SmartContact Integrates *Smart* Technology and Patient *Contact*

SmartContact leverages smart technology to enhance patient engagement following ambulatory healthcare encounters. This process is critical for identifying and addressing patient wellbeing and service experience concerns, thus improving patient safety and satisfaction. Designed for easy use by nurses, physicians, case managers, and patient experience leaders, SmartContact streamlines engagement workflows efficiently.

Introduction

Auscura is a healthcare technology company whose name embodies its purpose—to listen ("aus") and assist ("cura"). Since 2012, Auscura has applied smart technology to each facet of value-based care, including quality, utilization, efficiency, satisfaction, and teamwork, the QUEST framework. Its SmartContact digital platform stands out for security, scalability, reliability, and affordability. It engages patients with a brief, customizable wellbeing and service assessment.

Challenge

Ambulatory care, covering emergency medicine, urgent care, same-day surgery, interventional procedures, and primary care, faces a crucial challenge: the absence of next-day follow-up. This gap results in clinicians unaware of patients' evolving conditions, ability to afford prescriptions, and difficulty scheduling follow-up appointments. Such oversights compromise patient safety and experience. Traditional satisfaction surveys fail to provide actionable insights for addressing these service gaps, and healthcare professionals often miss positive feedback from satisfied patients.

Deliverables

- Real-time alerts for on-duty staff when a patient reports worsening conditions
- Case management referrals for patients experiencing aftercare issues
- Resolution of service issues by patient experience staff to prevent formal grievances
- User-friendly platform that achieves high patient response rates
- Reduces malpractice claims, improves CAHPS (Press-Ganey) scores, and boosts staff morale
- Advanced automation is applied to administrative workflows, including bidirectional translation
- Shift reports sent to clinical staff, and monthly internal benchmarking and reporting enhance staff performance and accountability
- Risk-free, low-cost subscription after acceptance of a customized pilot

Summary

SmartContact by Auscura represents a significant advancement in patient engagement, safety, and satisfaction in the ambulatory care sector, offering a comprehensive, effective, and adaptable solution for healthcare professionals.