Honickman Center Overview

Background

- 18 story advanced technology building
  - Opened April 2024
- Over 300 exam rooms
  - 58 infusion chairs
  - 10 operating rooms
  - 6 endoscopy rooms
  - Imaging
  - Lab services
  - Pharmacy
  - And more

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Virtual Checkout™ Optimizing the Patient Experience with Novel Technology
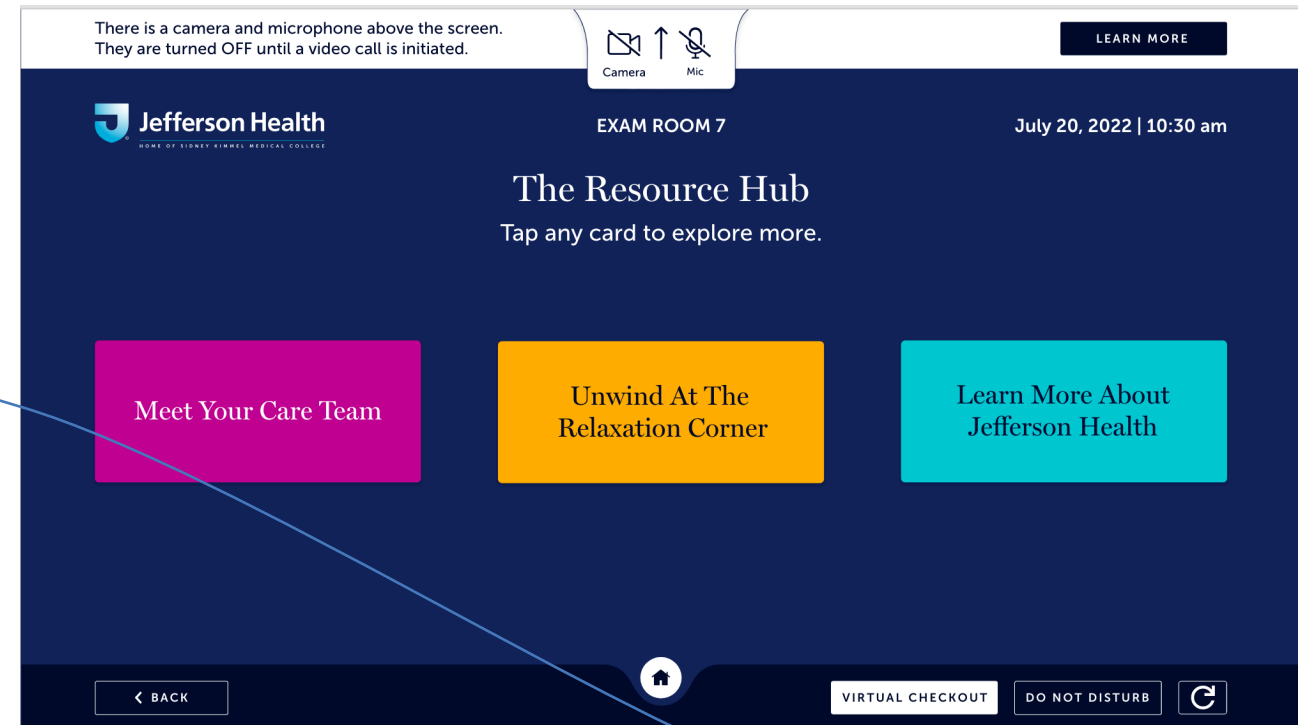
Why Virtual Checkout?

- Honickman was designed to have checkout occur in the room, for a more patient-centered experience
  - Approximately 600 Virtual Checkout sessions per day
- Virtual Checkout (VCO) is an alternative to allow for the patient-centric experience but with a more efficient staffing model
  - Remote VCO agents can service patients in multiple clinics at the same time
- Can seamlessly deliver care and checkout experience in patient's preferred language
  - 8.5% of patient visits with non-English primary language (patient seen at Honickman Center speak over 70 different non-English languages)

