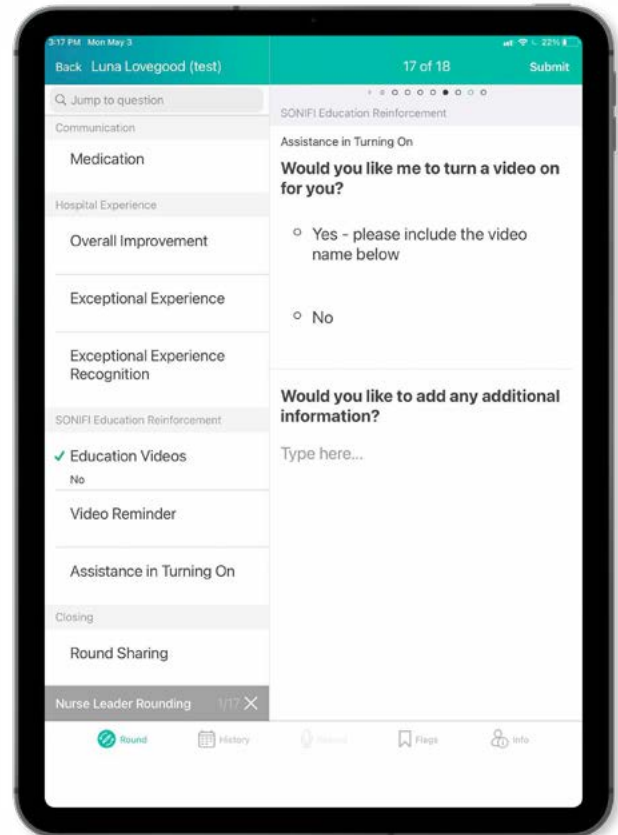# Reduce Readmissions | Enhance the Patient Experience | Optimize Clinical Workflows

SONIFI Health and CipherHealth have united to help enhance the patient experience, improve care team satisfaction, and deliver better post-discharge outcomes by providing optimization solutions and strategies for patient education, service recovery and care transitions. By streamlining nurse rounding workflows, standardizing communication touchpoints, and engaging patients directly in their care, health systems amplify their patient engagement programs throughout the care continuum and reinforce critical information that improves clinical outcomes.

Key Benefits

- Create a more holistic approach to your patient communication and care planning workflows and programs

- Identify best practices for engaging patients in educational content and reinforcing key materials for successful care transitions

- Improve clinical outcomes and operational efficiency by optimizing solution implementations inside and outside the hospital
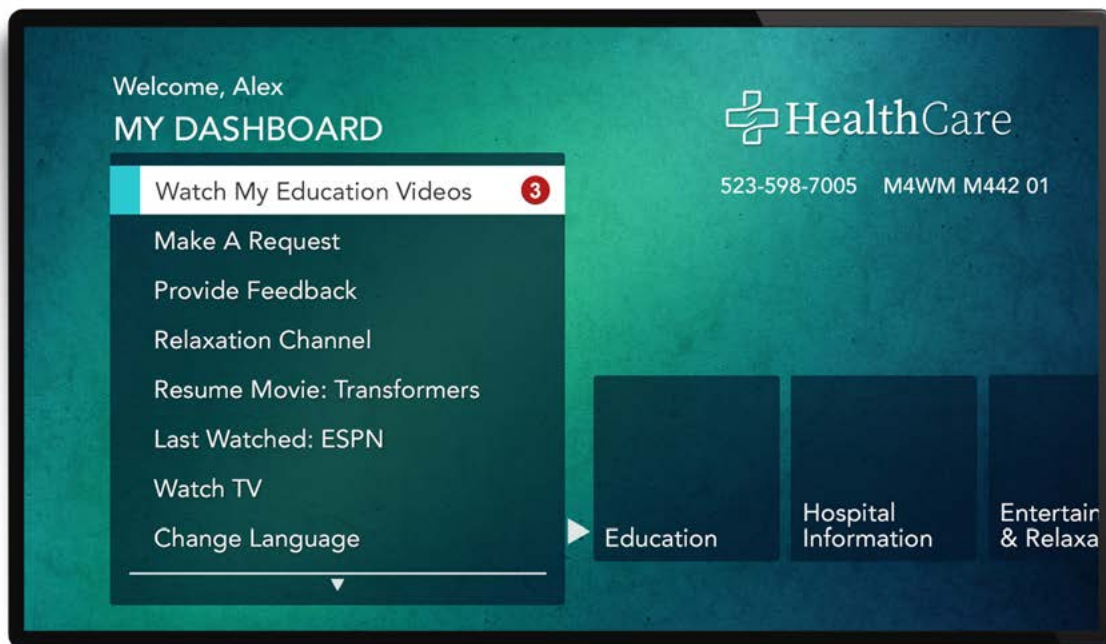
More Options to Maximize Your Patient Experience Program

Below is an example of how health systems can leverage CipherHealth and SONIFI technologies together.

1. During patient rounds, ensure rounders are prompted to engage patients in the services available to them using SONIFI's interactive platform, including prescribed education that helps them prepare for discharge and transitions of care.

2. Utilize CipherRounds to encourage patients to make requests and provide feedback using the SONIFI interactive solution so that notifications can be dispatched to the right staff member and resolved in real-time.

3. Upon discharge, patients enrolled in CipherHealth's post-discharge follow-up programs will verify their understanding of educational content. Should a patient indicate an issue, real-time alerts notify designated staff for prompt resolution.

4. Utilize the data captured via SONIFI and CipherHealth programs to identify improvement areas that will further enhance your patient engagement initiatives.

The CipherHealth and SONIFI Health partnership positions health systems for greater success in areas directly correlated with patient-provider relationships, and ultimately, care plan compliance across the continuum.

Enhance the patient in-room experience by way of SONIFI Health's interactive television so they can control entertainment options, access important education about their health, and provide feedback to staff.

Key Outcomes

An enhanced patient experience

- Set your hospital apart from competitors with use of modern technologies
- Connect the dots from pre-care to in-care through post-care
- Improve service recovery time and patient satisfaction scores
- Standardize the patient experience by reducing variance

Deliver better transitions of care

- Identify logical opportunities to reinforce key educational content
- Capture important SDOH information that can be proactively addressed prior to discharge
- Facilitate teach-back opportunities to close the loop on patient education

Improved quality & safety

- Enable effective service recovery throughout the care journey
- Proactively address patient concerns
- Reduce harm and fall rates
- Encourage medication compliance
- Drive compliance for meaningful use requirements

Financial outcomes & ROI

- Enable a streamlined process for clinical rounding interactions with patients that reduces staff burnout
- Boost HCAHPS scores
- Reduce avoidable readmissions
- Reduce Length of Stay (LOS)

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