



Service Description

Care Coordination Platform

Care Coordination, Patient Guidance and Carepath Automation on care pathways

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1. Overview of the Service

The Care Coordination Platform is a solution for hospitals and other healthcare organisations which transforms care coordination, making it more impactful for healthcare teams and patients alike. The platform has been co-developed together with two major university hospitals in Finland and a Children's Hospital in the US. The platform automates, monitors and supports patients on their care pathways. The platform provides both patients and healthcare professionals with actionable real-time insights and instructions on care pathways to ensure patients are always aware of the next steps in their carepath and compliant with their care pathway. Additionally, the platform allows the healthcare professionals to track how their patients are progressing on their care pathways, following instructions, filling questionnaires and reading important information about their treatment. With these functionalities, the care units are able to allocate resources more efficiently on those patients needing the most support and guidance, before and after treatment. Utilising the information collected through the platform, care units can streamline care processes and workflows by minimising the number of unnecessary phone calls, patient no-shows and delays, and non-value-adding administrative work.

The platform is currently in use in operative, internal medicine and chronic specialties as well as in psychiatry. The platform is currently in use in approximately 25 medical specialties. The platform is a cloud service, the data it collects is stored in the EU area and it meets the requirements set by the GDPR for safe processing of personal and health data. The platform is CE-marked (MDD, Medical device, Class I, FI-CA01-2017-0396). The platform also has valid ISO 13485:2016 and ISO 27001:2022 certificates. The approval process for the CE mark in accordance with the requirements of the MDR is underway (Class IIa medical device). The platform has support for more than 10 different languages, such as Finnish, Estonian, Swedish, English, German, French and Italian. The platform supports HL7/FHIR integration interfaces, and has been integrated to multiple information systems in the UK and in Finland.

The Care Coordination Platform consists of the **Patient Engagement App** for patients and the **Pathway Management Dashboard** for healthcare professionals. Through the platform, data is collected into a **Care Analytics** tool used by Buddy Healthcare.

The Patient Engagement App is used by patients on their care pathways. The patients usually take the app into use when the treatment decision has been made or when the referral has been done. Healthcare professionals enrol the patients to use the app. The enrolment process is always defined in close collaboration with the care unit. The app is freely available for the patients in Google Play Store and Apple App Store. For providing the best possible support to patients during the care pathway, it is also possible that other family members use the app together with the patient or on behalf of the patient. The patient also has the possibility inside the app to share the carepath with their next of kin. This functionality allows them to take care of the instructions, questionnaires and other material related to the care pathway together. The purpose of the app is to provide easily understandable information on a simple chronological timeline with automatic reminder notifications so that it is easy for the patient to follow all important instructions and have visibility over the whole carepath and its different stages.

The whole platform can also be white-labeled according to the hospital brand guidelines. To this date, more than 10 white-label applications have been done to different customers. In this case, the app in Play Store and App Store can be found with the hospital's own name and brand guidelines, as well as the Pathway Management Dashboard with the hospital's own colors and brand guidelines.

The Pathway Management Dashboard allows healthcare professionals to automatically monitor in real-time their patients' progress on the care pathways. Hereby, the healthcare professionals are able to focus on those patients needing the most attention or having special needs before or after treatment. The dashboard works simply on a web-browser and does not require any local installations at hospitals. When patients take the app into use, the healthcare professionals enrol the patients onto the platform. After creating the carepath for the patient, the patient is able to take the mobile app into use. How the

patient takes the app into use depends on the white-label application: the patient either takes the app into use with an activation code generated by the dashboard, or through strong authentication, such as authenticating with bank credentials.

After the patient has taken the app into use, the healthcare professionals can start monitoring how the patient progresses on their care pathways. The dashboard will automatically raise attentions in the dashboard, so there is no need for the healthcare professionals to actively monitor all patients in the platform. Only those patients who have attentions need to be checked. Furthermore, all forms submitted by the patients are visible in the dashboard to healthcare professionals. Patient Reported Outcome Measures (PROMs), Quality of Life (QOLs) surveys and Patient Reported Experience Measures (PREMs) may be included in the carepath. The platform also flexibly supports all kinds of questionnaires.