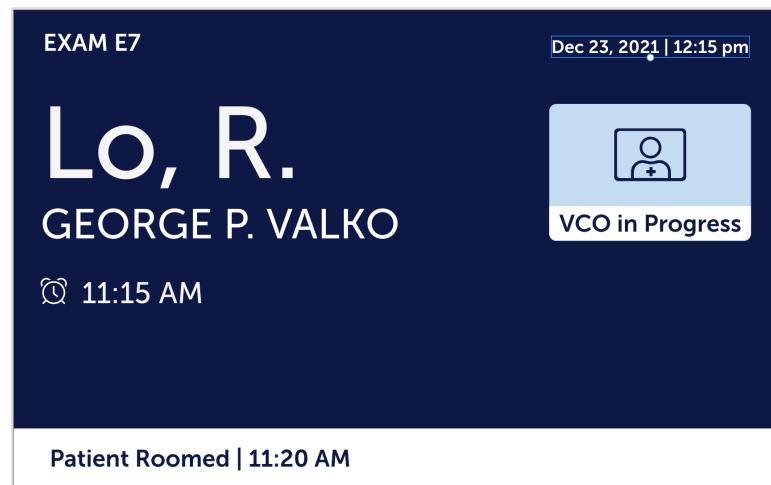Jefferson Health | HOME OF SIDNEY KIMMEL MEDICAL COLLEGE

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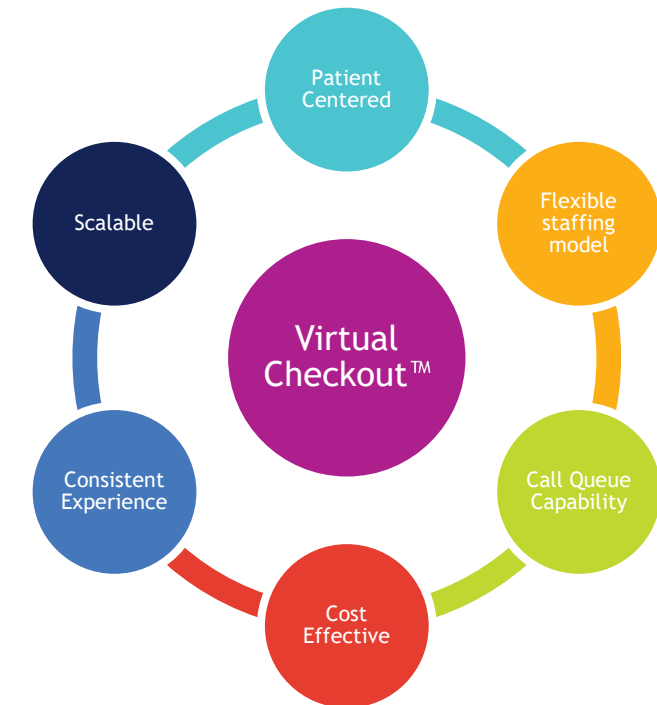
Patient ready for Virtual Checkout™

