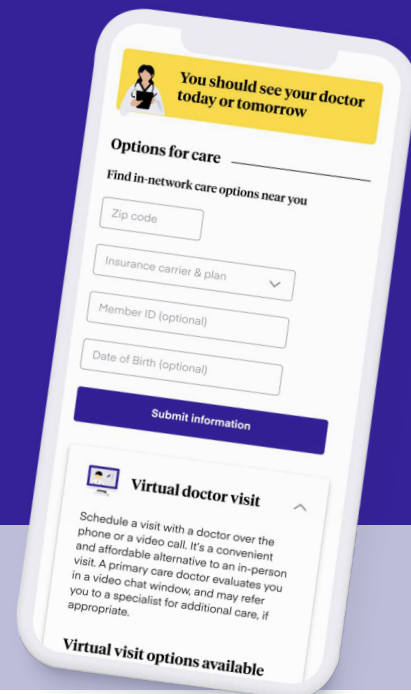


# BayCare improves patient outcomes using clinically intelligent AI chat

< 30 days to implement and launch

✓ 400K uses of Clearstep's virtual triage to-date



## BAYCARE HEALTH SYSTEM



6,300+ providers



636,000+ annual ED visits



17 hospitals



40,000+ outpatient surgeries



148,000+ admissions

## BAYCARE: QUALITY AS THE TRUE NORTH

BayCare was formed in 1997 by a group of local hospitals determined to provide not-for-profit health care to the Tampa Bay community.

Their goal was to deliver clinical excellence to every patient, every time, in every setting. This meant being on the forefront of patient experience innovation, like installing Alexa dots in patient rooms to page a nurse or change the TV channel.

Today, BayCare has grown to an integrated system with 17 hospitals—all not-for-profit and driven by the same mission: to provide high-quality, compassionate care.

## CHALLENGE OF ROUTING BEST NEXT ACTIONS

As with health systems across the country, BayCare's resources were under pressure to offer access to the right care and right setting during the COVID-19 pandemic.

When demand for access and guidance overwhelmed the nurse triage call center, BayCare acted quickly to find a technology partner with a scalable self-service solution.

DR. ALAN WEISS

Chief Medical Information Officer at BayCare Health System sharing the impact of Clearstep Smart Care Routing solutions



This system saved lives.



## WHY BAYCARE CHOSE SMART CARE ROUTING™

- Clinically valid protocols and AI algorithms
- Responsive and innovative Clearstep team, stepping up to deploy production solutions to help consumers gain access to the care and services they need
- Fast implementation: white-labeled, configured, and launched in under 30 days



## SCALING NAVIGATION WITH CLINICALLY INTELLIGENT AI CHAT

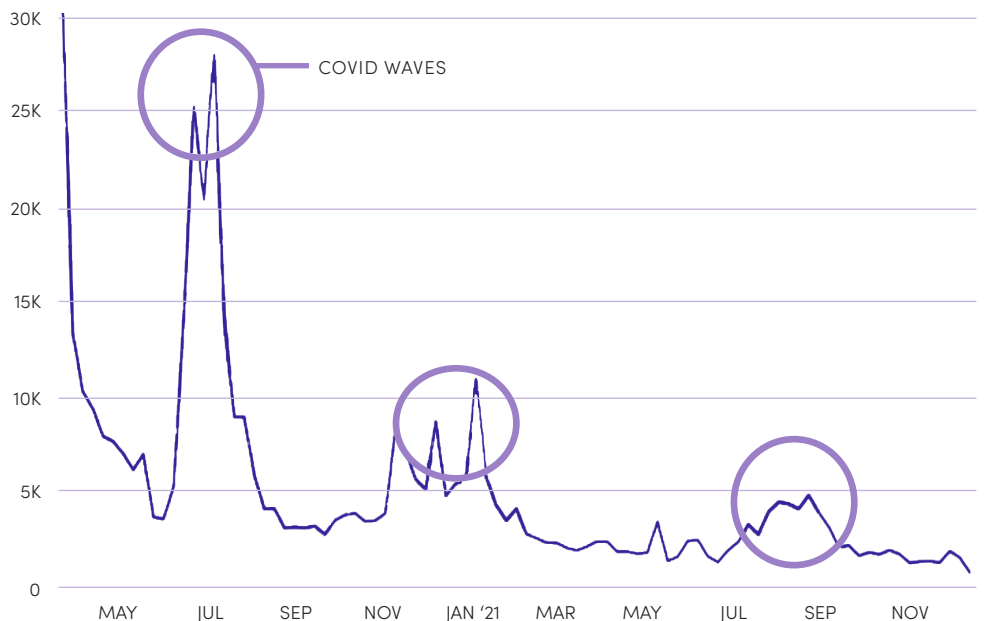
Clearstep's Virtual Triage makes it easy for patients to self report their symptoms using AI chat. Clearstep maps information collected from users to a comprehensive library of clinical intelligence to determine the *best next action*. When treatment is recommended, Clearstep fulfills demand for access.

Virtual Triage is powered by clinical logic and algorithms derived from Schmitt Clinical Content, the gold standard for nurse triage validated in more than 200 million call center phone calls.

Clearstep rapidly launched a production-scale instance of its virtual triage application focused specifically for COVID screening as a white-labeled extension to the BayCare website. Clearstep Virtual Triage enabled BayCare to triage over 400,000 potential COVID cases, the majority during a period of spiking demand when access to care was most challenging.

With the early success of using the COVID navigator, BayCare expanded to Clearstep's full Virtual Triage module, covering more than 500 presenting complaints. Now, when a BayCare patient has a clinical concern, they can use Virtual Triage online for self-guided support.

