


KEYSTONE
HEALTHCARE PARTNERS™

Keystone Connect™

[KeystoneHealthcare.com](https://www.KeystoneHealthcare.com)



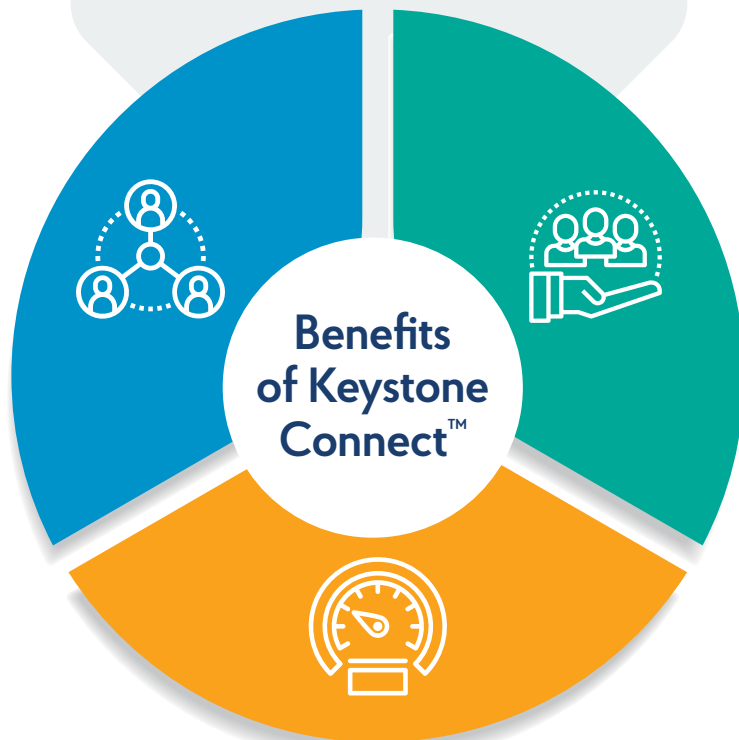


Learn how Keystone Connect™ helps hospitals and health systems transform engagement and improve outcomes through AI-assisted patient engagement.

At Keystone Healthcare™, we are helping solve some of the toughest patient engagement challenges by using AI-enabled technology to engage with patients in a meaningful way, intervene quickly and at scale, and continuously measure performance.

Connect More

- Communicate with your patients in real time, in any language, no matter their location
- Collect immediate and actionable feedback
- Increase patient response by 300%, with no emailing or cold calling



Engage Continuously

- Easily disperse pre-visit and post-discharge information and education
- Automate actions to identify and manage at-risk patients
- Enable AI-assisted scheduling for clinician callbacks, telehealth, primary care, and specialists

Improve Performance

- Reduce readmissions
- Improve 48-hour follow-ups and HCAHPS
- Reduce 72-hour ED return visits

Discover the **five ways**
Keystone Connect™
addresses common patient
engagement challenges.



Improved Web Reviews

CHALLENGE

While web reviews and ratings may be debatable, they have become an immovable reality. Hospitals are facing increased pressure to achieve and maintain ratings that attract the informed, modern-day healthcare consumer. Satisfactory scores are critical and exemplary scores are defining for a hospital. Patients have shifted to real-time, tech-enabled channels to share their feedback, and sentiment scoring channels need to effectively facilitate that change in patient behavior for their benefit.

SOLUTION

Keystone Connect™ has proven successful in raising a hospital's Google Review score from 2.5 stars to five stars in less than three months by implementing an AI patient engagement survey process. This impact is the result of meeting the consumer where they are with a text message via smart device and intervening and responding to patient feedback in real time. It is also the result of leveraging AI technology to route satisfied customers to a preferred platform to submit their web review.

2 Reduced Readmissions

CHALLENGE

Readmissions that occur 72 hours and 30 days post-discharge are metrics that nearly every hospital manages closely as poor performance can be costly through penalties. Hospitals have a rear-facing view of performance and lack a forward-facing view that would proactively mitigate readmissions.

SOLUTION

Keystone Connect™ informs leading indicators to readmissions and empowers care teams to respond to patient needs before they return to the emergency department. Shifts can be as simple as ensuring a patient understands their discharge instructions, has picked up their prescription, or has scheduled a follow-up visit with their primary care provider (PCP). While shifts are simple, the results have a monumental impact on reducing readmissions.



3 Meaningful Clinician Feedback

CHALLENGE

Memory fades over time. Current patient engagement processes overestimate a patient's ability to recall specifics related to their treatment and care provider. Moreover, clinicians engage more authentically with feedback that is relevant and timely. Having a real-time platform that provides this two-fold benefit is critical to managing your care teams.

SOLUTION

Keystone Connect™ data is real-time and physician-specific. It provides contextual insights that matter to you and your clinicians. Its real-time nature builds legitimacy and helps get buy-in from your care team to tune into, and manage against, the insights.



4 Data Transformed to Information

CHALLENGE

Virtually no hospital in today's environment lacks data. Instead, what is lacking is the ability to translate overwhelming amounts of datapoints into meaningful information that can be stratified. Data should be working for you, not be creating work for you.

SOLUTION

Keystone Connect™ stratifies data into meaningful information that can be reviewed by provider, visit type, time frame, payor, or demographic data. Almost any dataset can be translated into a question and answer that produces decisive insights for your care team.



5 Increased Patient Retention

CHALLENGE

While no person wants to experience a health emergency, everyone wants to have a trusted source of care when that time comes. Hospitals and health systems are failing to build meaningful relationships with their patients that extend beyond the four walls of the emergency department. In turn, these facilities fail to build resonance and loyalty with the patients they treat.

SOLUTION

Keystone Connect™ extends the dialogue with patients post-discharge. The AI technologies allow for a human-like interaction that demonstrates care for the patient and is responsive to their follow-up care needs. It simplifies the patient care loop to ensure that, if appropriate, care next steps are managed within the hospital system.



More Engaged For Better Results[®]

[keystonehealthcare.com](https://www.keystonehealthcare.com) | info@keystonehealthcare.com | (800) 839-8493



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