Covenant HealthCare Modernized its Patient Education with Elsevier’s PatientPass

Without a centralized source for patient education, Covenant HealthCare had an opportunity to reinvent its patient education program to provide a consistent and effective experience to patients. Educational content came from multiple sources, including homegrown physician-specific materials, and were delivered to patients in multiple ways, from snail mail to email to printed handouts. The region’s largest health system required a modern patient education approach that could overcome manual limitations by integrating patient education into existing workflows and patient-facing technologies.

“Like any partnership, trust builds over time. We’ve worked with Elsevier over many different engagements. [Elsevier] has been able to successfully deliver results consistently.”

– Frank Fear, MA, CHCIO, Chief Information Officer
Covenant HealthCare’s Pass to Innovative Patient Education

Covenant HealthCare’s mission focuses on innovation specifically around the patient experience. As part of that process they partnered with Elsevier by leveraging PatientPass to make standardized, evidence-based and interdisciplinary education easily accessible to both clinicians and patients. The health system looked to its clinicians and patient-family councils to guide and govern the decision, with key criteria including:

- **Ease of Use:** Integration with Epic allows clinicians to access patient education within their existing workflows. PatientPass also integrates with the health system’s patient-facing technologies to create a seamless and intuitive user experience.

- **Patient Experience:** Educational materials are delivered directly to the patient using their preferred device or through the Epic’s MyChart Bedside app. Outpatient education can be delivered based on patient preference, including print, text or patient portal.

- **Pre-procedural Support:** Auto-share functionality delivers educational materials to patients and their caregivers before or after a procedure without requiring manual effort from staff.

- **Population Health:** PatientPass supports population health goals by sharing education in a patient’s preferred learning style and channel to engage patients outside the walls of the hospital and ultimately support their care.

- **Data & Insights:** Clinicians can easily build upon previously shared education with insights into the patient education history. Nurses are able to easily see what education has been viewed or not viewed prior to any procedures and throughout the patient’s hospital admission.

“We expect to improve patient preparedness first and foremost, hoping to reduce their anxiety, reduce potential cancellations with the extra knowledge they might have, and improve adherence to medication regimens and treatment plans. We hope to offer our staff more insight into the patient’s educational journey and where we need to focus to collaborate on achieving outcomes.”

— Stacey Klump, MSN, RN-BC,
Director of Medical Surgical Services

To learn how PatientPass can help your organization reach their patient education goals, visit [Elsevier.com/patientpass](https://www.elsevier.com/patientpass).