



SMARTworks® EffectiveResponse Supports Emergency Care Innovation of the Year Award Recipient

Patient Follow-up Solution from Standard Register Healthcare Proves Integral to the Efforts of Edward Hospital to Enhance Emergency Care

October 27, 2014 -- Winners of the 2014 Emergency Care Innovation of the Year Award were announced this week at the American College of Emergency Physicians Scientific Assembly in Chicago. Edward Hospital's structured process to electronically follow up with discharged ED patients in order to improve the safety and satisfaction – a process that employs [SMARTworks EffectiveResponse](#) – was recognized as one of the distinguished recipients of this prestigious award. The Emergency Care Innovation of the Year Award is conferred by Urgent Matters, Blue Jay Consulting, and Schumacher Group; it provides an opportunity for multidisciplinary teams to be acknowledged for their outstanding contributions in emergency medicine.

“It's essential to know the health status of a patient the day after discharge – to find who might be worse or needs help with follow-up,” said Tom Scaletta, MD, ED medical director at Edward Hospital. “Interventions by our case managers that result from next-day intel prevent ED revisits, unnecessary admissions, and even lawsuits. And, with such ample patient feedback, we know exactly which doctors and nurses make the biggest impact on satisfaction.”

SMARTworks EffectiveResponse is a secure, cloud-based patient engagement solution that automates post-encounter follow-up. When used in the Emergency Department (ED), EffectiveResponse queries all discharged patients to ensure that they are progressing as appropriate, determines if the patient has any questions concerning their post-discharge care and assesses patient satisfaction with their care experience.

“We find hospitals under increased pressure to improve satisfaction scores, reduce readmissions and enhance operational efficiency,” said John King, president of Standard Register Healthcare. “EffectiveResponse is part of our portfolio of patient engagement solutions designed to help organizations meet these challenges. We applaud the well-deserved recognition for Edward Hospital and their use of EffectiveResponse in support of an innovative emergency care program.”

SMARTworks EffectiveResponse is currently being showcased in the Standard Register Healthcare at both the American College of Emergency Physicians Scientific Assembly, booth 1637, and the American Society for Healthcare Risk Management Annual Conference, booth 600.

About Edward Hospital and Health Services

Edward Hospital and Health Services is a full-service, regional healthcare provider in the western suburbs of Chicago. Its emergency departments in Naperville and Plainfield receive about 90,000 patient visits annually and achieve the 99th percentile in patient satisfaction. For more information, visit www.edward.org.

About Urgent Matters

Urgent Matters is a national initiative dedicated to finding, developing and delivering strategies to improve patient flow and reduce emergency department crowding. Urgent Matters has a long standing reputation for producing unbiased content from a multi-disciplinary perspective. Through educational activities such

as newsletters, web seminars, podcasts, online tools, and conferences, Urgent Matters disseminates best practices for emergency care. Urgent Matters is managed by the Office of Clinical Practice Innovation at the George Washington University School of Medicine and Health Sciences. For more information, visit www.urgentmatters.org.

About Blue Jay Consulting

Blue Jay Consulting is comprised of nationally recognized emergency care experts who implement effective, lasting changes to optimize service and throughput in hospital emergency departments. Blue Jay creates outcome-oriented solutions and achieves quantifiable results through process improvement services and enhanced interim leadership. Blue Jay Consulting empowers hospitals to be the best they can be. For further information, please visit www.bluejayconsulting.com.

About Schumacher Group

Caring for some 4 million patients annually, Schumacher Group is one of the largest emergency medical staffing and management companies in the U.S, as well as a health care resource for Hospital Medicine, Wellness Programs, Care Management, Urgent Care, and Billing & Coding. For more information, visit www.schumachergroup.com.