



# Lifespan

MINI CASE STUDY

PANOPTIC DEVELOPMENT

## BENEFITS

- Saves time and money, research staff no longer have to sort, manage and analyze assessments by hand
- Improved patient care by reducing potential human errors
- Allows Lifespan to more easily comply with upcoming Federal Electronic Records Standards
- Streamlines the process by allowing clinicians and research staff to schedule assessment appointments online with automatic notification of completion
- Automatic reminder of upcoming assessments to participants
- More secure than a manual process

## Streamlining Health Assessments

### Overview:

As part of patient care, Lifespan Hospitals periodically have patients fill out assessments. Many of these assessments are filled out and scored manually and hard copies of the assessment are made available to authorized users. This process was manually intense, subject to possible human errors and was not efficient. In order to reduce human errors, facilitate the movement to electronic patient records, and streamline the process, Lifespan wanted to move the entire assessment process online.

The Children's Depression Inventory (CDI) was the first assessment targeted, with the goal to easily add additional assessments in the future. Lifespan contracted Panoptic Development to build an extensible web-based application framework for on-line assessments.

filled out by the participant; administrators are notified of its completion, the assessment is automatically scored and the results are made electronically available to authorized users. Clinicians are able to review results before the appointment. Also to improve patient care, authorized users are immediately notified if a participant indicates that he/she is thinking of harming themselves. This allows the staff to be proactive in providing the assistance needed for the patient.

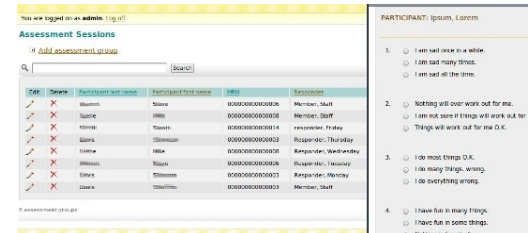
Patient's privacy is very important, the application complies with federal HIPAA Privacy and Security standards as well as Lifespan's stringent internal security policies.

### Old Workflow:

Participants would fill out the CDI just before their appointment with a clinician. The assessment would be hand scored and the results would be made available to the clinician just before the appointment. Results would be saved in hardcopy format.

### New Workflow:

Research staff schedule assessment appointments online. Participants receive a reminder email with a link to the online assessment. Participants can now fill out the assessment online in the privacy of their own homes or while at the hospital. Once the assessment is



### Scheduling assessments online

### Benefits:

The benefits to Lifespan are numerous: they have reduced potential errors, streamlined the process, providing a more secure environment, moved closer to the requirements for electronic patient record and increased customer service. There are also benefits to the patient including improved patient care, email reminders about upcoming assessments and the ability to complete the assessment online.