

NYU Langone Reduces Physician Burnout with Clinical Communication Services



The Client

NYU Langone Health is one of the nation's premier academic medical centers with six inpatient locations in the heart of Manhattan, with additional facilities throughout the New York City area.



Challenges

The advancements of EMR systems created an unexpected backlog for this premier health system:

- 1000s of after-hours email messages from patients were overwhelming doctors and staff.
- Clinicians were drowning in unexpected stream of work as patients adopt email via EMRs and patient portals
- Health system wanted to maintain their brand and patient satisfaction amidst tens of thousands of messages across multiple practices.



Solution

Omega Healthcare implemented **Clinical Communications services** and became a partner:

- **Developed requirements for a dedicated and licensed team of “virtual nurses”** to provide the flexibility and responsiveness the health system needed.
- **Defined the workflow for the team to evaluate and answer incoming** patient calls and messages, working directly in the EHR.
- **Leveraged decision trees, databases, and workflows** to understand patient needs, conditions, and potential treatments; then recommend the proper level of care.



Results

Omega Healthcare’s Clinical Communications Services helped NYU Langone:



Relieve the burden of the unexpected stream of work



Give physicians more time to focus on face-to-face interactions



The clinics grew the volume of their practices without having to add more clinical support staff



Omega Healthcare is a trusted partner that helps improve financial outcomes through technology and clinically enabled transformational solutions for healthcare and life sciences organizations. Omega Healthcare’s flexible portfolio of platform-based services are tailored to the unique needs of its clients. Solutions encompass point solutions and fully managed services and help increase revenues, decrease costs, and improve the overall patient-provider-payer experience. For more information, visit omegahms.com.

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