



# Transparency and Patient Satisfaction in CHD Care: The EASE App

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Arnold Palmer Hospital for Children

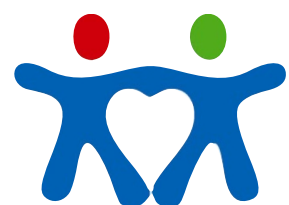
**Associate Professor**  
UCF College of Medicine





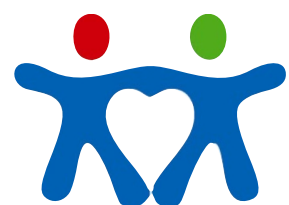


Co-creator / Partner  
EASE Applications, LLC



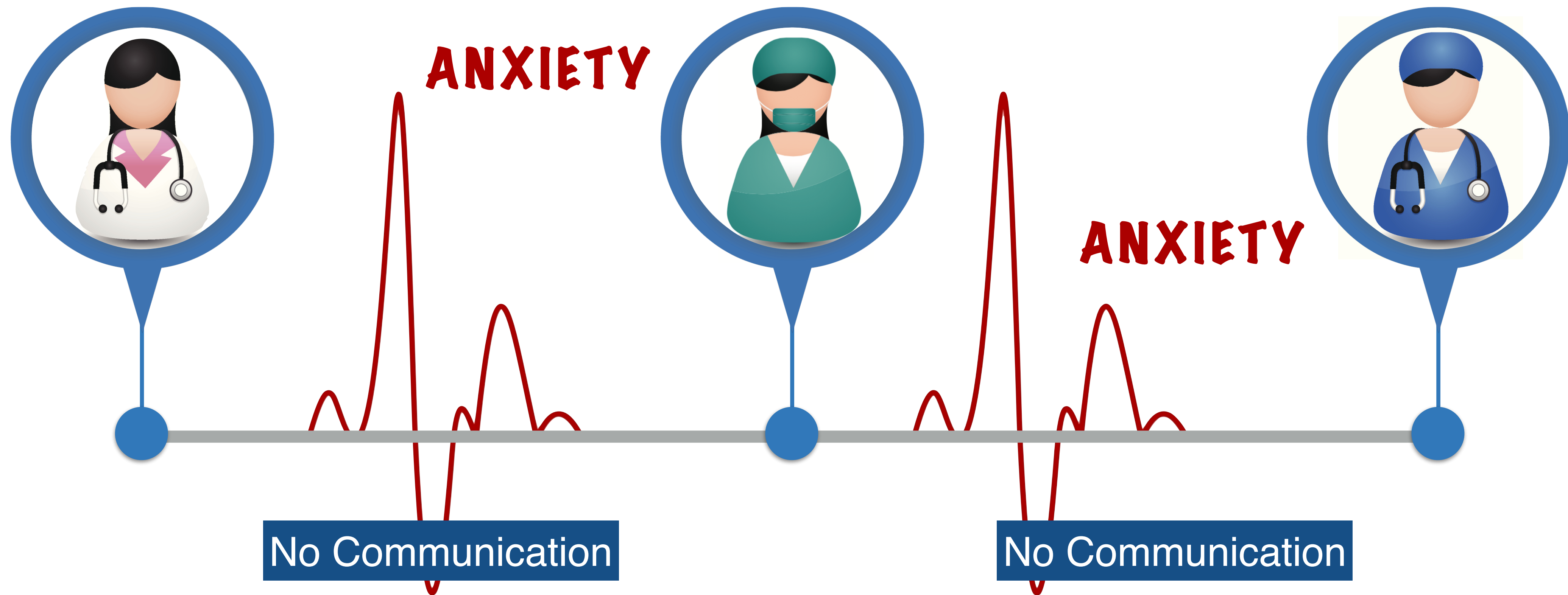


# EVOLUTION OF THE OPERATING ROOM





# SURGICAL / MEDICAL PROCEDURE







**unoccupied**

time feels longer than occupied time

**solo**

waits seem longer  
than group waits

**uncertain**

waits seem longer than  
known finite waits

**anxiety**

makes waits seem longer

*How families cope with the surgical waiting room.  
Kevin R. Campbell, MD 2012*



## The Anatomy of the Waiting Room

..where awkward smiles cut through silence with surgical precision. A waiting room, foul and filthy; cold and sterile like the operating suite. Every watch is broken in the waiting room... time, it seems, appears to stand still..

Part jungle. Part jail cell.

S. Mitrevska-Schwartzbach, Oct 2015





# TRADITIONAL PATIENT EXPERIENCE

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Poor Communication

Infrequent Updates

Dated Information

Inaccurate data

Paper Records





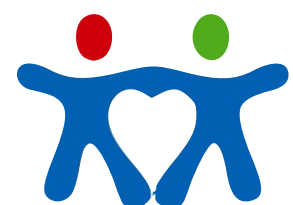
# Transparency: A Patient's Right to Know

Toby Cosgrove, MD, Cleveland Clinic\*

May 17, 2013



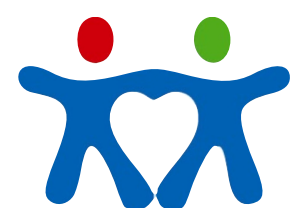
**“The era of transparency is upon us, and it’s redefining the way hospitals deliver care to patients.”**







We live in a connected world...





# iPhone X

Say hello to the future.

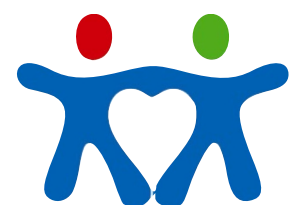
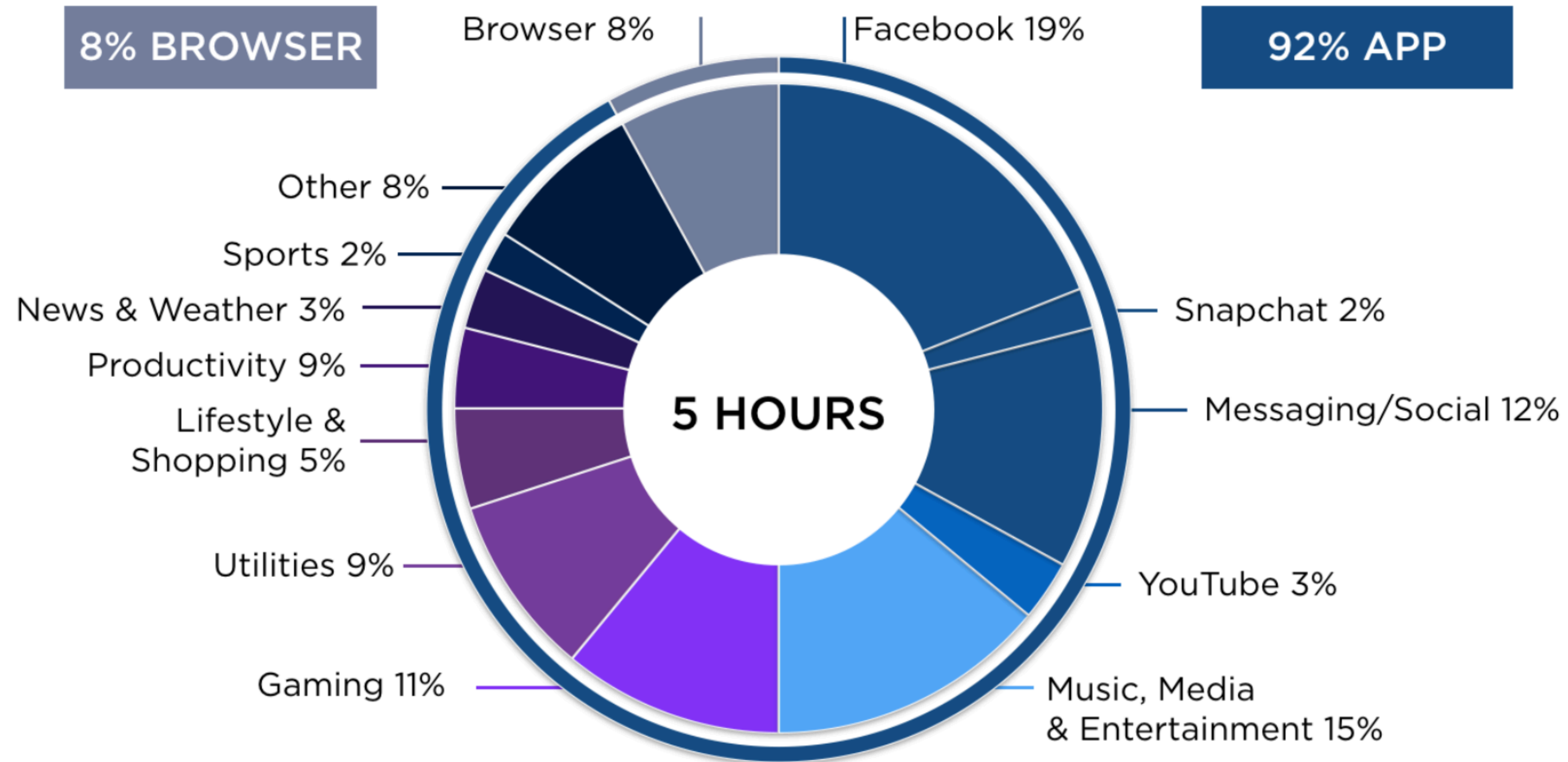


120 million times faster

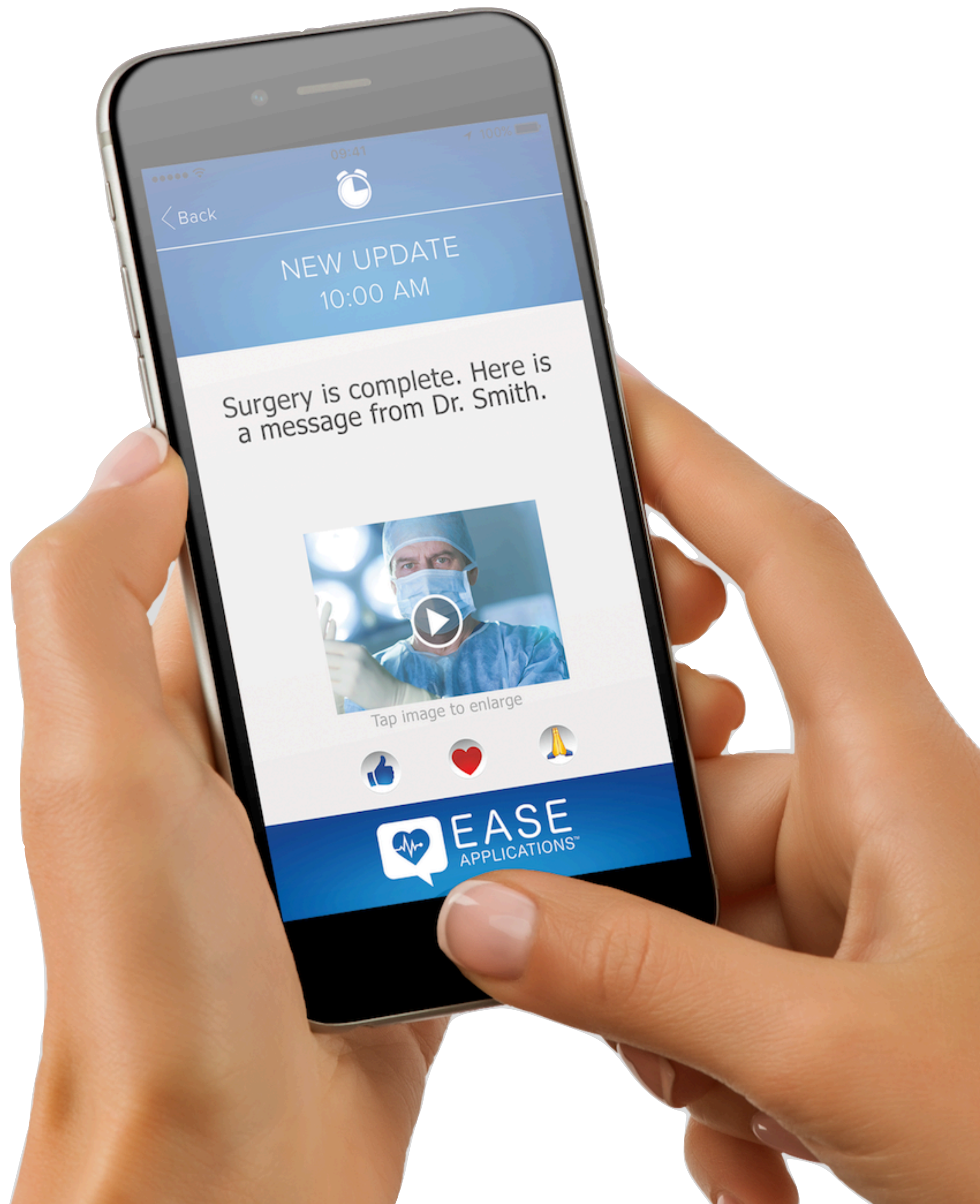




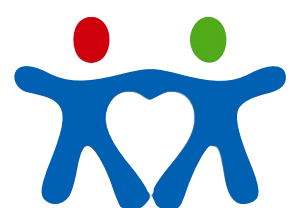
# US Time Spent By App Category







Communication platform built to  
**UPDATE, EDUCATE** and **CONNECT**  
patients and families throughout the  
hospital experience.







