5 Steps to Getting Started with Synzi

Synzi solutions can help improve patient/member outcomes, access to care, and cost savings to the health care system.

1. **Schedule an initial discussion.**
Your goals in virtual care are specific to your organization. An initial exploratory discussion helps us better understand your situation, your goals, potential use cases, and how to ensure that our solution reflects your mission / vision.

2. **Identify your key stakeholders.**
We will discuss who (along with "when" and "how") should be involved in order to ensure buy-in, excitement, and engagement throughout all stages such as demo, needs assessment, configuration, and launch.

3. **Schedule a live demo.**
Watch how our communication platform works in real time during a live demo of one of our solutions. During the demo, we will highlight the unique features and benefits we offer your providers, medical staff, and patients.

4. **Develop a workflow integration plan.**
Our solutions are designed to work with your existing workflows. Together, we will map out how to optimize the departmental roles and processes via virtual care.

5. **Discuss technical assimilation**.
Our team will work with your organization to align on the devices, internet connections, operating systems, bandwidth needs, and firewall requirements needed to enable Synzi.

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1. Schedule an Initial Discussion

We look forward to hearing your thoughts on how virtual care can positively impact your organization and your short-term and long-term objectives.

Define Goals

What do you want your virtual care program(s) to accomplish? Here are some common goals we see amongst organizations adopting virtual care solutions.

❑ Improve access to specialists

❑ Improve patient outcomes

❑ Improve staff efficiency and productivity

❑ Enhance patient/member satisfaction

❑ Reduce hospital readmissions

- Due to lack of adherence to treatment plan

- Address medication reconciliation issues

- Other_____

❑ Minimize loss of patients/member to competitors (e.g., other clinics, urgent care facilities, area hospitals, etc.)

❑ Meet increasing demand for specific needs

- Urgent care

- Behavioral Health specialists

- Other_____

Identify Patient/Member Segments

Who might benefit from virtual care? You may consider targeting specific patient/member populations or situations such as those individuals:

❑ Located in remote or far-away areas

❑ With chronic conditions

❑ With specific conditions

❑ At risk for readmissions

Explore Initial Use-Cases

How can technology augment your current methods of delivering care? There may be specific medical services which can also be delivered via virtual care:

❑ Providing virtual consults from offsite specialists

❑ Re-engaging patients/members discharge who may be at risk for readmission

❑ Ensuring the continuum of care is patient-centered/member-centered and well-coordinated

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2. Identify Your Key Stakeholders

We can help you identify your colleagues who should be part of the process to support advocacy, alignment and acceptance of the virtual care initiative. Equivalent champions should be identified across participating sites, as needed.

Stakeholder	Pain Points	Desired Benefits
Information and Technology Executives (CIO, CTO, CMIO, CNIO, etc.)	• Platform reliability, security, and HIPAA-compliance • Multiple IT projects, multiple vendors, delivery of care	• Optimize investments in technology and equipment • Improve operational efficiencies • Protect created workflows and processes • Provide easy to use solutions • Reduce hospital readmissions
Virtual Care Leaders	• Internal buy-in and adoption curve • Value proposition vs. impact • Adoption of solutions within health system	• Expand reach and coverage of the medical staff • Enhance quality of patient/member care • Improve operational efficiencies • Increase patient/member satisfaction
Physicians	• Time required for training • New or modified behavior needed • Uptake needed by specialists, medical staff, etc. • Ease of use for adoption	• Be able to quickly access specialists • Enhance quality of patient care • Have greater accessibility to consult and evaluate
Specialists	• Adoption curve • New or modified behavior needed	• Have more flexibility when responding to consult requests • Strengthen collaboration with on-site medical staff • Enhance quality of patient care
Nursing Staff	• Challenging to learn and use • Time required for training • New or modified workflow needed • Uptake also needed by physicians and specialists	• Be intuitive to use • Drive greater productivity and utilization of staff • Enhance quality of patient care
Care Team (Care Coordinators / Case Managers)	• Challenging to learn and use • Time required for training • New or modified workflow needed • Update needed by medical staff and patients/members	• Be easy to use • Enhance quality of patient/member care • Provider patients/members with greater convenience for follow-up

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4. Develop A Workflow Integration Plan

Our solutions can be configured to your workflow in order to help automate and enhance existing roles and processes in accessing and delivering care.

Plan for the Seamless Integration of Virtual Care at Your Organization

A. Conduct a workflow analysis to understand how the virtual care platform fits in with current clinical practices. Discuss implications with relevant stakeholders who will use and/or benefit from virtual care solutions.

B. Think of virtual care as just another tool / method of delivering healthcare vs. a disruptive, new way to practice medicine. Create protocols which are as consistent with existing, in-person protocols. This will help providers feel more comfortable in adopting virtual care and delivering care using technology on a regular basis.

C. Set expectations on implementation timelines, deliverables, and milestones. Identify potential obstacles to staying on track. Brainstorm solutions to either address these obstacles upfront or in the future.

D. Determine how you will monitor and evaluate the use of virtual care on a regular and ongoing basis. Your metrics may include levels of usage, frequency of usage, comfort level by users, efficiencies realized, impact on satisfaction, quality and overall outcomes.

E. Monitor performance regularly to identify trends, successes, and areas for optimization in order to continue to improve the impact and expand the usage.

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5. Discuss Technical Assimilation

Assessing how a virtual care platform will work will help you evaluate and introduce the most appropriate platform.

Questions You Can Ask to Understand the Platform's Compatibility

❑ What is the ease of use for providers, specialists, care team managers, pharmacists, patients/members, etc. in learning and using?

❑ What is the ability to configure and manage the platform based on your needs / use cases?

❑ How can the platform and virtual care programs scale across future needs / use cases?

❑ What is the flexibility / applicability to run the platform on various devices, systems, and network connections?

❑ What is the platform's acceptability across various sites, facilities, and locations?

❑ What is the ease of installation and integration whether via cloud or software installation / download?

❑ How does the platform's security and compliance meet your organization's requirements?

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Conclusion

Technology is advancing, impacting the way we live and presenting new opportunities to improve the delivery of healthcare. Synzi leverages these innovations every day, developing state-of-the-art solutions that make it possible for healthcare professionals to do what they do, only better.

We enable better performance for healthcare organizations, better access for patients, and better outcomes for all. Our goal is to continuously improve our platform and future-proof offerings that simplify complexity and inspire positive change among healthcare professionals and in the lives of patients.

To learn more, visit our website at:
www.synzi.com

synzi™

Better technology. Better care. Better outcomes.