Walla Community Hospice

Challenge

Automate the patient intake process, saving precious staff time and speeding care coordination

Solutions

- Quincy Healthcare Chatbots
- QliqCONNECT

Results

- Contract to production use in less than 14 days
- 30% reduction in patient intake time
- EMR completion decreased by five days, speeding coordination of care

Walla Walla Community Hospice Implemented Digital Intake in Less Than 14 Days, Reducing Patient Intake Time 30%

Walla Walla Community
H O S P I C E

SUCCESS STORY

In order to optimize resources and advance digital solutions in the wake of COVID-19, Walla Walla Community Hospice implemented QliqSOFT's Quincy healthcare chatbot solution.

Walla Walla Community Hospice is a multi-state hospice organization caring for up to 59 patients on any given day. Walla Walla mobilizes nursing and caregiver teams to provide direct care to at-risk hospice patients in their homes. Serving the segment of the population who are at the greatest risk for the virus with staff under their own personal and professional strains opened up a new reality for Walla Walla.

At the height of the 2020 pandemic, COVID-19 had impacted 3% of patients treated by Walla Walla either by means of direct infection, mental health impacts of quarantine or infection of a loved one or caregiver.

Topher McClellan
Executive Director
Walla Walla
Community Hospice

"We knew that we were going to have to take some major leaps forward to augment our medical staff and leverage more contactless technology to improve operational efficiency."

Leverage Digital Platform to Speed the New Patient In-Home Intake Process

The pandemic revealed an opportunity for Walla Walla to leverage technology solutions to address widening gaps in care created by COVID-19 by leveraging artificial intelligence in the new patient in-home intake process.

The first step towards augmenting the medical staff was outfitting intake nurses with a digital assistant, Quincy, an AI-driven healthcare chatbot developed by QliqSOFT, which would allow them to handle all new patient intake workflow digitally.

The pre-Quincy workflow consisted of an intake nurse visiting with a patient in-home, reviewing dozens of documents with them, exchanging pens for signatures, spending copious amounts of would-be clinical time preparing documentation, and then transporting the papers back to their respective facility location where they would potentially be completed by the original intake nurse or a case manager before being transferred to medical records to be scanned into the electronic medical record.

In the wake of COVID-19, this multi-touch process was evaluated and the organization began an evaluation process to find a digital intake solution.

"We needed a solution that would allow our nurses to use their tablets to review intake documentation with patients, capture electronic signatures, and transmit the PHI securely back to our records department without ever compromising the integrity of the data, the privacy of our patients, or the workloads of our staff," said Kyla Frasco, Controller for Walla Walla Community Hospice.

Walla Walla Community Hospice was already using another product from QliqSOFT - QliqCONNECT the company's HIPAA-compliant secure texting application - for their intra office communications. "We were shocked to learn that QliqSOFT was providing free access to their chatbot platform for their existing customers as a corporate giving initiative in the wake of the pandemic," said Kyla. "So I immediately reached out to see if my idea for a digital intake assistant would qualify."

After 2 rounds of design and testing the intake chatbot went live with Walla Walla's Community Hospice intake team in less than 14 business days.

"The documents, including consents, now show up in the EMR the same day they're signed – a huge operational efficiency gain for us," says Topher McClellan Executive Director of Walla Walla. "This allows us to kick-off coordination of care with other facilities sooner as well as various other workflows like benefits checking and counseling."

The intake nurse now scans a QR code on their badge with their tablet to access the secure AI-driven chatbot, which then guides the patient through a series of questions and digital forms to complete the intake packet. Upon completion, the entire chatbot conversation and all electronically signed documentation are routed to the Walla Walla medical records department in real-time. A process that previously took up to a week to complete and required passing PHI through multiple hands, is now completed instantly at the point of care.

"We anticipate growing our chatbot program with QliqSOFT over the next year. We already have a design team working on using the technology to meet our requirements for delivering notification of noncoverage to patients. At first, people didn't think chatbots would solve our problems because they could only envision a scenario where the aging hospice patient had to interact with a complex, unnatural, digital dummy – but we've proven that with the right technology partner you can have intelligent chat that's no more complex than a simple SMS," says Kyla Frasco.

By leveraging artificial intelligence via Quincy in the new patient intake process, Walla Walla Community Hospice has been able to expedite care, increase transparency, decrease the potential for staff burnout, and ensure quality compassionate care for all of its current and future patients.

Measure	Result
Time saved per patient	30%
Projected time saved with Spanish language forms in round 3	45–55%
Transportation & materials cost savings	100% eliminated cost
% of staff transitioned to other tasks	50%
EMR completion	Decreased by 5 business days

qliqSOFT

Contact Us
(866) 295-0451
sales@qliqsoft.com
www.qliqsoft.com