Utilizing AI to increase patient engagement.

1.) Concept: SYH experienced (just like anyone else) the effects of the greatest resignation and the pandemic. With an increased number of calls and less agents to answer the phones SYH patient engagement rate was dropping, increase of duplicated calls, increase in patient frustration, and overall a decrease satisfaction. SYH needed to do something about it.

Action Plan:

Identification of the need

- Monthly patient satisfaction Report - lower satisfaction with the call center performance
- Abandonment Rate kept increasing.

Patient Access Team

- Usage of Data to identify and track abandonment rate, duplicate calls, service level, and more.
- Abandonment Rate of calls in English and Spanish was the first step. Data driven decision (using UDS for leguage and local call center and EHR data)

Multidisciplinary Team at work

- Information Thecnology - assigned a PM to analyse all the possible solutions.
- Patient Access Team - woking with IT to chose the solution needed to increase patient engagement.
- Quality Dep - tracking patient satisfaction results and compliance rate.

Patient Access Team

- Monthly KPI analysis
- Continious Process Improvement.

2.) Data:

Base line – Abandonment Rate 27% average in 2021
Outcome – Abandonment Rate 9.5% average in 2023.

3.) Action Plan:
b. **Solution Selected:** The solution combined deep healthcare expertise and its robust experience optimization platform to deliver **HealthAssist** – to automating conversations for healthcare providers, health insurance payers, and life sciences.

c. **Competitive Advantage:**
Kore.ai has combined deep healthcare expertise and its robust experience optimization platform to deliver **HealthAssist** – an unprecedented, industry-leading approach to automating conversations for healthcare providers, health insurance payers, and life sciences.

**Value Proposition** - Kore.ai’s HealthAssist helps Healthcare Providers create Extraordinary Patient Experiences and Lower Operational Costs by automating repeatable, patient facing interactions through a highly secure, HIPAA compliant solution.

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**San Ysidro Health**

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4.) Results have reached even beyond 2022 into 2023. Abandonment Rate has decreased -

![Abandonment Rate](image)

Decrease number of unassigned patients seen –

![Unassigned patients](image)

5.) What is to come:
SYH keeps exploring AI to incorporate in clinical area to increase compliance rate and access to our patients to the best quality of care.