# HOW IT WORKS







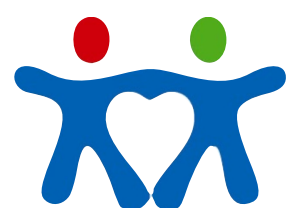
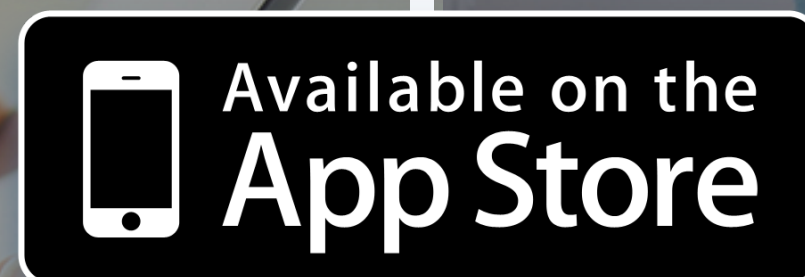
# EASE MD

(Clinician)

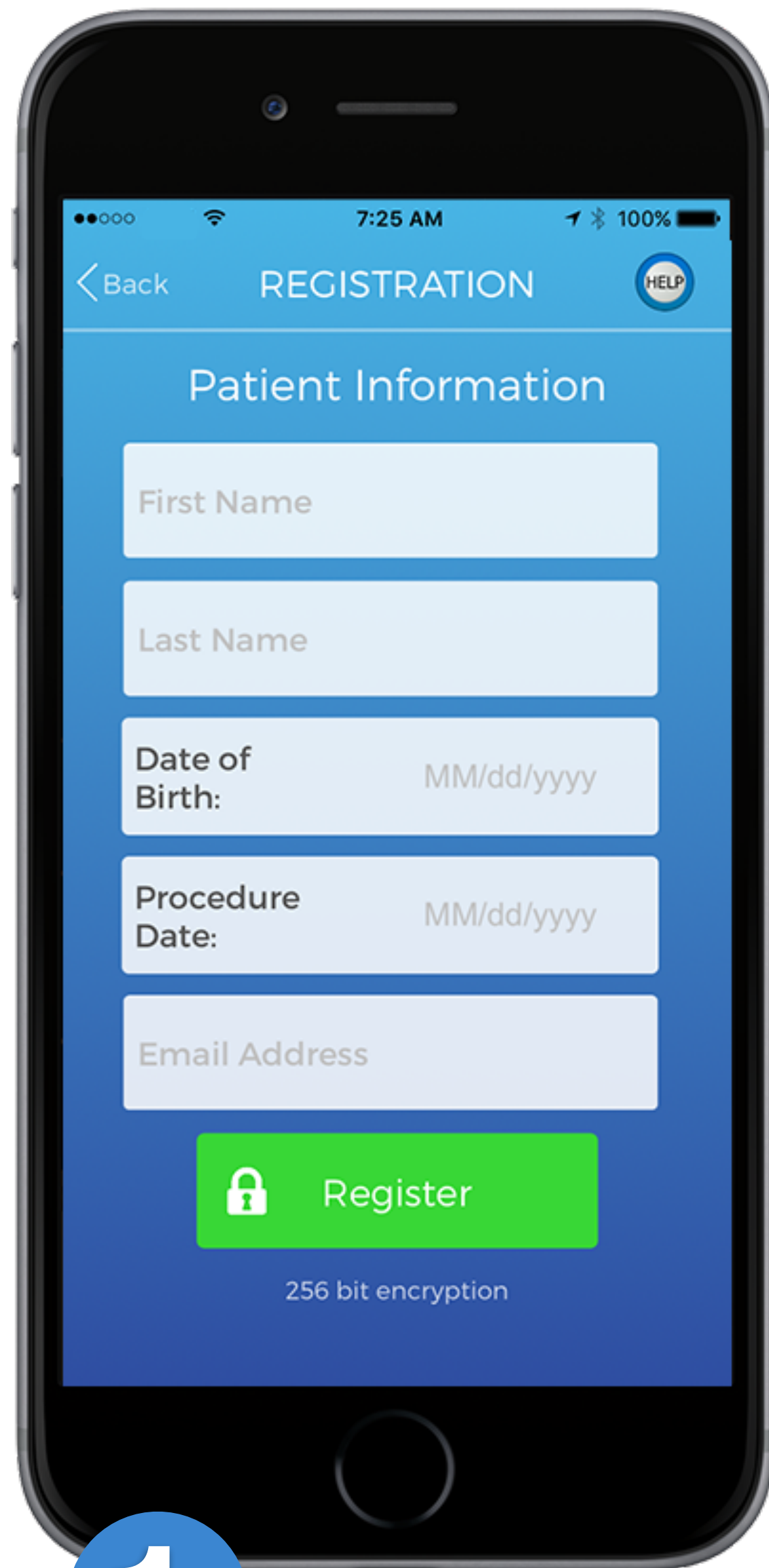


# EASE

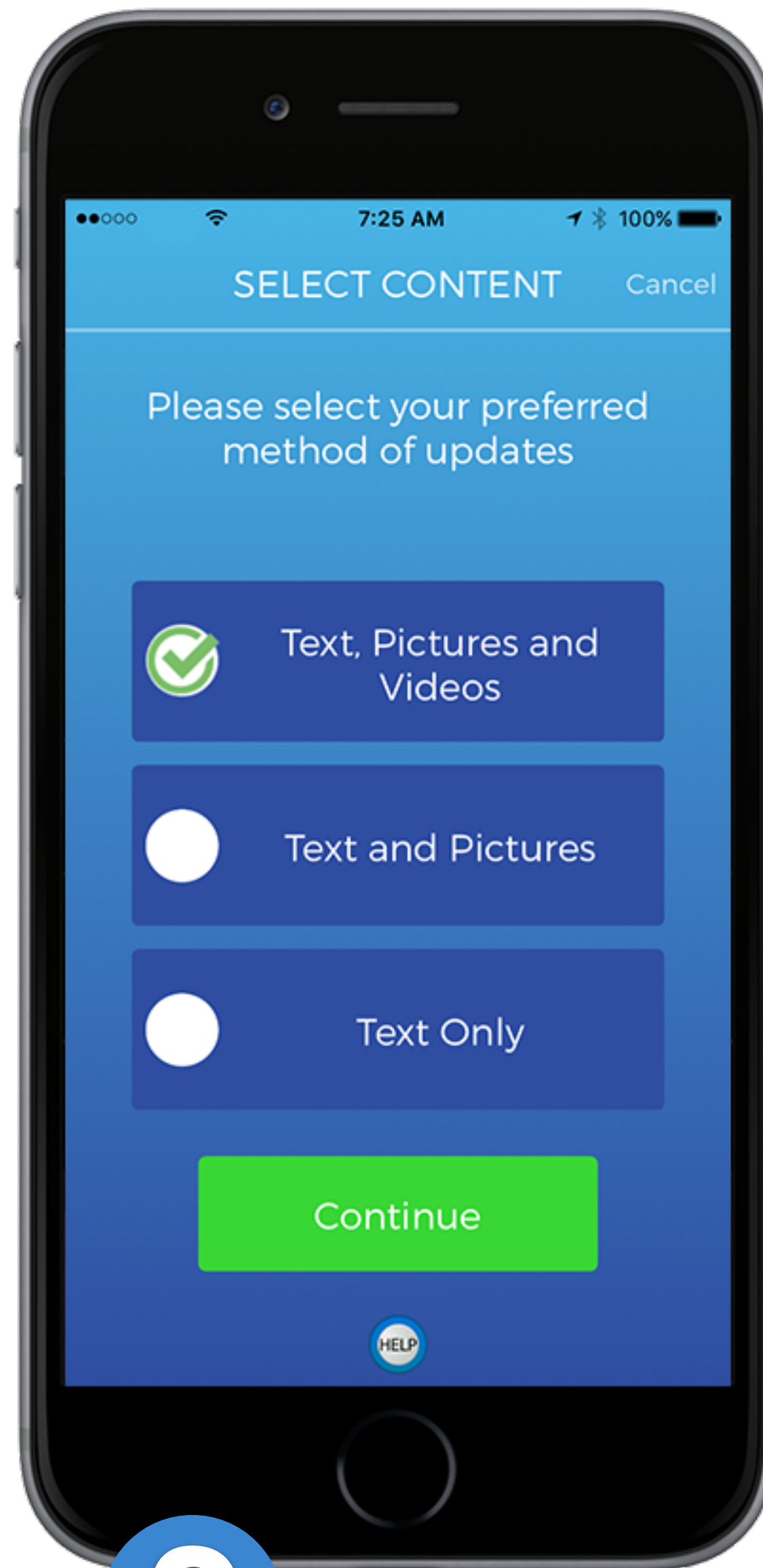
(Friends & Family)