- Once the patient is done with her visit, she, or the clinician, can tap on the 'Virtual Checkout' button to get her follow-ups scheduled before she leaves today with a live agent on video call
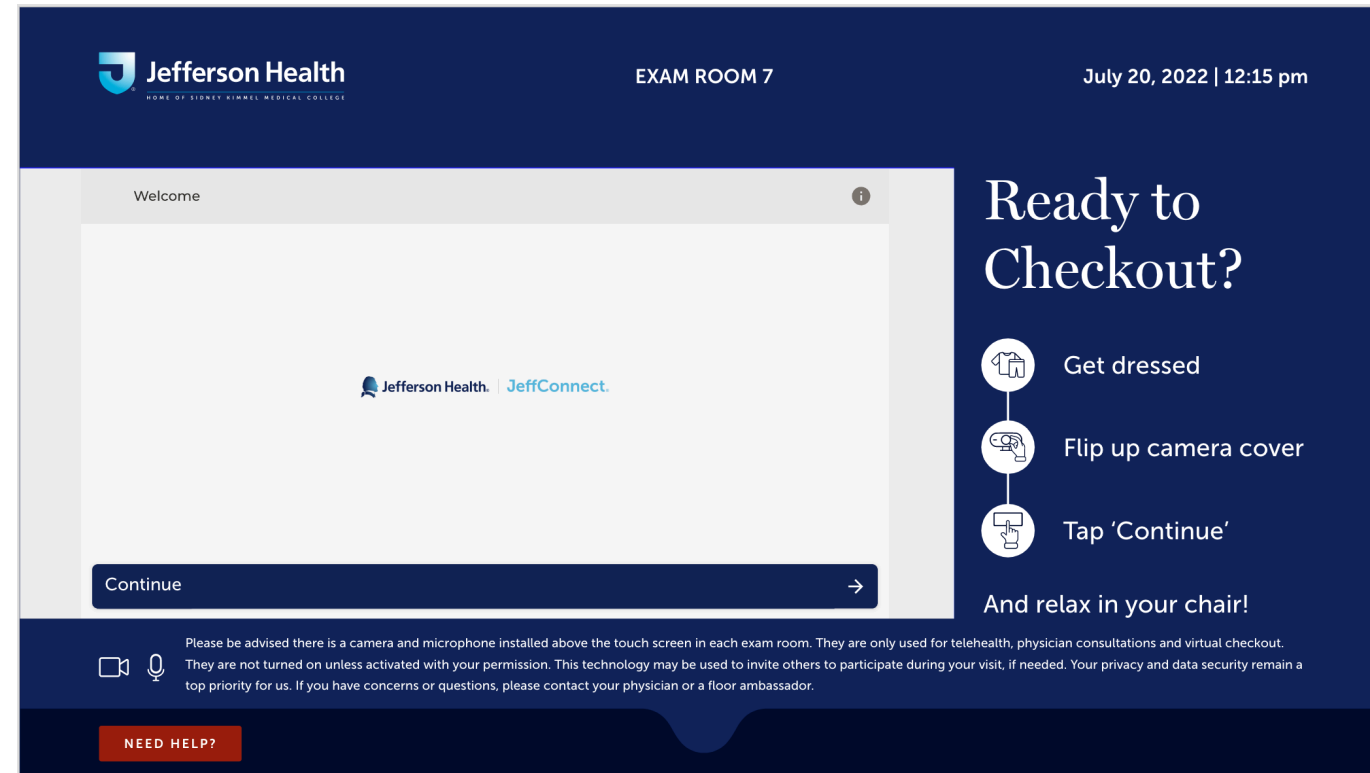
Patient in Virtual Checkout™

- Tapping on 'Virtual Checkout' opens the experience on the screen

EXAM E7

Dec 23, 2021 | 12:15 pm

Lo, R.
GEORGE P. VALKO

⏰ 11:15 AM

VCO in Progress

Patient Roomed | 11:20 AM

Patient Hallway Display
(outside the exam room)

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EXAM ROOM 7

July 20, 2022 | 12:15 pm

Welcome

Jefferson Health. | JeffConnect.

Continue →

Please be advised there is a camera and microphone installed above the touch screen in each exam room. They are only used for telehealth, physician consultations and virtual checkout. They are not turned on unless activated with your permission. This technology may be used to invite others to participate during your visit, if needed. Your privacy and data security remain a top priority for us. If you have concerns or questions, please contact your physician or a floor ambassador.

NEED HELP?

Ready to Checkout?

