



COMPANY OVERVIEW

PatientWisdom, Inc. is a company with digital solutions that **humanize the experience and delivery of care by listening to the people involved:** patients, providers, and community members.

- Capture perspectives directly via HIPAA-compliant, mobile responsive digital solutions
- Distill essential information into meaningful, actionable insights
- Help clinicians and health organizations become more responsive and successful

AVAILABLE SOLUTIONS

PatientWisdom
Understand what matters to each patient, ahead of clinical encounters, and transform the delivery of care.

ProviderWisdom
Obtain real-world insights from clinicians, staff, and trainees to enhance engagement and alignment, address burnout and improve care.

CommunityWisdom
Prioritize community perspectives to strategically develop or partner with programs and services that people will actually use.

BENEFITS

- Understand real-world stakeholder perspectives
- Leverage communication science to turn transactions into relationships
- Foster patient, provider and team loyalty
- Do better without taking longer

ELIGIBILITY



- Members of The Center for Health Affairs
- Customers of CHAMPS Group Purchasing and CHAMPS Oncology



- Nationwide

CONTACT

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Contact the Essentials Team to get started!



Improve experience and outcomes by helping busy clinicians understand what matters to their patients

Understanding a patient’s perspective optimizes care, but most clinicians do not have time to learn what matters to patients. This can reduce the quality and effectiveness of care, diminish the patient and clinician experience, and discourage patients from viewing their provider as a long-term health partner.

PatientWisdom engages patients by making it safe and easy to share essential perspectives, and clearly presents an inSIGHT summary for clinicians – via the EHR – to improve each encounter. In just 15 seconds, clinicians prime the workflow with a deeper understanding of what matters to their patients as people and avoid wasting time on pathways that fail to meet real needs.

The screenshot shows a patient profile for Jacqueline Samples, a 31-year-old female from Boston, MA. The summary includes sections for 'My agenda' (diabetes management, pregnancy plans), 'This makes me happy' (family, painting), 'Health priorities / goals' (managing diabetes, staying active), 'Biggest barriers to staying healthy' (time, friends, transportation), 'Biggest pressure / worry' (mother's health), and 'How health affects life' (confidence in diabetes management). It also features a 'Challenges' section with icons for Money, Transport, Access, Shelter, Food, Safety, Support, and Time, and a 'Health Rating' section with a scale from 'Poor' to 'Excellent'.

inSIGHT summary presented to clinicians



Increase engagement

Deliver real patient-centered care by focusing on what matters



Optimize care

Save time, avoid waste, increase reimbursement, reduce no-shows



Improve experience

Create relationships that drive patient and provider loyalty

15 seconds
for busy clinicians to view
the inSIGHT summary

95%
of visits using
PatientWisdom rated as
going 'extremely well'
[vs 81% baseline]

PatientWisdom helps patients tell, care teams listen, and organizations learn.



Before seeing the care team, patients share perspectives about what matters to them as people.



Clinicians take 15 seconds to review the summary, and do better without taking longer.



Administrators see population-level reports, curated to drive learning and improvement.