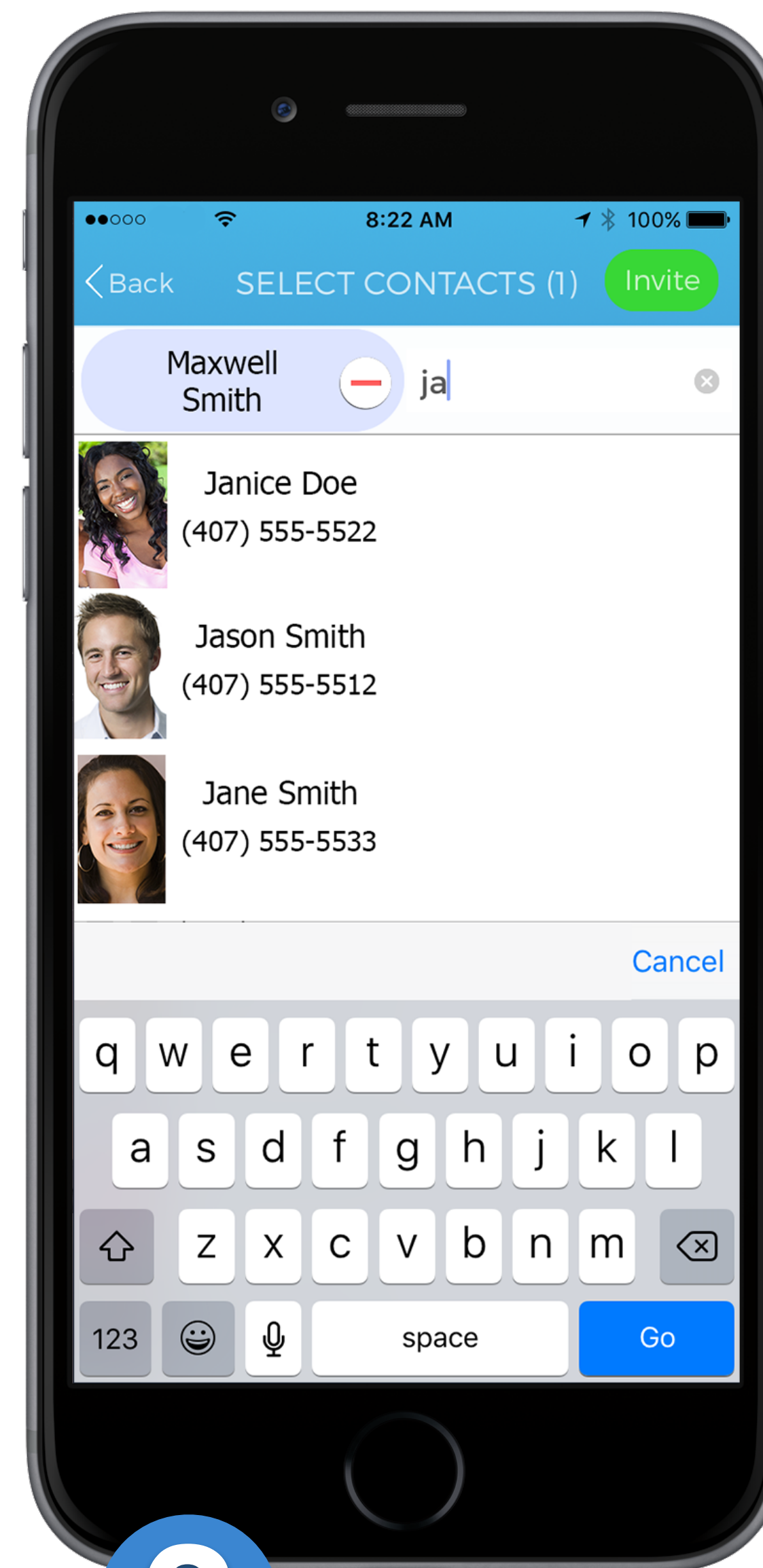




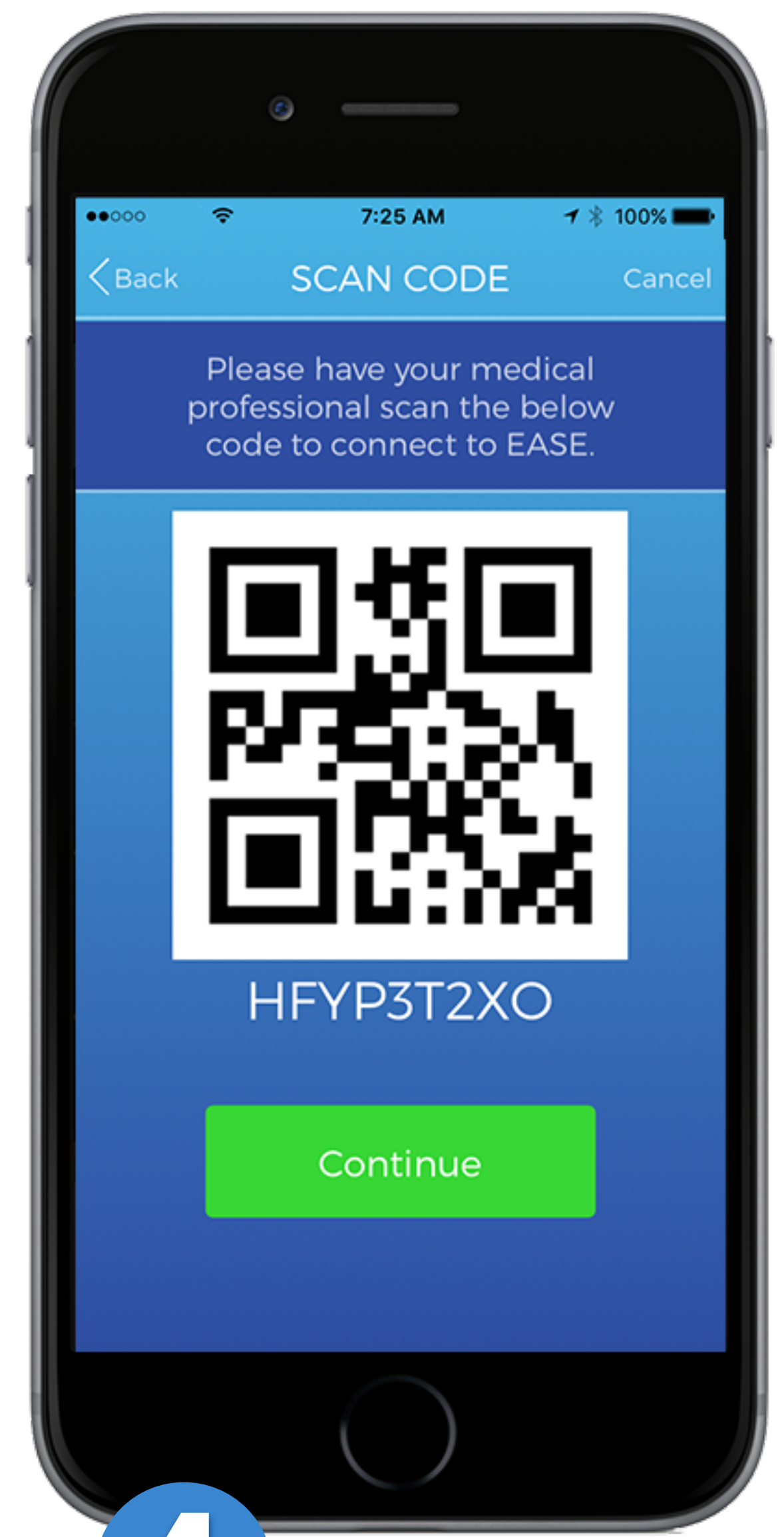
1 REGISTER



2 CHOOSE



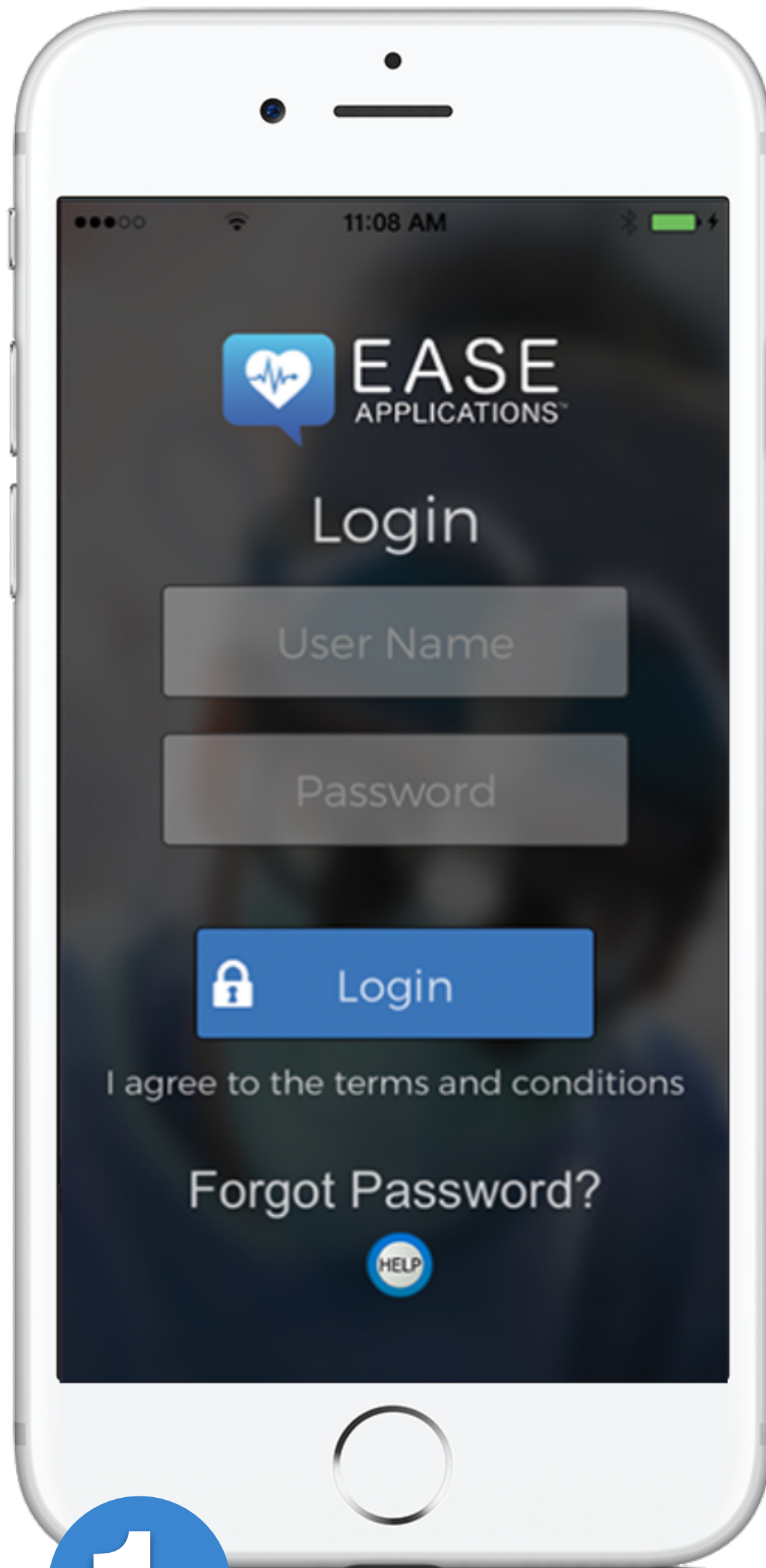
3 INVITE



4 SCAN CODE







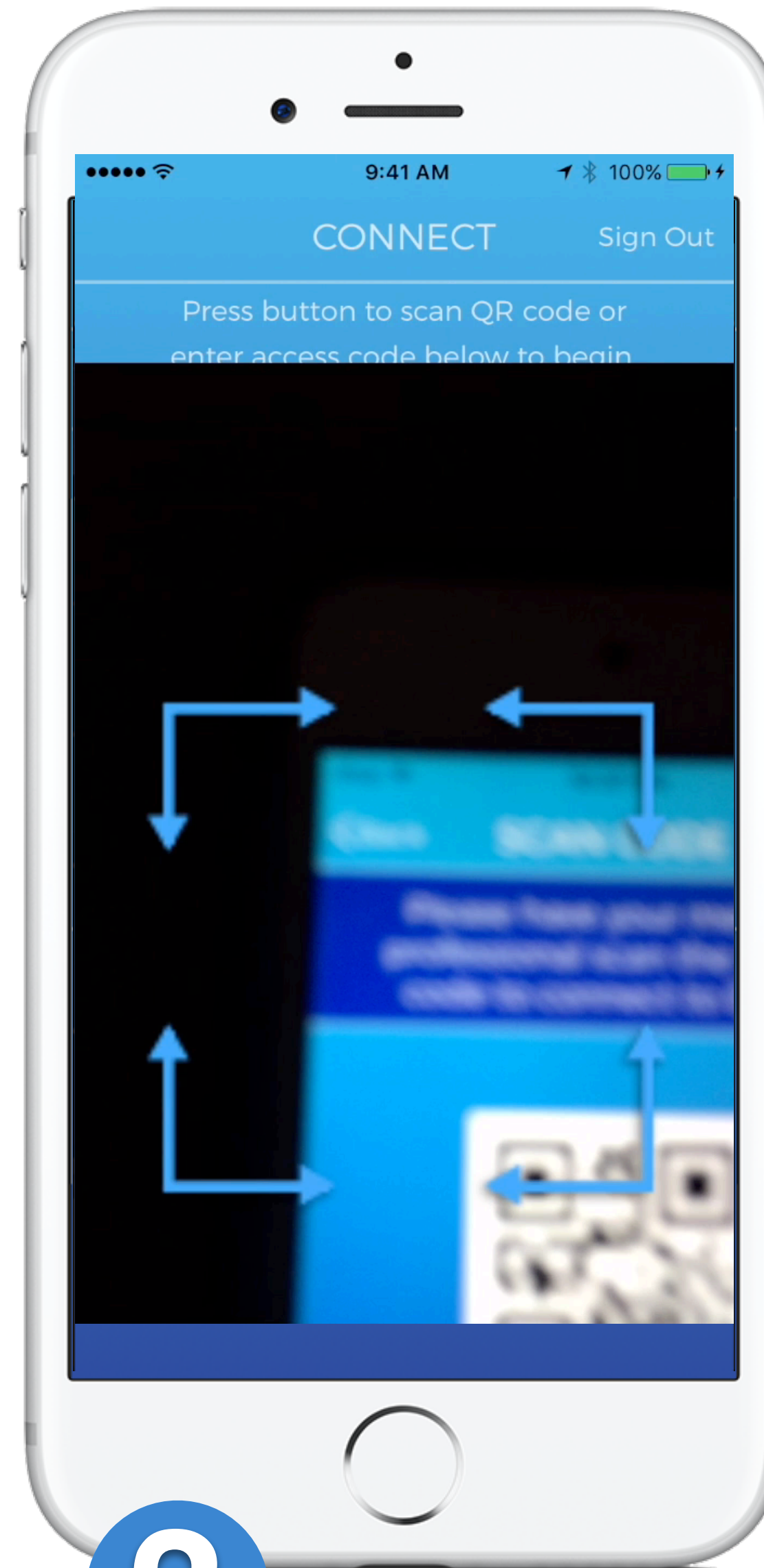
1

LOGIN



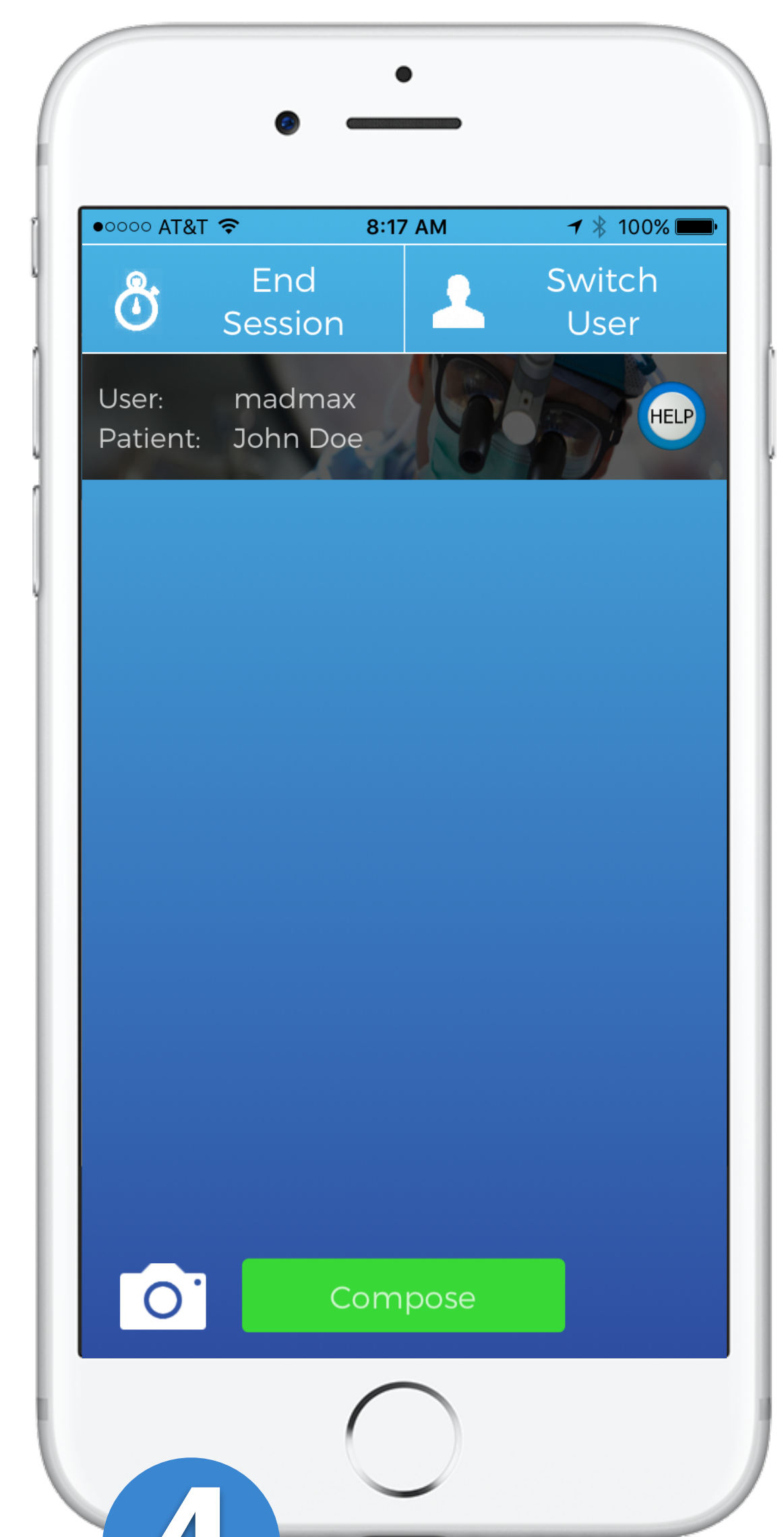
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CONNECT