Get dressed

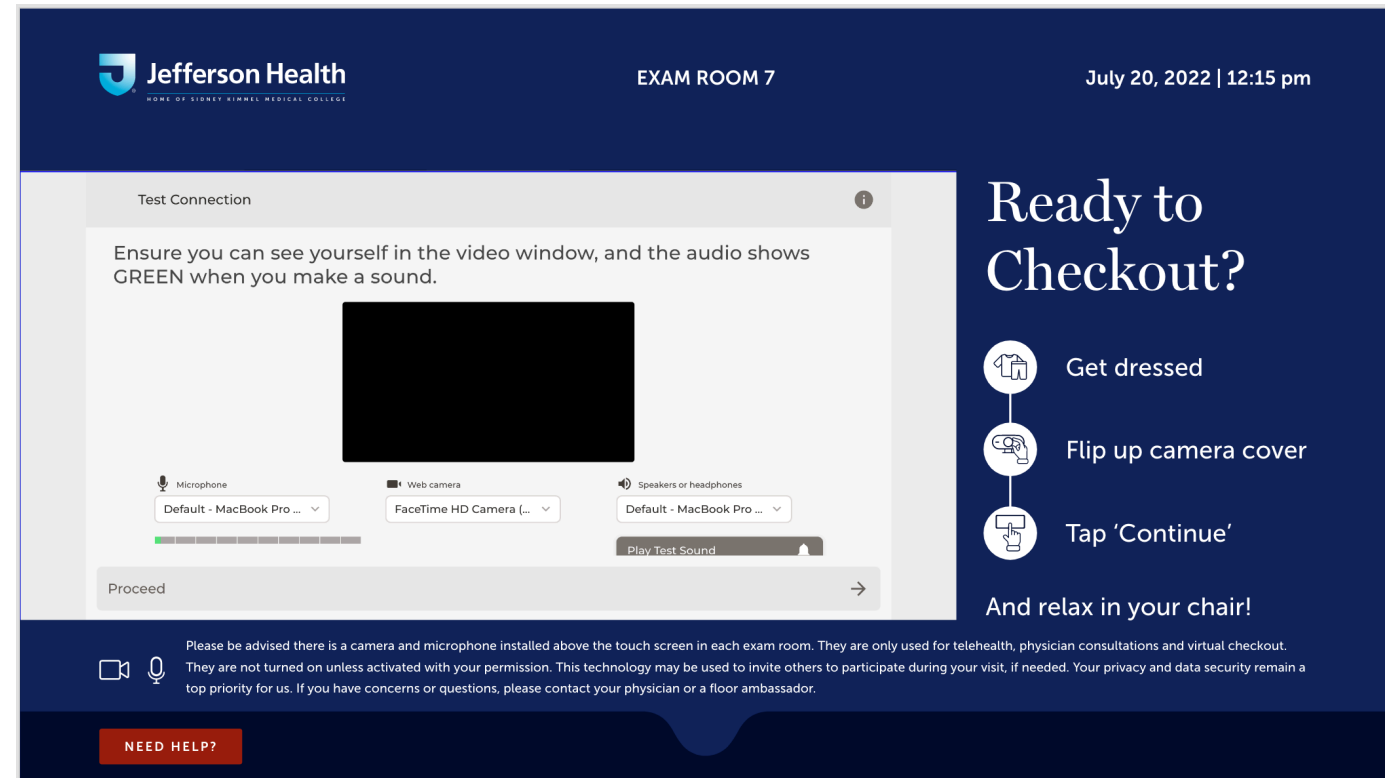Flip up camera cover

Tap 'Continue'

And relax in your chair!

