With new care delivery and payment models that have emerged as part of healthcare reform, the focus has shifted from delivering episodic care to driving patient wellness. Patient engagement and care collaboration can play a critical role in driving a patient’s health and wellness. Cisco® Extended Care 1.0 is a personal health and wellness collaboration platform that enables patient engagement and care team interactions at any time and from anywhere.

The Empowered Patient Transformation

Empowering patients and their families to engage in their own health care is an important goal. Patient engagement aims to improve a patient’s understanding of his or her health and related conditions so they can take a more active role in their health care. It also encourages the involvement of patient’s family members, as many patients can depend on their support.

The Cost of Healthcare

With escalating costs of care delivery, rising patient volumes, an aging population, shortages of medical professionals, penalties for hospital readmissions, and reductions in reimbursement, the healthcare industry is looking for secure, innovative, and sustainable solutions that can improve care coordination, patient engagement, and collaboration in order to drive better patient care.

The need for innovative technologies that can enable patient engagement and drive towards patient health and wellness can be seen in the following reports:

Institute of Medicine Report:

- US healthcare costs amounted to $2.6 trillion in 2012¹
- $750 billion could be considered healthcare waste¹
- 1 in 5 elderly patients are readmitted within the first 30 days¹
- Every year, the average elderly patient sees seven doctors across four practices¹

WHO Media Center, Obesity and Overweight Report:

- 65% of world’s population live in countries where overweight and obesity kill more people than underweight²

Cornell University Study:

- 21% of all US medical spending is obesity related³

² WHO Media center, Obesity and Overweight, May 2012 http://www.who.int/mediacentre/factsheets/fs311/en/
³ Cornell University Study on obesity http://news.cornell.edu/stories/2012/04/obesity-accounts-21-percent-medical-care-costs
What’s Driving the Transformation?

The establishment of Accountable Care Organizations (ACOs) has proven the ability to provide coordinated high quality care to patients. They help facilitate patients’ access to the right care at the right time while avoiding unnecessary duplication of services.

According to the Health Resources and Services Administration (HRSA), “[Patient engagement] is vital to improving patients’ health outcomes. Patients who are well informed of their medical condition are more likely to comply with their provider’s recommended regimen. They are also better able to communicate important health information to their providers.”

Why Collaborative Care?

A related trend is the emergence of new models of collaborative care — care that involves planned and improved engagement by a team of care providers and the patient themselves. Collaborative care is distinct from the episodic care typically delivered by a single health care professional or organization. Today, several factors are encouraging adoption of collaborative care as well as a growing demand for personalized care.

Many view collaborative care as an increasingly viable option in a health care system that is plagued by shortages of specialized and clinical resources. Healthcare organizations need innovative technologies and solutions that can facilitate collaboration among patients, their caregivers, and payers in order to make healthcare services more accessible, efficient, and sustainable. Collaborative care helps to meet this need, because it shares the burden of care across the wider community.

A High Quality Patient Experience

High quality health care ensures complete patient access, continued care and care coordination, while progressively improving patient engagement, helping maintain wellness and raising patient awareness. It requires a robust platform and relevant partnerships to offer services, and it calls for maintaining productivity workflows and efficiencies.

Benefits of Cisco Extended Care 1.0

So what are health organizations to do? Faced with these trends, how can they continue to deliver a high quality patient experience while increasing patient engagement and affordable access to care? Using the network as the platform, Cisco Extended Care 1.0 offers personal health and wellness collaboration that enables patient engagement and care team interactions at any time and from anywhere. The features include:

Anywhere, anytime secure access to care teams

- Patients can log in from anywhere using a secure, browser-based portal
- Patients can access care teams from anywhere, without travelling to a physical location

Ease of use workflow for patients

- With a single click, the solution enables patients to reach their care teams
- Additional optional workflow elements such as providers’ questionnaires can be introduced in the workflow to collect additional information
- The workflow automation makes the necessary information available to care teams when they see patients

Health Information Technology and Quality Improvement http://www.hrsa.gov/healthit/toolbox/HealthITAdoptiontoolbox/meaningfulUse/intro2meaningfuluseandpatientandfamily.html

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Enhanced real time video collaboration

- Patients and providers can communicate with each other with real time video collaboration
- The solution supports a wide variety of video endpoints including hard endpoints, soft endpoints and mobile endpoints
- The solution supports video quality at various resolutions to match available bandwidth
- Care teams, specialists, and other providers can initiate multi-party collaboration sessions

Enhanced and efficient care coordination and collaboration

- Using the capabilities of queuing, provider groups and triaging, the patients can reach the right care teams quickly and securely
- The workloads of the providers can be balanced by taking advantage of queuing and contact center models
- Care teams can seamlessly hand patients over from one care team member to another using re-queuing