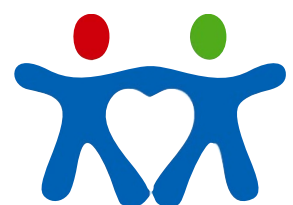
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SCAN

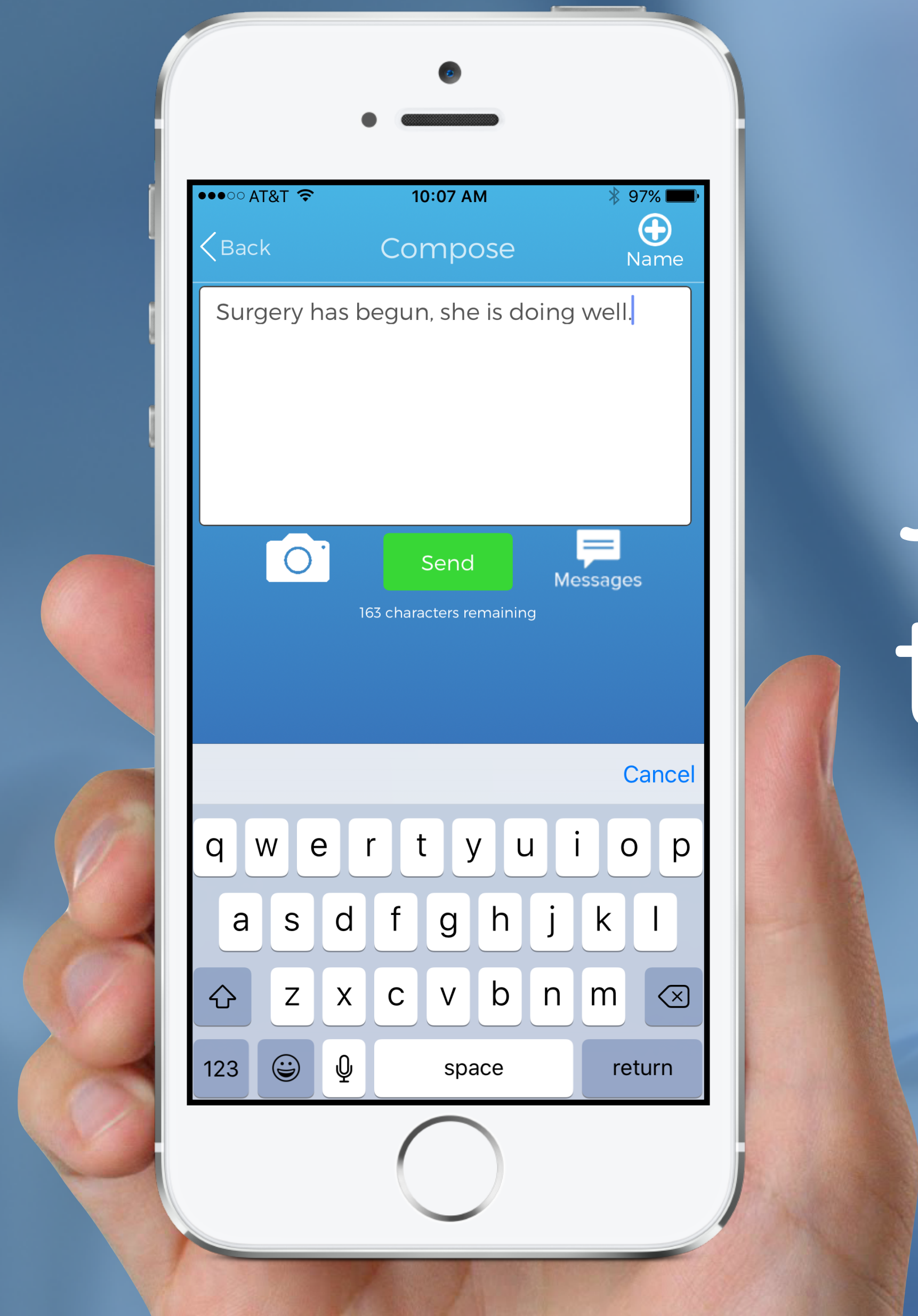


4

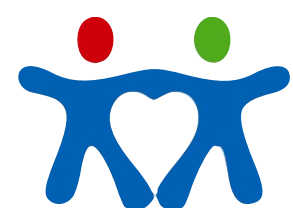
UPDATE













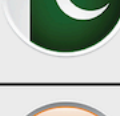


just like  
texting..

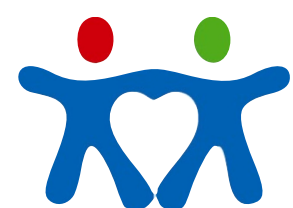
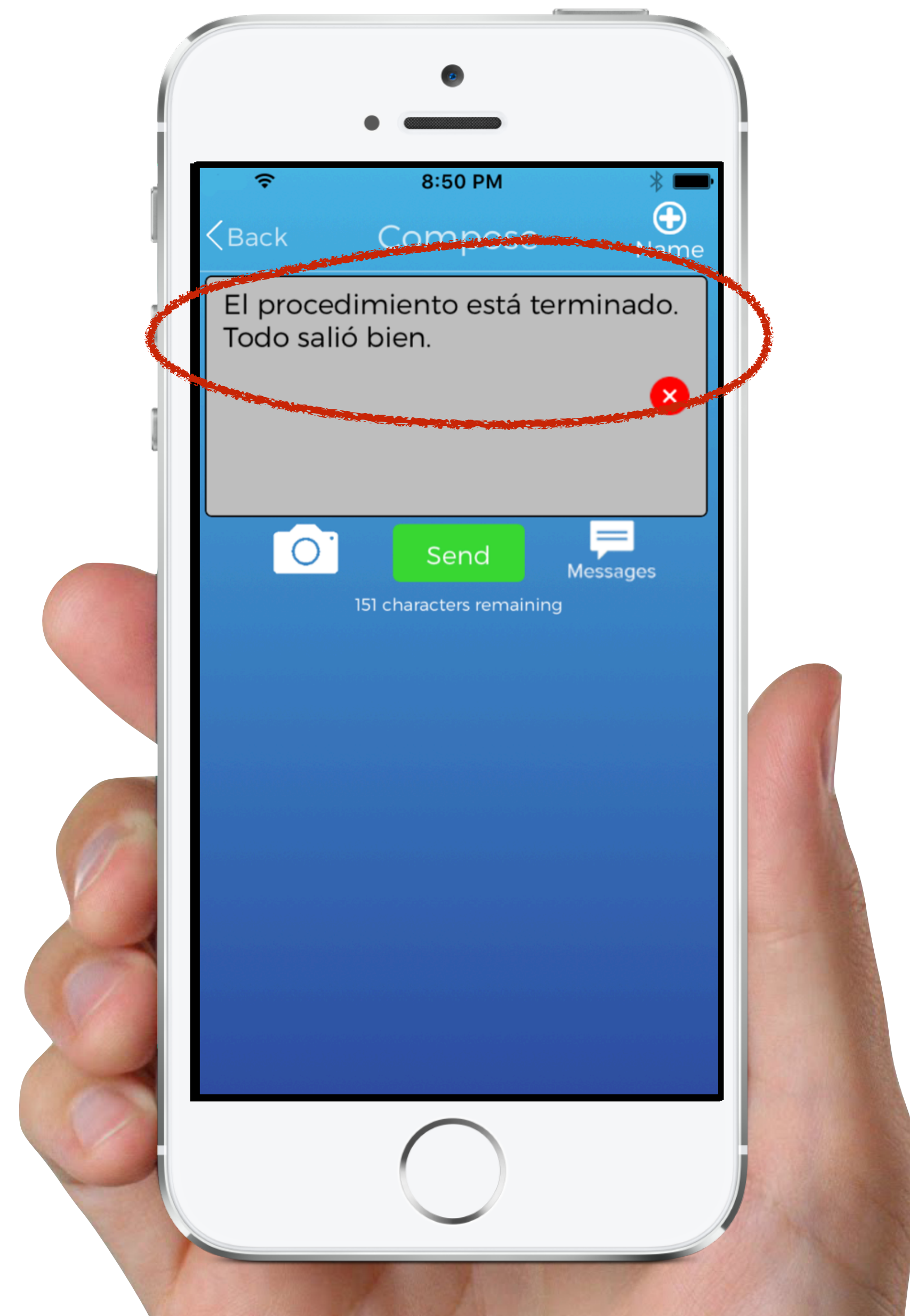