CONVERSATIONS



Want to see how Smart Care Routing can transform your patient experience?  
Watch this brief video overview. Visit our website at [www.clearstep.health](http://www.clearstep.health)





## CLEARSTEP CLINICAL JOURNEYS AUTOMATES RISK ASSESSMENT AND ESCALATION MANAGEMENT

Clearstep collaborated with BayCare clinical leaders to design and configure its Clinical Journeys module for discharged patients.

Patients were sent texts by BayCare with a unique link to Clearstep's COVID Clinical Journeys care module. Clearstep monitored changes in their risk profile, and assigned risk strata based on improving or worsening symptoms to automate the frequency of follow up text check-ins accordingly.

When symptoms improved, the time period between check-ins increased, eventually sunsetting as symptoms resolved. When symptoms worsened, text check-in frequency increased. And, if risk increased above a predefined threshold, the case was automatically escalated and queued for priority outreach, with a complete summary of the AI chat encounter. All of this data flowed directly into the dashboard for BayCare's population health team.

### HOW THE CLINICAL JOURNEYS MODULE WORKS

Clearstep flagged that a patient had quickly escalated from risk strata 1 to 3 based on their answers to the AI chat monitoring system and automatically queued the patient for follow up by the population health management team. BayCare's case manager called the patient, who had deteriorated to the point of being unable to speak. Emergency Medical Services was immediately dispatched, the patient was coded within minutes of being brought into the ER and was intubated. Thanks to the timely alert from Clearstep and intervention by the BayCare team, the patient survived.

Since the early success of using Clearstep's COVID navigation solutions, BayCare has continued to expand with Clearstep into the full suite of Smart Care Routing™ products.

### Risk Stratify Patients

- 1 Patient Age
- 2 Symptoms
- 3 Social & Medical History

#### Risk Level

Low | Moderate | High

### Ask About Symptoms

#### 1 Most common symptoms

	NONE	LOW	MODERATE	SEVERE
Clinical Criteria	Better	Same	Worse	Much Worse
Temperature	NI	<100.4	100.5-102.1	>102.1
Cough	NI	Slight, dry	Moderate	Severe
SOB	NI	Mild	Moderate	Severe

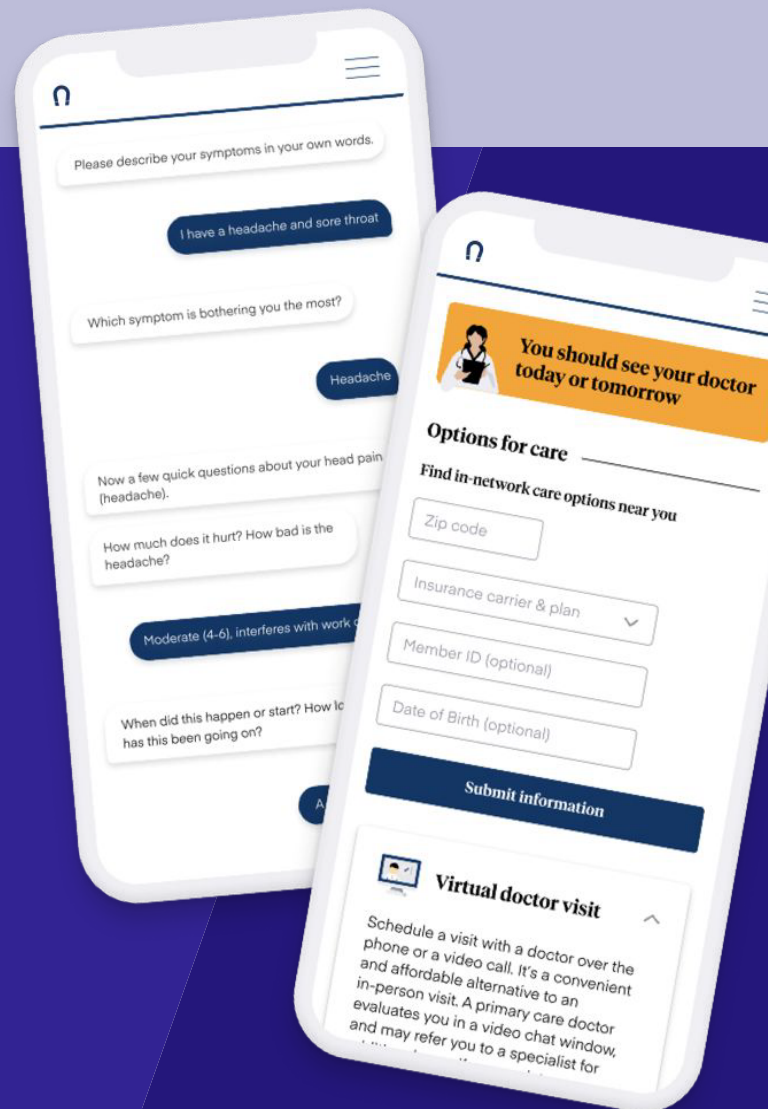
#### 2 Assess symptoms & medical history

#### 3 Assess other severe symptoms





Clearstep is a healthcare technology company headquartered in Chicago. Want to see how Smart Care Routing™ can transform your patient experience? Visit our website at [clearstep.health](https://clearstep.health) or contact us at [info@clearstep.health](mailto:info@clearstep.health)



This type of AI made us feel more secure in our response to COVID-19.

DR. ALAN WEISS  
Chief Medical Information Officer