Exam Room Display
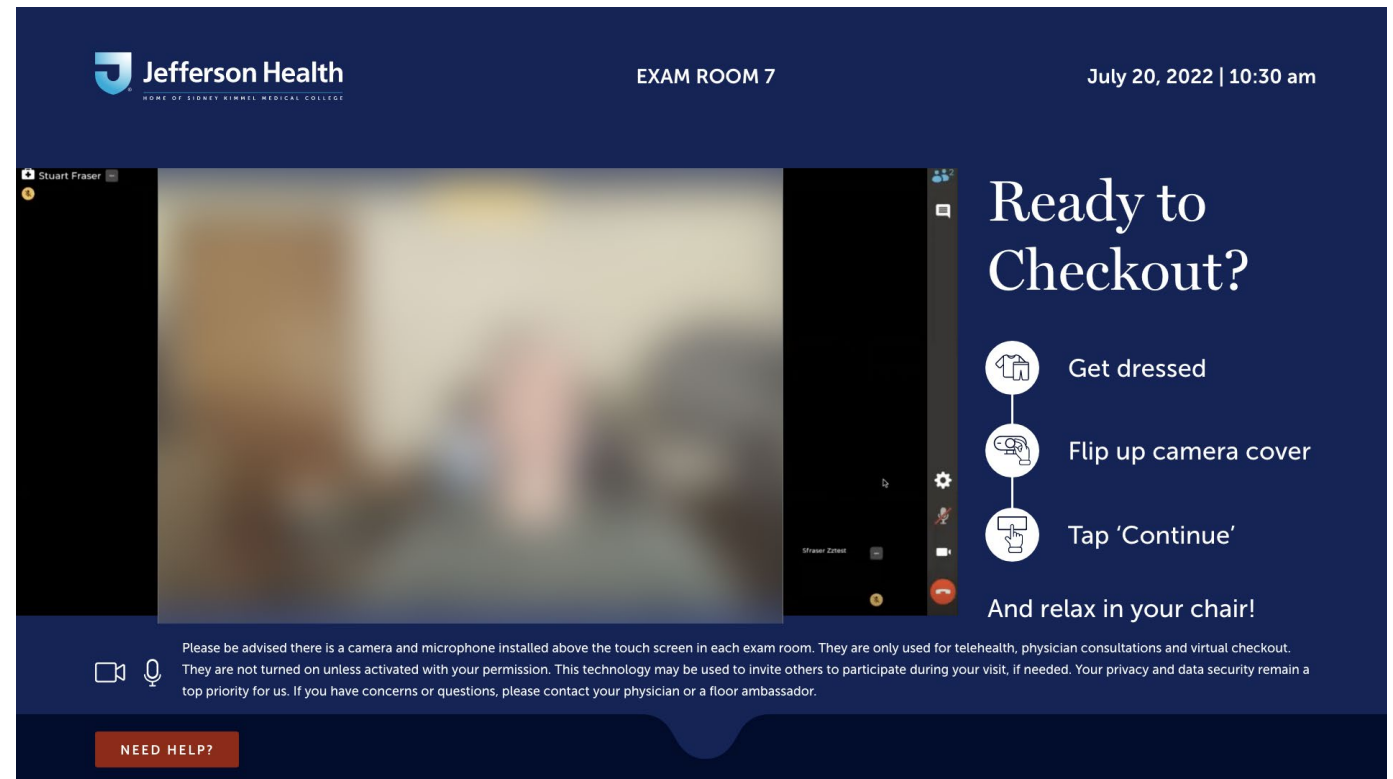(in the exam room)

Patient in Virtual Checkout™

- After just a couple set-up screens, the patient is dropped in the waiting queue for the next available agent to join the call

Exam Room Display
(in the exam room)

Patient in Virtual Checkout™

- Once the agent joins the call, they schedule the patient's follow-ups and then mark them as 'Checked-Out' in EHR
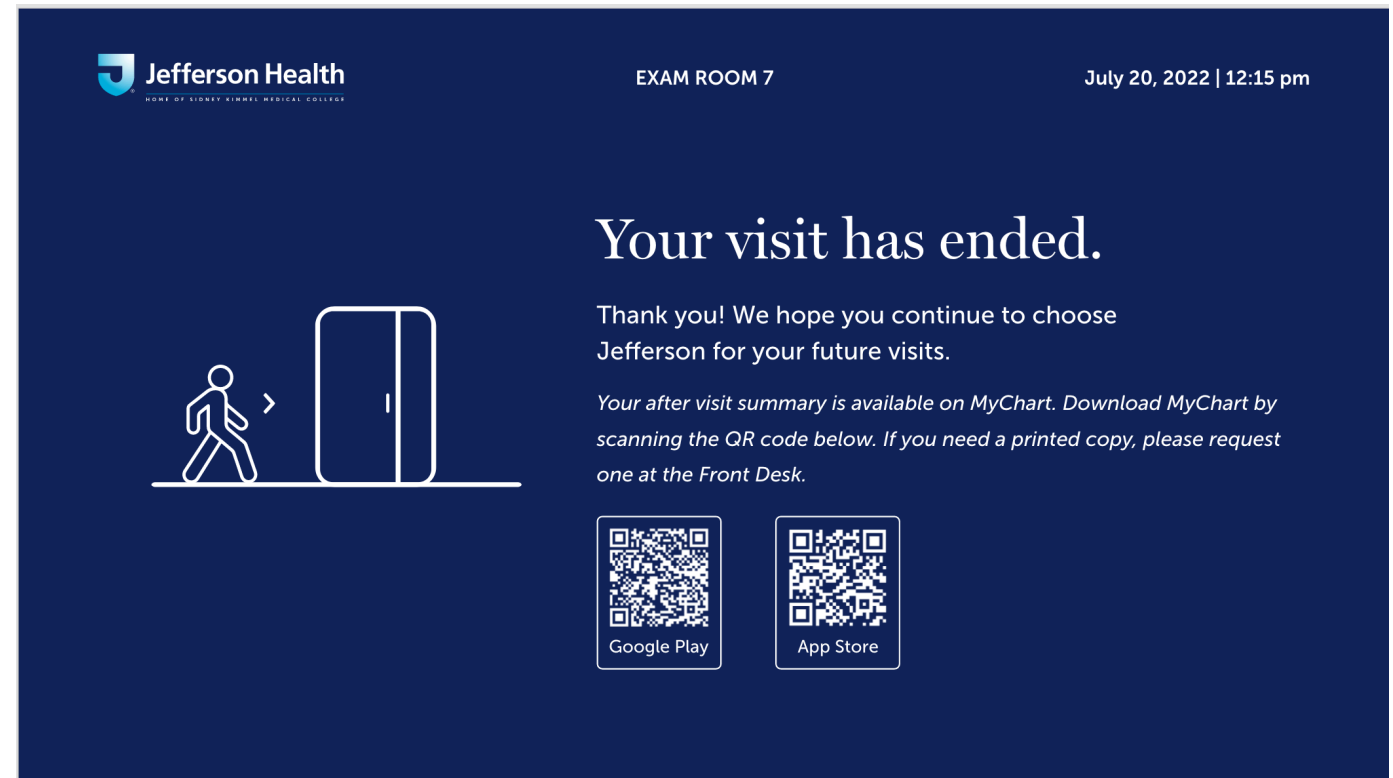