# pre-made phrases



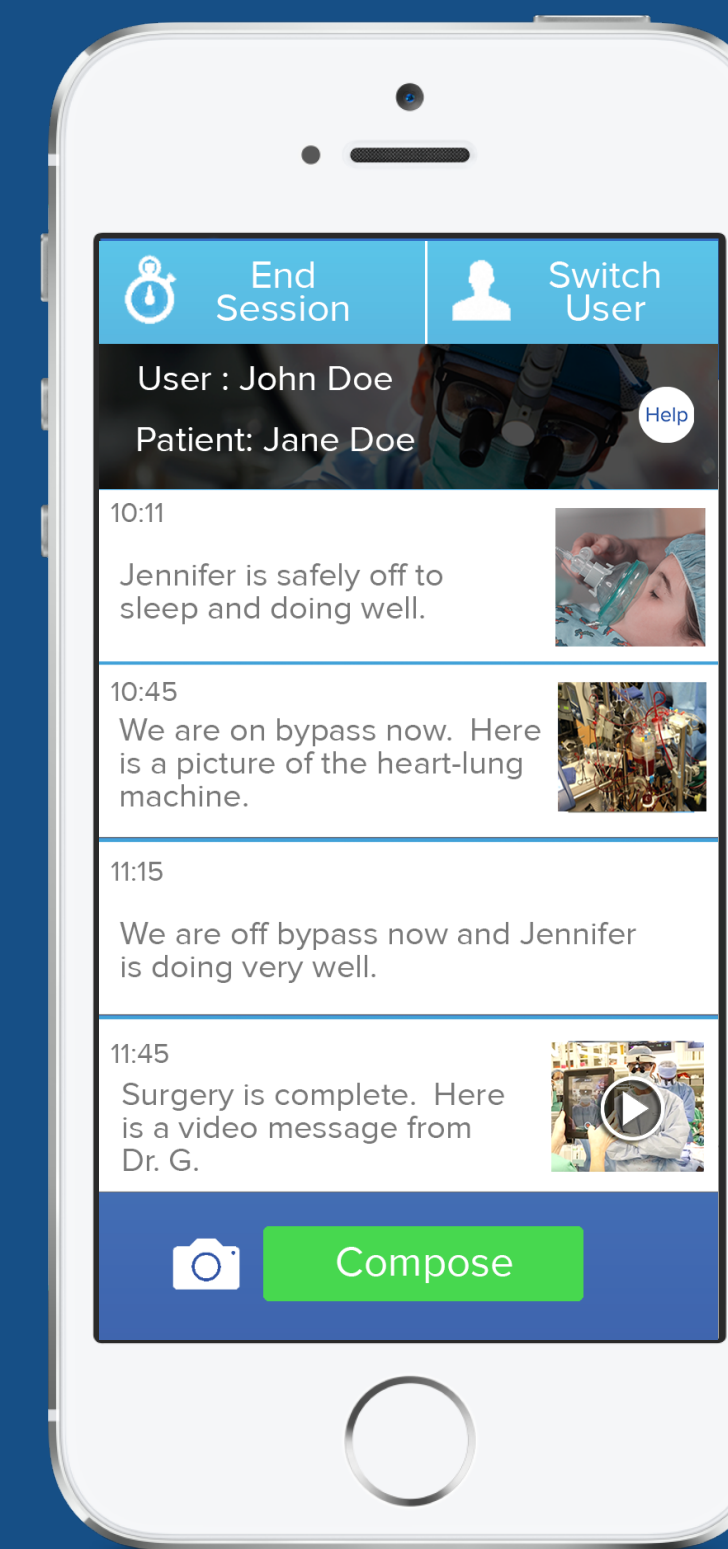
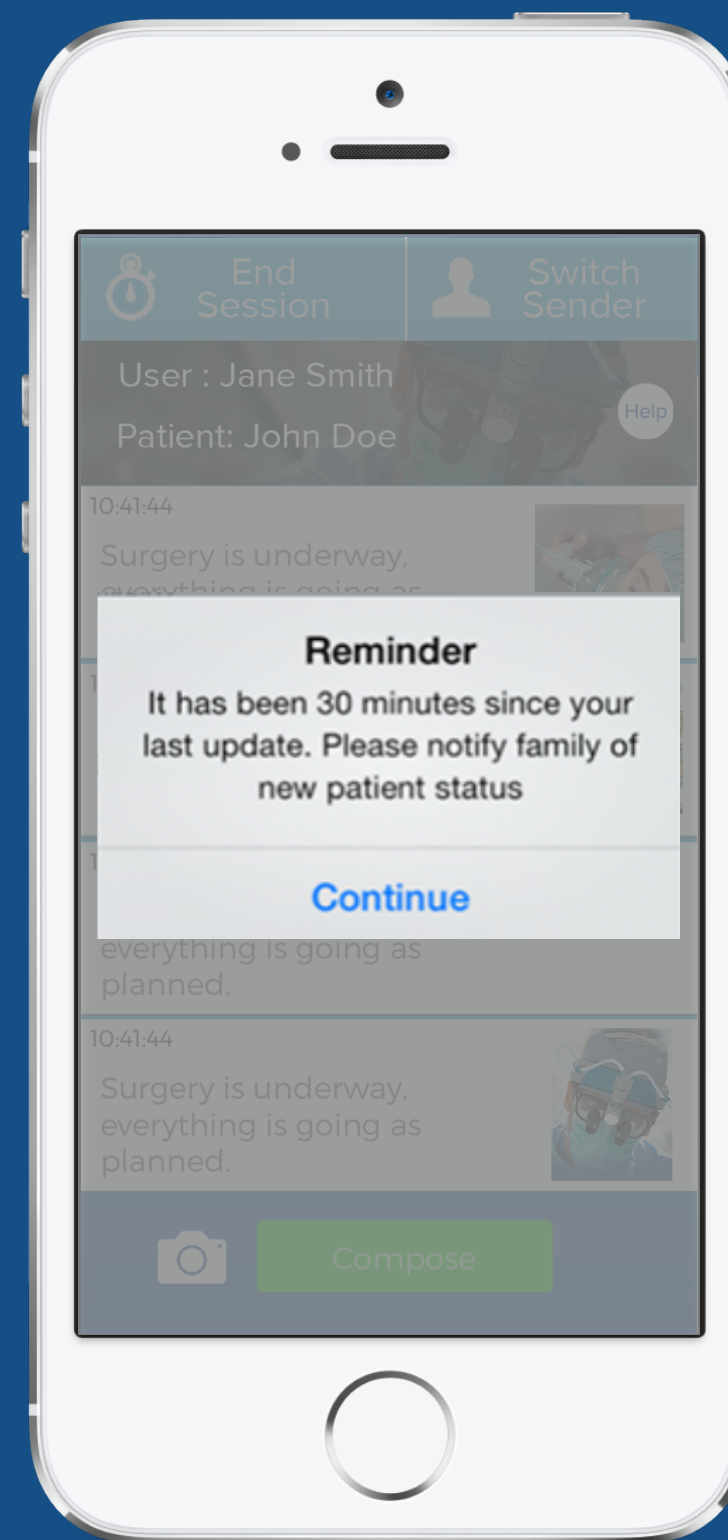
	English
	Spanish
	Portuguese
	Chinese
	Creole
	Arabic
	Hindi
	Russian
	Japanese



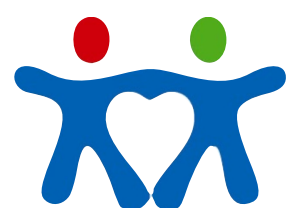




# time stamp log



## 30 minute reminder





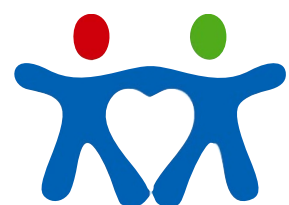


**NOTHING ~~IS~~ SAVED**

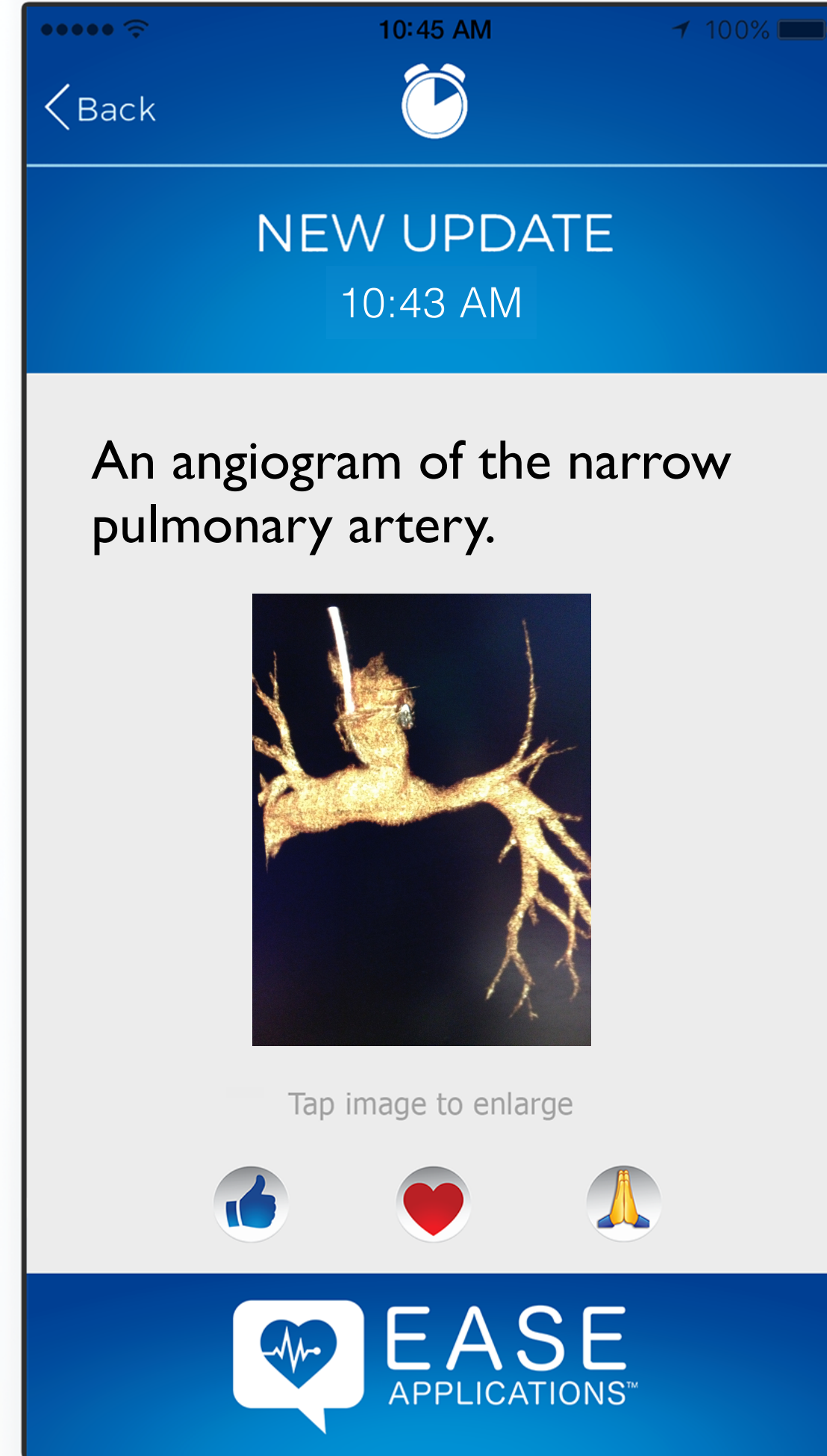
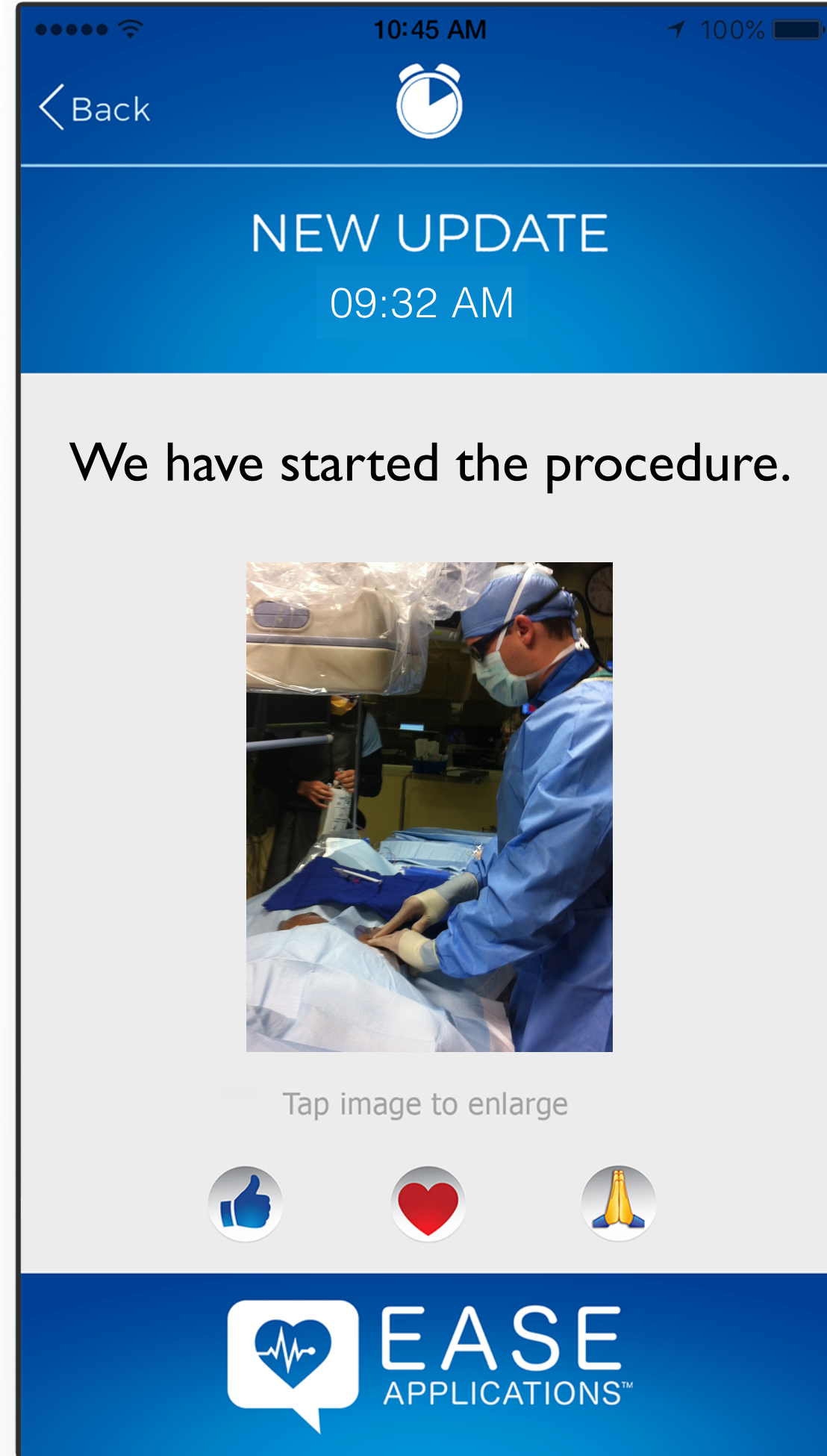
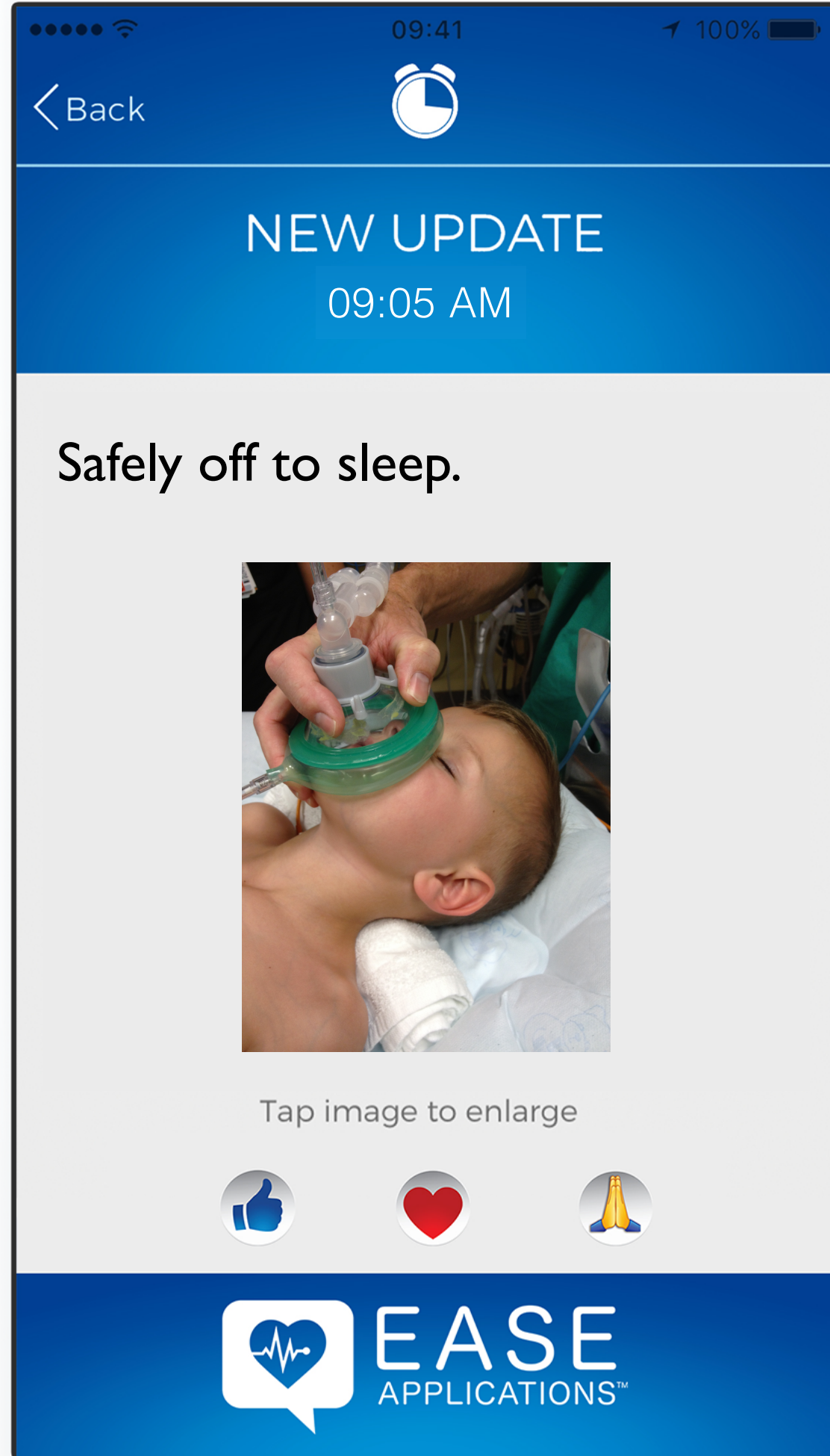
ALL MESSAGES  
**DISAPPEAR**



