



CipherHealth Effectively Connect with Patients During and After their ED Visit

The emergency department (ED) landscape is increasingly complex, with around 140 million visits annually in the U.S. alone¹. This volume often translates to overcrowding, longer wait times, and stretched care teams. CipherHealth offers targeted support to help EDs tackle these challenges head-on. By automating critical tasks—such as post-discharge follow-ups and in-the-moment patient rounding—CipherHealth relieves some of the burden on staff, allowing them to focus more on direct patient care. These tools not only improve workflow efficiency and patient outcomes but also enhance staff satisfaction and reduce recidivism, helping EDs manage high demand more effectively.

Reduce ED Recidivism with Automated and Personalized Follow-Up Care

A healthcare system located in the Midwest with over 200 care sites, uses CipherOutreach to reach out to patients discharged from its EDs. This outreach identifies those at risk of readmission, enabling care teams to follow up and provide support to patients reporting health declines. As a result, this healthcare system has significantly reduced readmission rates across its five hospitals.

Key Results

3,300

annual 30-day readmissions prevented

21%

decrease in emergency department readmission rate

32%

decrease in overall readmission rate

1. <https://www.cdc.gov/nchs/products/databriefs/db478.htm#:~:text=In%202021%2C%20an%20estimated%20140,for%20all%20other%20age%20groups>



Elevate ED Patient Satisfaction with Data-Driven Rounding

Prisma Health, South Carolina's largest healthcare provider, leverages CipherRounds to transform patient care and operational efficiency in their EDs. By using structured rounding, Prisma Health empowers care teams to proactively identify safety risks, prioritize high-need patients, and promptly address issues raised by patients. This data-driven approach has strengthened care quality and helped teams continuously refine their processes based on real-time insights and patient feedback.

Key Results

17-point

increase in overall "Likely to Recommend" rank across emergency departments

35-point

increase in "Likely to Recommend" at their largest ED, a level 1 trauma center

Enhance ED Efficiency and Patient Experience with Self-Service Rounding

To address high patient volumes, extended wait times, and post-COVID staffing challenges in their ED, UMass Memorial Health implemented CipherHealth's Self-Service Rounding (SSR). This self-rounding solution enabled the department to collect immediate feedback from patients, allowing staff to quickly address issues and improve patient satisfaction. The SSR rollout also lightened the workload for clinicians, allowing staff to prioritize and meet patients' needs effectively while reducing burnout and enhancing morale.

Key Results

Reduced

clinical staff burden by allowing patients to self-report needs

Enhanced

collaboration with the Patient and Family Advisory Council to ensure alignment with patient priorities