Exam Room Display
(in the exam room)

Patient in Virtual Checkout™

- When the call is done, the patient is instructed to leave and get their After Visit Summary (AVS) through MyChart
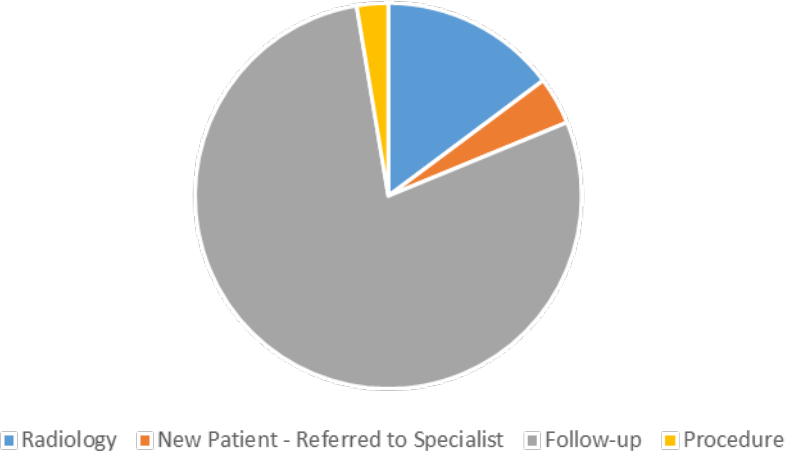