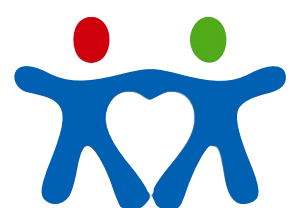
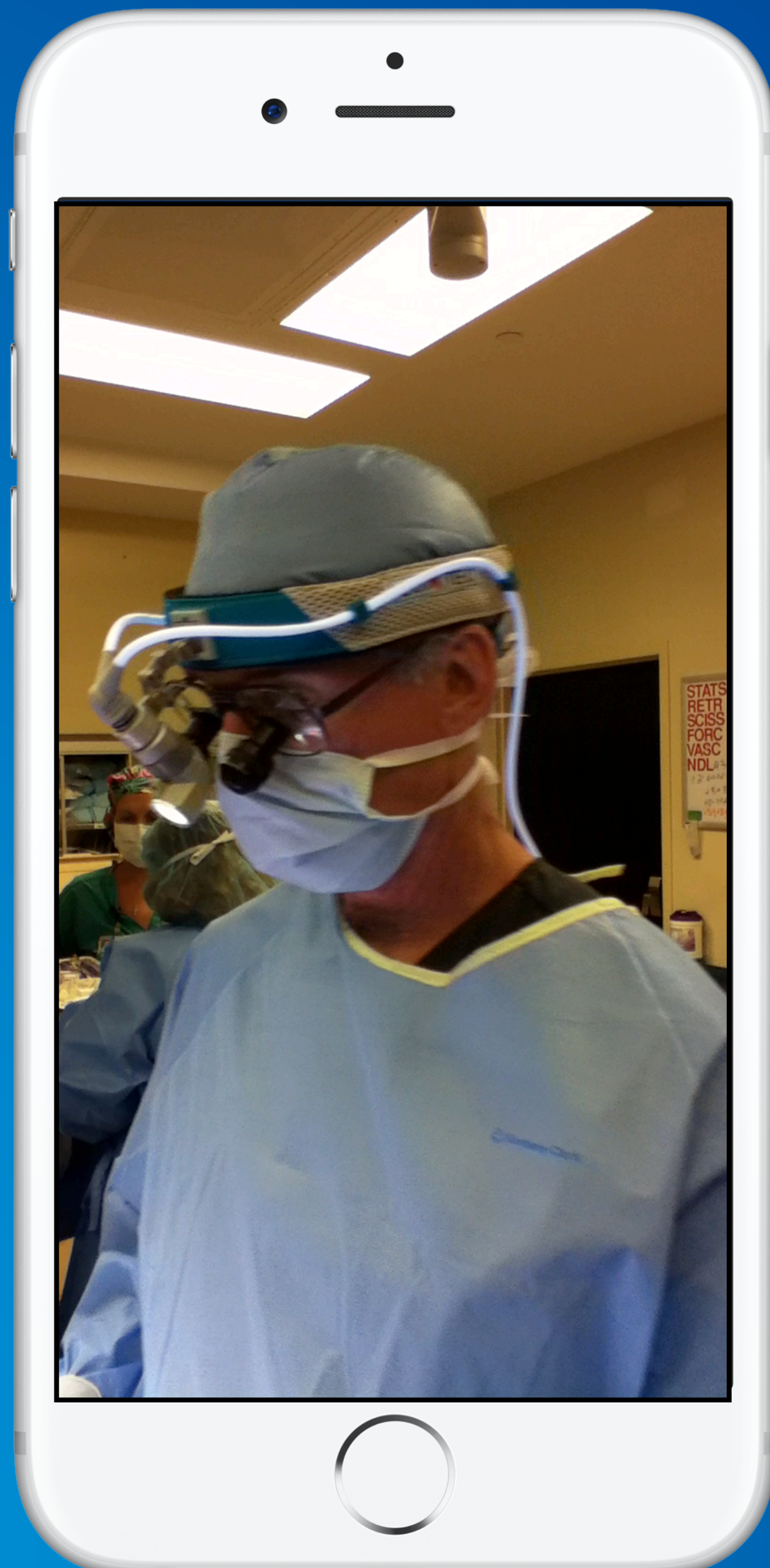
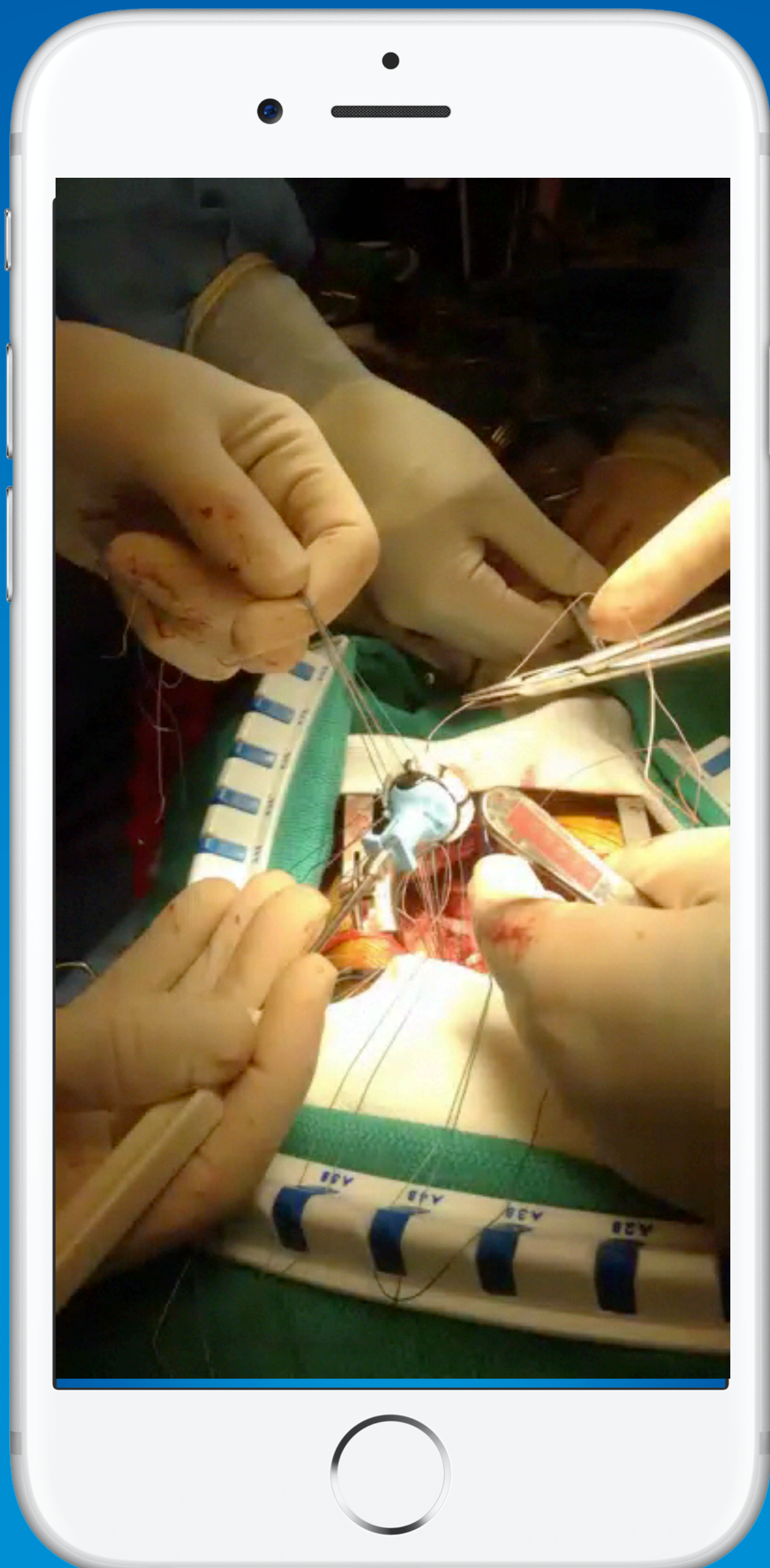
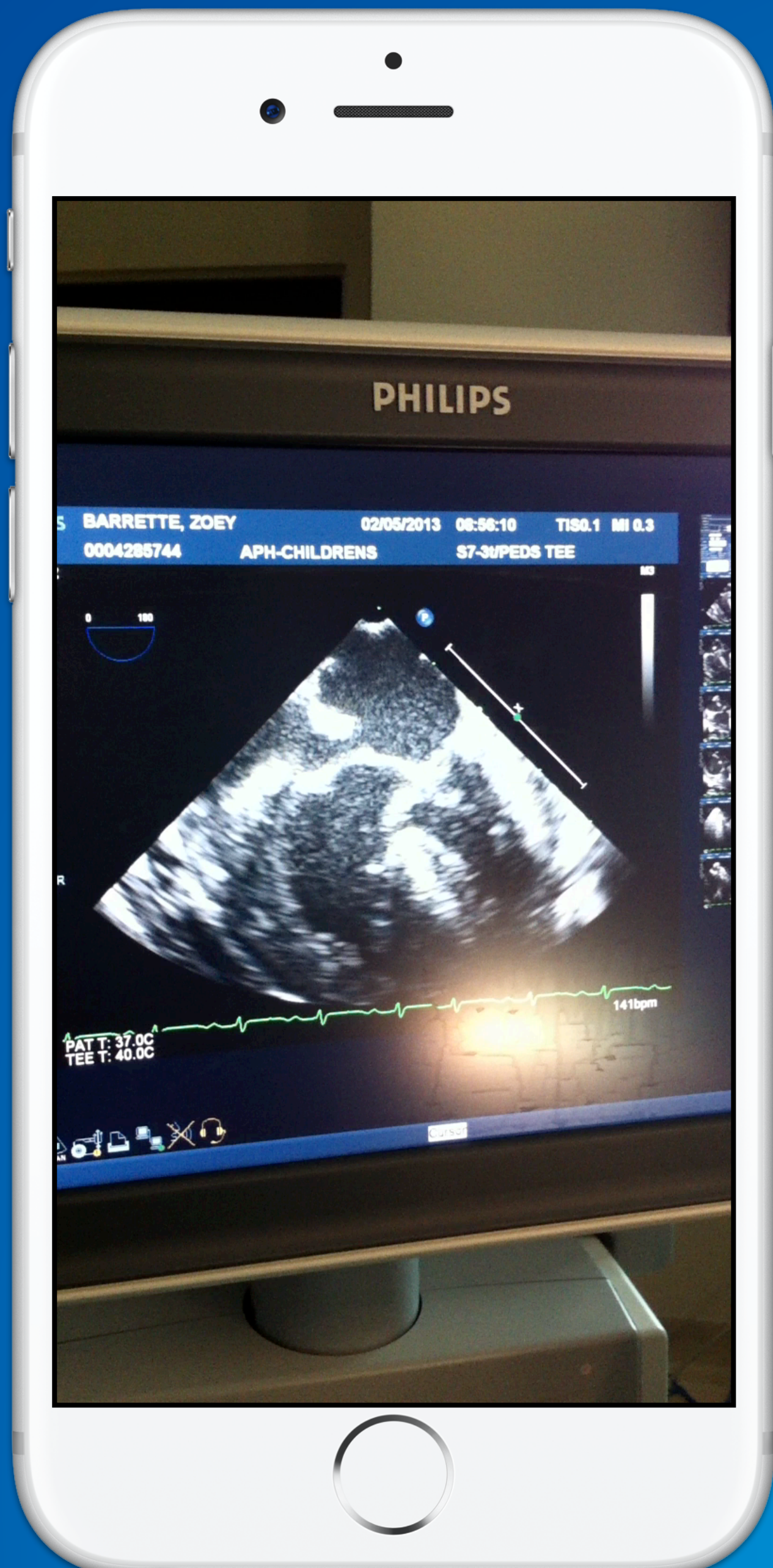
AFTER **60** SECONDS