Enhanced Patient Engagement

- Patients can initiate non-scheduled appointments with their care teams
- Patients can view scheduled appointments and make an appointment with a single click
- Providers can exchange messages with patients and drive awareness
- Patients can answer providers’ questions
- The solution can provide personalized content sharing
- Patients can manually enter wellness device data
- Providers can instant message other providers during consultations

Enhanced Visibility using Reports and Analytics:

- The solution provides visibility into resource usages in the system at any given time
- Reports on usage history provides a view of how the system has been used and can be used to plan ahead

Open API

- Embed Cisco collaboration capabilities into third party applications by taking advantage of the APIs and Portlets in Cisco healthcare collaboration middleware
- Build solutions using a simple normalized APIs that work with various video endpoints and collaboration tools
- Choose flexible workflows using the APIs provided by the solution
- Customize the portal

Integrated Systems

- The connector architecture can interface with back-end systems such as scheduling and EMR systems using standard protocols such as HL7 and Web services
- Patients can view information such as scheduled appointments on their portal from integrated systems

Solution Serviceability

- Configure and manage the system from a Web-based UI
- View system status and health of server and processes and receive events when there are resource issues
- Set logging and obtain debug information
Workflow Enablers and Tools

- On-Call Scheduling: Set an on-call schedule for care teams to enable optimal coverage
- Create multiple groups for patients, such as nutrition coaching or weight loss, and map care teams and resources specific to those groups
- Customize questionnaires
- Create provider groups and assign on-call schedules to each group

Enhanced Security

- Role based secure access
- Helps secure data in motion and data in rest models
- Encrypted storage of data
- Helps enforce enterprise security policies and rules

Services

The Cisco Extended Care solution must be optimally designed and implemented to help you realize its full potential.

The Plan, Design, and Implement Services Team

Cisco offers a full lifecycle of professional services, from planning and installation, to optimization and support via the Cisco® Extended Care Plan, Design, and Implement (PDI) Services team.

Cisco offers the following additional services to Cisco Extended Care 1.0 customers:

**Cisco Extended Care Workshop**
This workshop can identify cost savings, productivity enhancements, and business transformation opportunities enabled by the solution.

**Cisco Extended Care Remote Validation Service**
The Cisco Validation Service team will complete the activation of the Cisco Extended Care license keys and validate that the Extended Care installation works as intended.

**Cisco Extended Care Custom Application Support**
A support service for the Cisco Extended Care software, it includes application support, configuration management, change management, and incident management.

**Cisco SMARTnet**
Complementing Cisco Extended Care Custom Application Support, SMARTnet® provides dedicated, system-level support and maintenance, and global access to highly skilled engineers, 24x7 year round.

**Day 2 Support Model Options**
Day 2 Support for the Cisco Extended Care solution is offered by authorized Cisco partners to their customers. These authorized Cisco partners track issues, perform level 1 initial triage and level 2 video support as well as escalate customer complaints directly to Cisco.
Cisco customers may manage their own Day 2 support if they wish. The customer provides tier 1 (initial triage and troubleshooting) support and escalates issues to Cisco using SMARTnet and CAS contracts for entitlement. In this model, Cisco provides tier 2 support for customer-escalated Cisco Extended Care solution issues and Cisco product issues.

For more information about Cisco Services for Cisco Extended Care or for other Cisco products and solutions, contact your Cisco service account manager or send an email to: ciscoextendedcare_prdmgmt@cisco.com.

**Important Safety Information**

Cisco Extended Care is intended to allow healthcare providers to drive and promote wellness. Cisco Extended Care is NOT intended for use in emergency situations. In the event of an emergency, call 911 or your local emergency response system. Cisco Extended Care is NOT intended for use in situations involving real-time patient monitoring or alarming.

**Why Cisco?**

As the global market leader for Telepresence™, Web conferencing, and IP telephony, Cisco is the partner of choice for enabling and enhancing care-at-a-distance and wellness. Its standards-based videoconferencing offers the flexibility to use any endpoint that supports standard video protocols. Cisco solutions enable you to take advantage of your existing investment in Cisco infrastructure, while offering a secure, reliable, and extensible architecture that enables video collaboration in third-party healthcare applications.

Building on the power of the Internet of Everything and by bringing together people, processes, information, data and things, the Cisco Extended Care solution can enable improved patient access, experience, and engagement. The solution utilizes collaboration, mobility, security, workflow, and integration capabilities to enable wellness through enhanced care coordination, collaboration with care teams, and providing tools for population health management. The solution builds on Cisco healthcare collaboration middleware, to provide an anywhere, anytime platform for healthcare customers to provide wellness services to their patients.