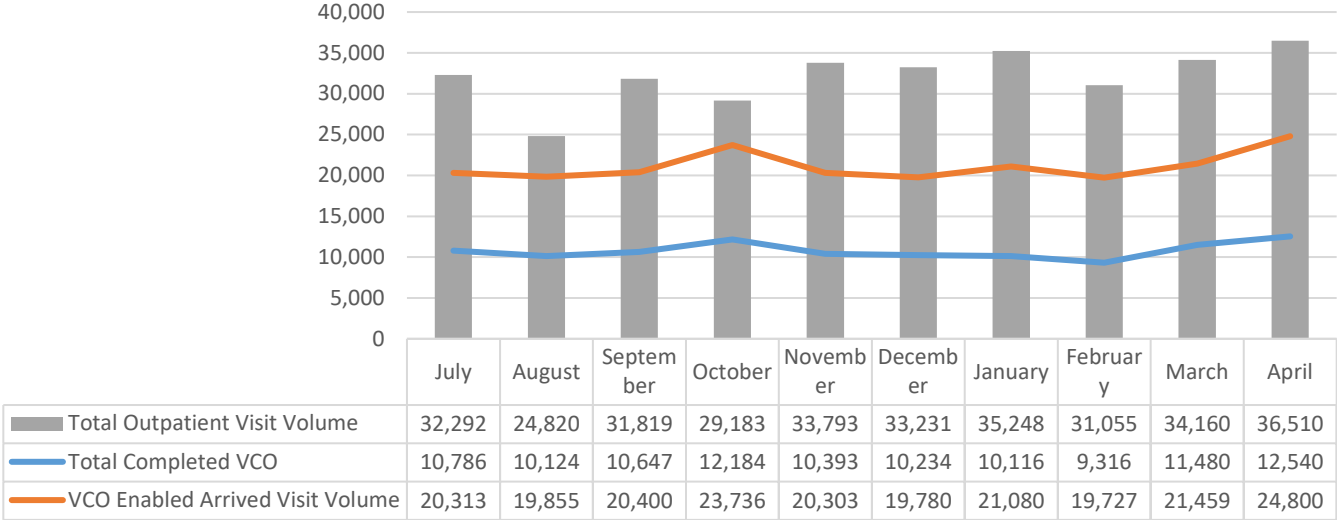**Exam Room Display**
(in the exam room)

Virtual Checkout

VCO KPI	FY25 YTD
Median Wait Time	22 seconds
Median Call Duration	3 minutes 40 seconds
First Connection Success	96%
Completed VCO	107,820

Appointments Made by Specialty/Visit Type

- Radiology
- New Patient - Referred to Specialist
- Follow-up
- Procedure

Virtual Checkout - Honickman Center

	July	August	September	October	November	December	January	February	March	April
Total Outpatient Visit Volume	32,292	24,820	31,819	29,183	33,793	33,231	35,248	31,055	34,160	36,510
Total Completed VCO	10,786	10,124	10,647	12,184	10,393	10,234	10,116	9,316	11,480	12,540
VCO Enabled Arrived Visit Volume	20,313	19,855	20,400	23,736	20,303	19,780	21,080	19,727	21,459	24,800

Days: Referral Made to Appointment Scheduled

Prior to VCO: 18

FY25 YTD: 5.5
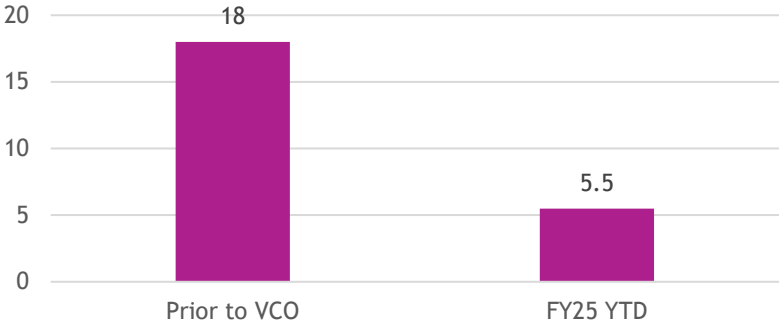
Overall Satisfaction is High

Patient

- Advantages:

  - Scheduling of follow-up, specialists and radiology

  - Patients and families stay in the room

  - The technology is new and fun

- Challenges

  - Privacy concerns with the camera

  - Confusion about what to do after the call

  - Technical support issues

Clinician

- Advantages:

  - Quick learning curve

  - Standardized experience throughout the facility

  - All appointments are scheduled prior to patient's departure

- Challenges

  - Delayed wrap-up instructions impact scheduling

  - A/B switch issues cause screens to malfunction

  - Computer/room layout

Summary – Jefferson Health Virtual Checkout™

- Streamlines patient discharge using telehealth via in-room digital whiteboards

- Over 100,000 checkouts completed, averaging 600 daily

- Significant reduction in wait times (20 seconds on average)

- Call duration of 2 minutes and 26 seconds per checkout

- Improved care coordination, shorter appointment scheduling times, and enhanced patient satisfaction

- Ability to match patients with language-specific checkout specialists

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