In conclusion, the purpose of the dashboard is to give insights to the healthcare professionals about patients who might have such deviations from their carepath that could cause e.g. appointment no-shows or late cancellations. Smart communication and data exchange between the Patient Engagement App and the Pathway Management Dashboard results in more compliant patients and optimised workflows.

2. The Patient Engagement App

The Patient Engagement App is designed and developed for patients who are on their care pathways for any medical specialty. The app includes all the information about the upcoming treatment, pre- and postoperative care instructions, questionnaires, and automatic reminders about, for example, when to stop eating, drinking, and certain medications before the procedure. The patient is reminded of every essential step during the carepath, such as appointment reminders. For example, after the procedure, patients also receive educational material and tasks to stay on track with their recovery plan and complete surveys on self-report compliance, such as early mobilisation. The app also includes messaging functionality between the healthcare professionals and the patients which allows the patient to flexibly contact the care unit on questions about treatment.

The content of the care pathways (texts, videos, images, logos, addresses) can be customised by the healthcare professionals. The content of the care pathways is defined together with the healthcare professionals to ensure that the platform smoothly integrates into the workflows of the hospital. Already several hundreds of different care pathways have been implemented to the platform, which can be used as a basis for the new care pathways. The modular structure of the platform allows it to always fit into the care unit workflows and patient processes.

In Figure 1, screenshots of the app are presented. The app is available on the Google Play Store for Android devices and on the Apple App Store for iOS devices.

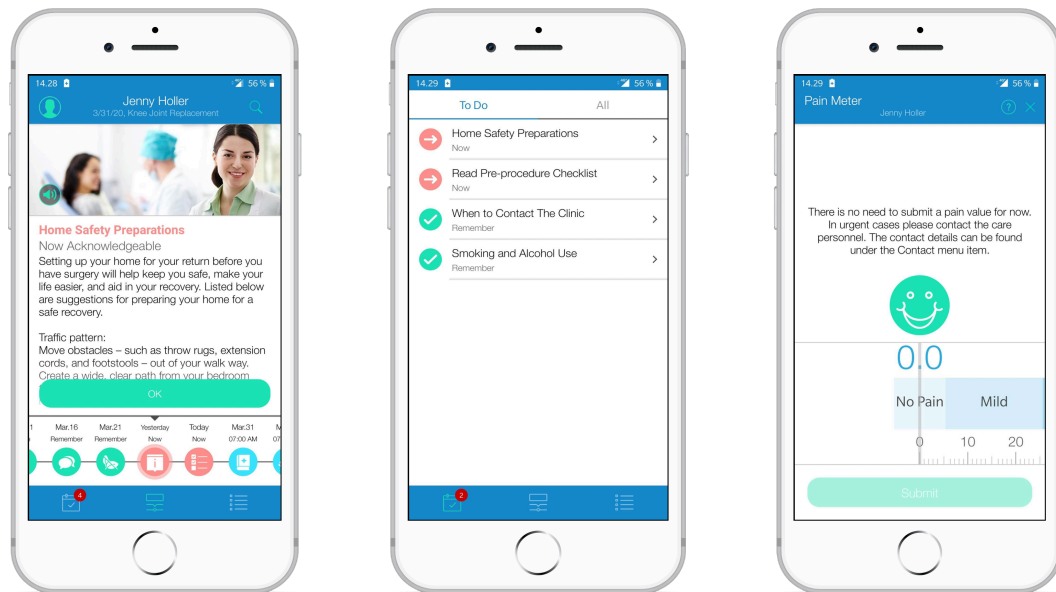


Figure 1. Example carepath

3. The Pathway Management Dashboard

The dashboard provides real-time and relevant insights to healthcare professionals about the patient's progress on their care pathways. The healthcare professionals may monitor how the patients follow vital instructions in the app, receive all care-related questionnaires to the dashboard and send messages as well as reminders about the most important tasks. For example, a nurse working at the clinic can see if the patient has read and acknowledged the "Pre-surgery Checklist" or the "Procedure Info Package" on time. The dashboard shows automatic alerts to the healthcare professionals if there are some deviating answers in questionnaires and also functions as a scheduling system so that care personnel can easily schedule, reschedule and cancel appointments when needed. The patient is automatically informed about any changes in the carepath, such as changed schedules or added instructions like medication information.