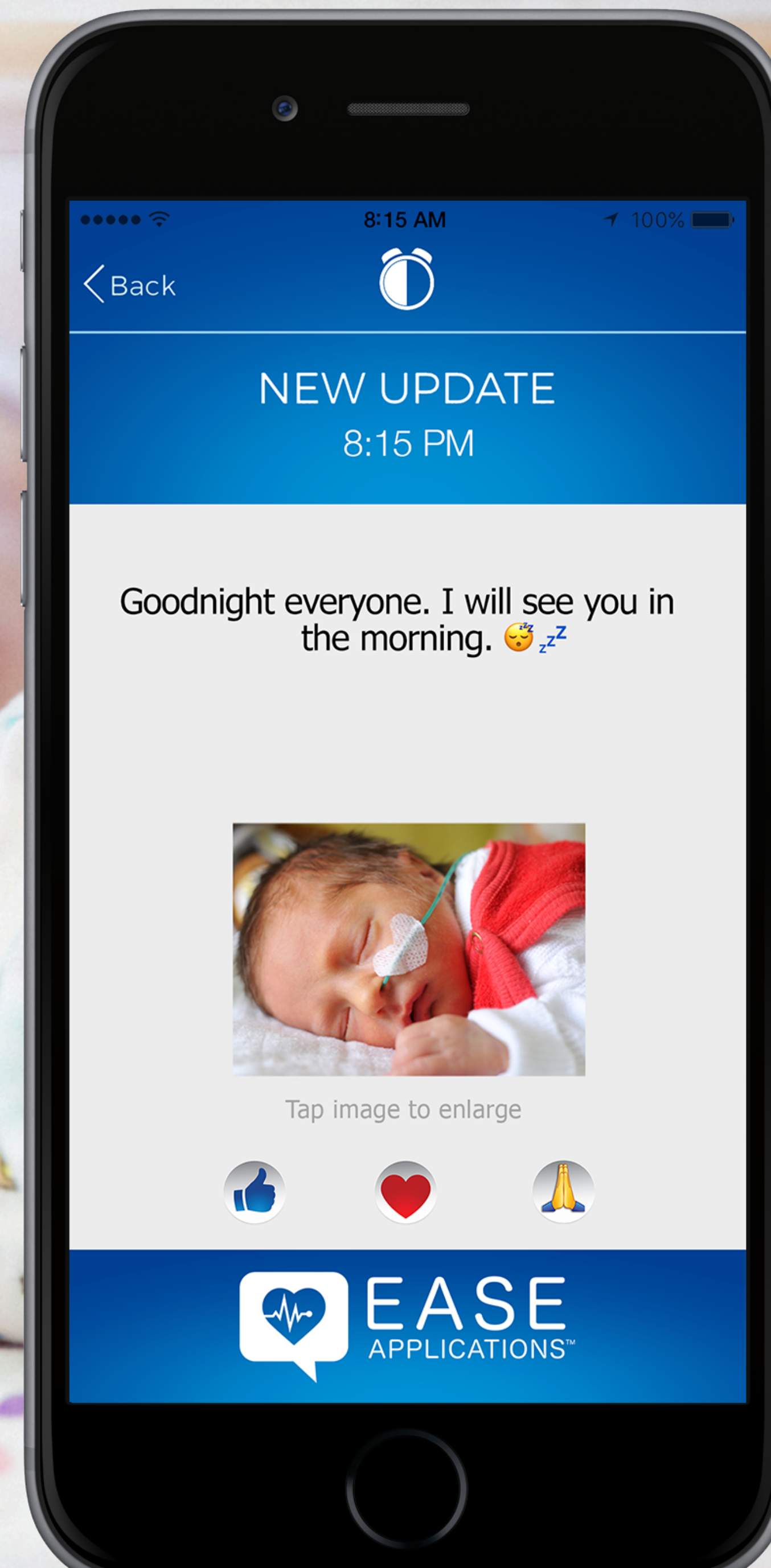
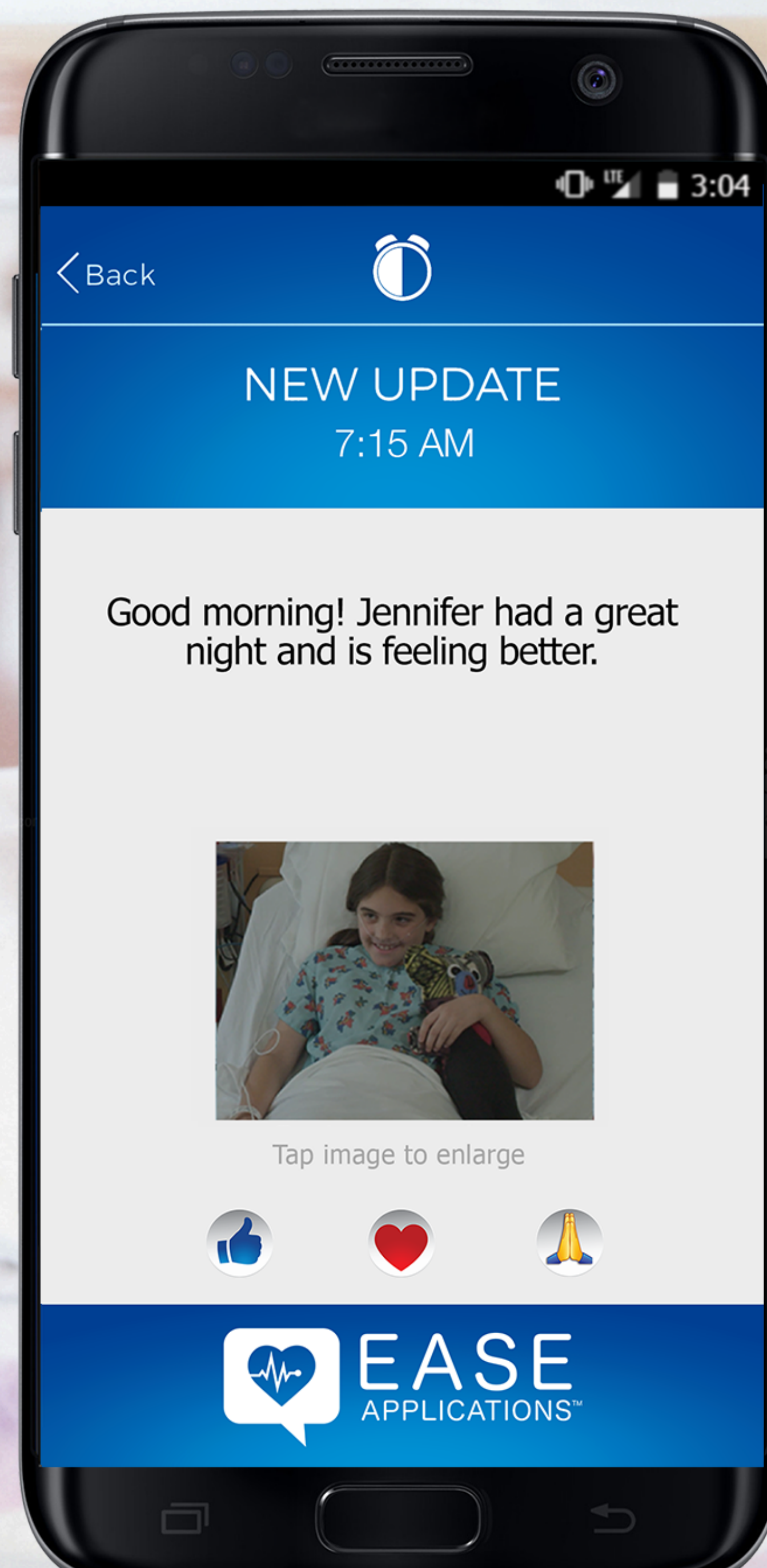






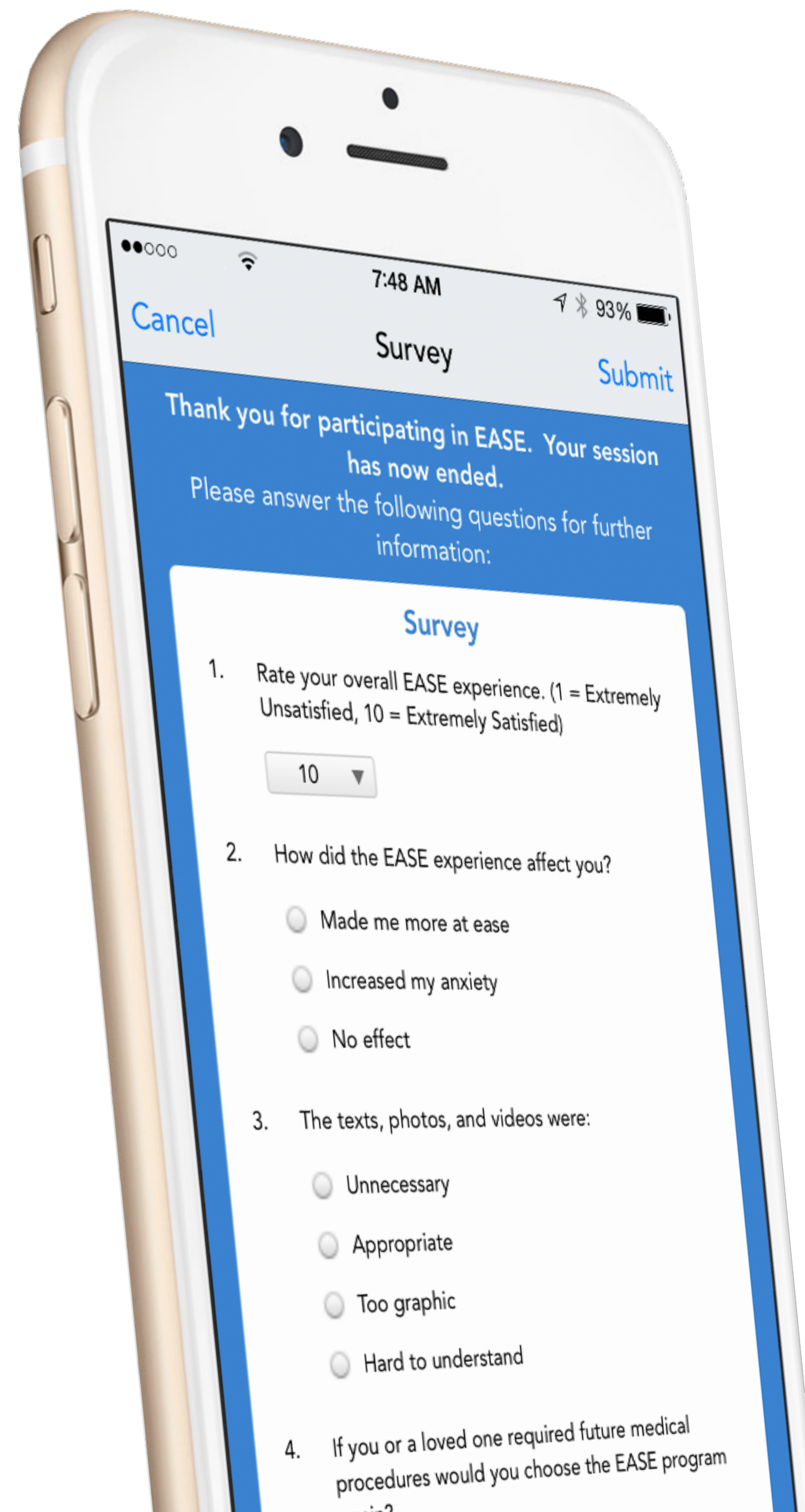






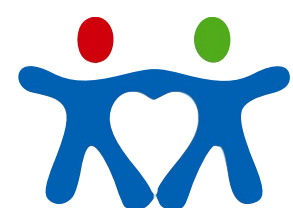


# FEEDBACK



# SURVEYS

customizable  
measure satisfaction scores  
high response rate  
ease emotions





# Survey DATA

N = 4,345



**98%** **STRONGLY AGREE**

Based on my experience with EASE, I would **recommend** this hospital to others?

**96%** **STRONGLY AGREE**

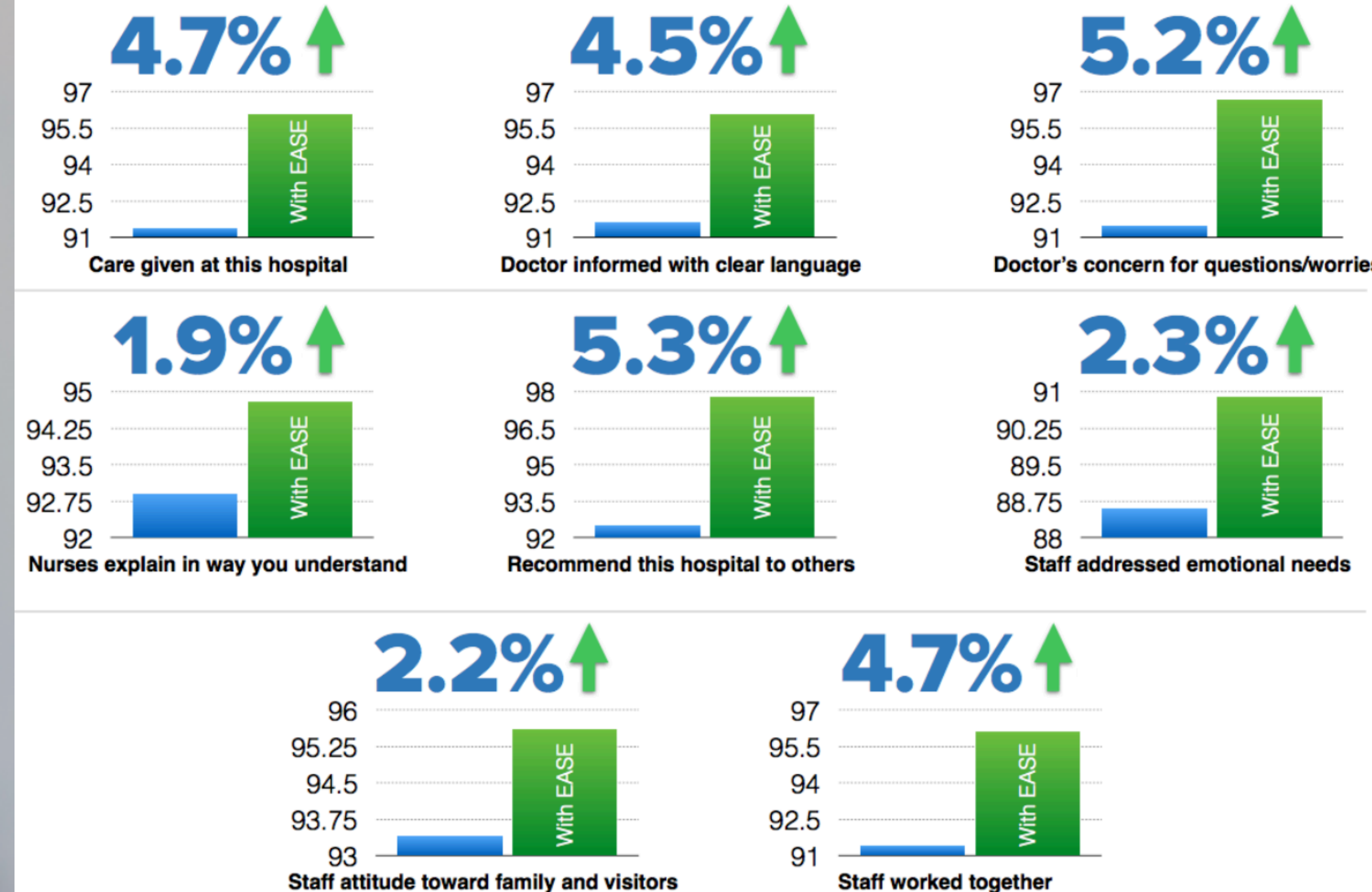
My experience with EASE showed a level of **commitment to transparency** and **better communication** by this hospital

**93%** **YES**

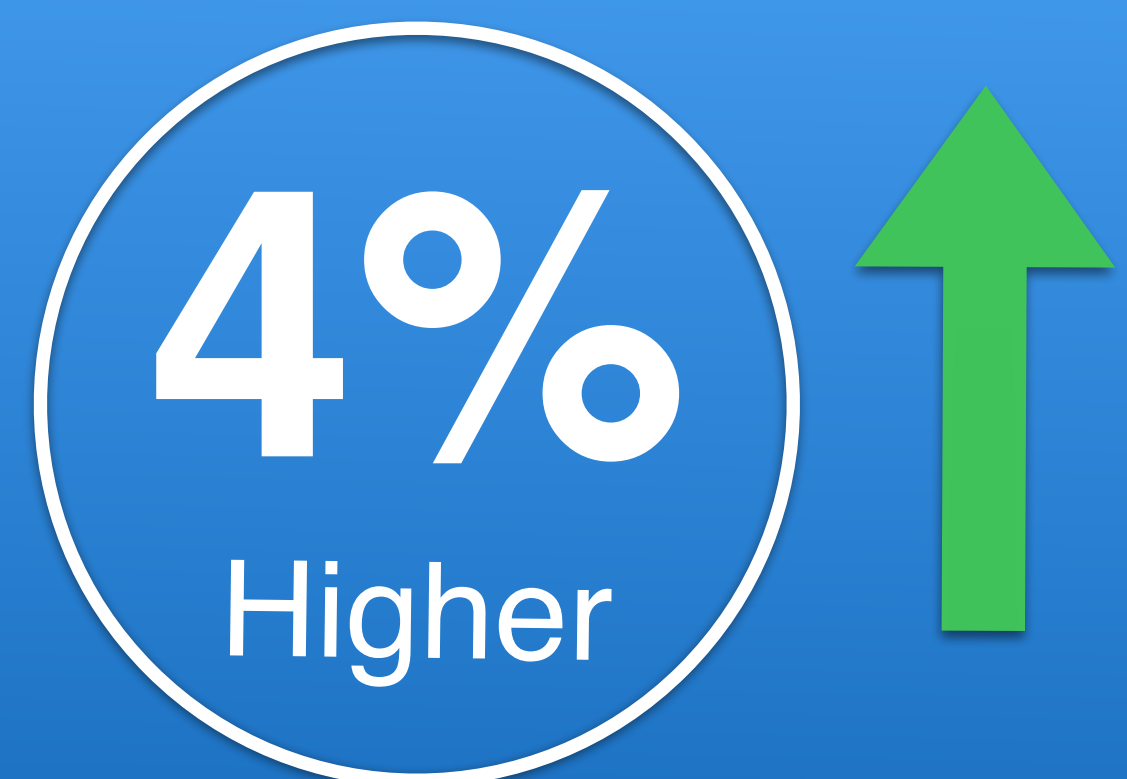
Would the availability of EASE influence your **choice of hospital** should you, or a loved one, require surgery?







On average patients that received EASE reported



ARNOLD PALMER HOSPITAL  
For Children  
*Supported by Arnold Palmer Medical Center Foundation*

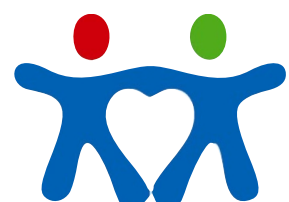




Hospitals with **increased utilization** of EASE reported **higher** Press Ganey scores.



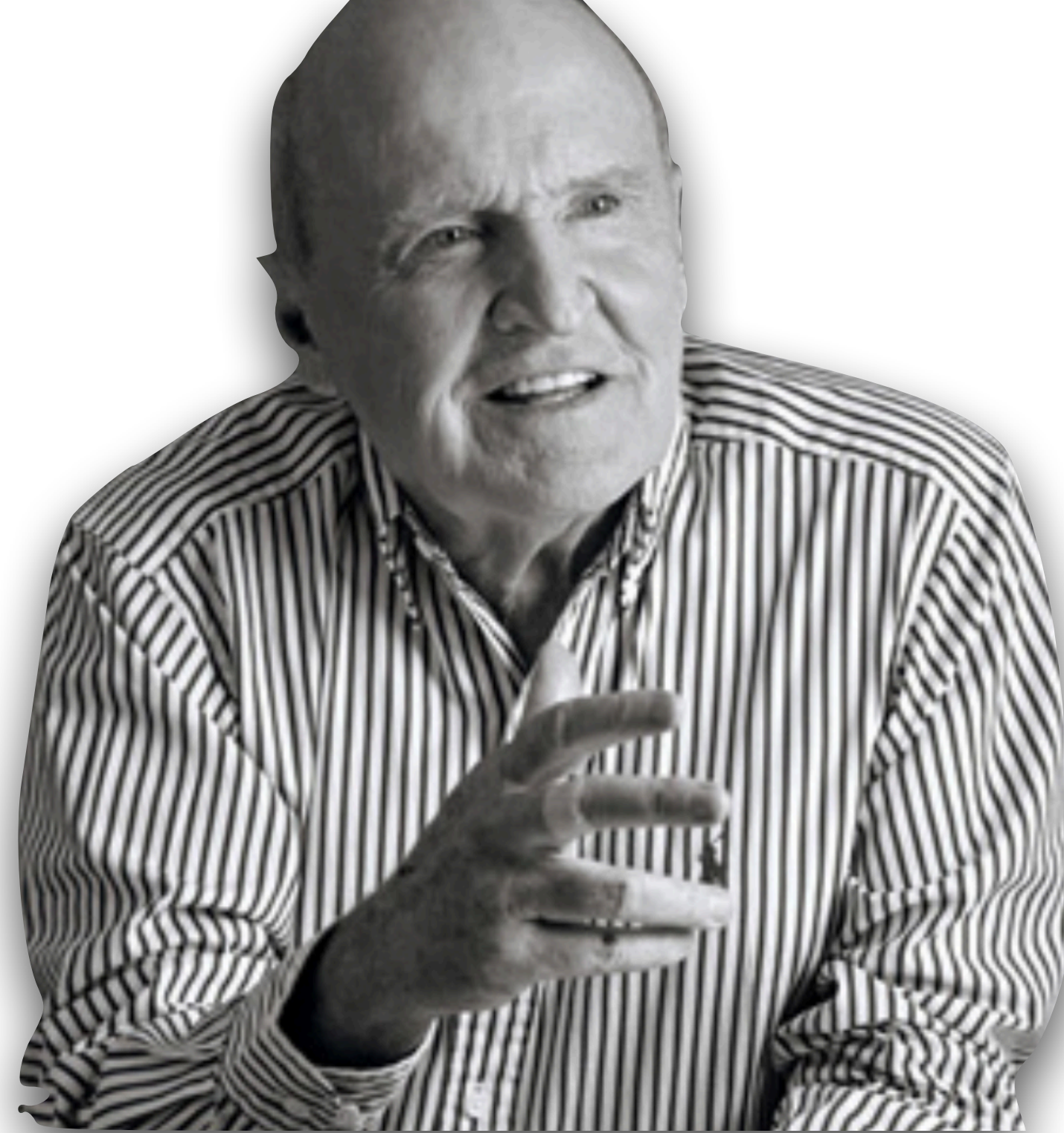
Hospitals that sent **photos** and **videos** saw statistically significant **higher** Press Ganey scores.





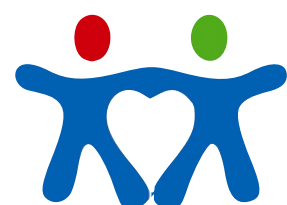






**“CHANGE BEFORE YOU HAVE TO”**

Jack Welch, CEO



Cardiology  
2018





**the adoption of mobile technology is the future of  
healthcare communication...**





# TRANSPARENCY



provides **KNOWLEDGE**



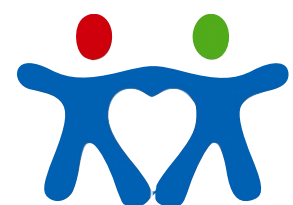
creates **TRUST**



relieves **ANXIETY**



and improves **SATISFACTION....**







# THANK YOU



**EASE**  
APPLICATIONS™