There is no need for the healthcare professionals to actively use the dashboard and monitor all patients. The dashboard will automatically inform the healthcare professionals about patients who need to be checked.

In Figure 2, a screenshot of the BuddyCare dashboard is presented.

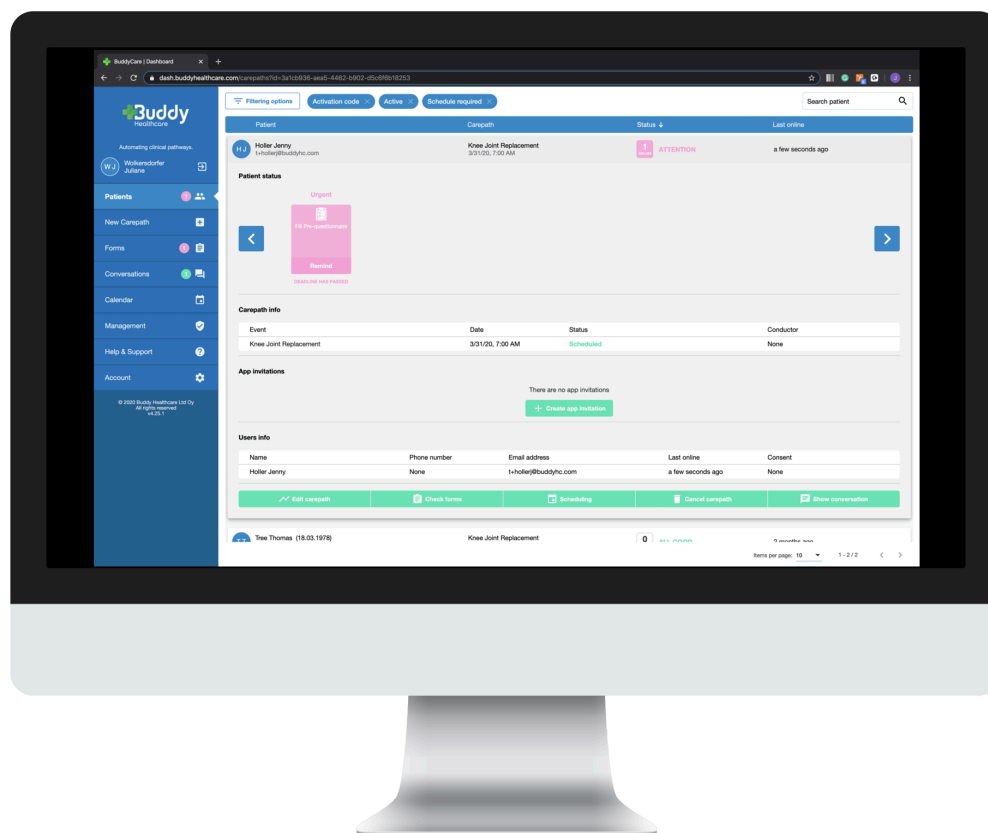


Figure 2. BuddyCare Dashboard

4. Structure and Content of the Care Pathways

The care-related content of the platform is based on the instructions and forms provided by the care unit. The carepaths are created, tested, and optimised together with the healthcare professionals paying close attention to how the patient flows through the care pathway. For each task on the app timeline, activation, deadline and expiry times are set to activate events to the patients when they should start following the instructions or filling and submitting questionnaires. With deadline and expiry times for the timeline events, patients are automatically reminded about the most urgent tasks on the timeline. By chronologically phasing the information, the patient can easily see the whole carepath and different stages. This way the patient is always aware of the next steps and is compliant with their care pathway.

5. Change History

Table 1. Document change history

Version	Date	Author	Comments
1.5.0	2020-09-28	Juliane Wolkersdorfer	Initial version
1.6.0	2020-10-08	Peter Hänninen	Changed terminology and made modifications to the content in all chapters

1.7.0	2024-11-27	Peter Hänninen	Changed terminology to be inline with the new brand guidelines. Streamlined the content of the document.
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