

IMPROVING PATIENT ENGAGEMENT

# Next Steps & the Road Ahead

In a recent survey conducted on behalf of Elsevier, healthcare providers nationwide acknowledged a need to improve their patient engagement and education tools to empower patients to take a more active role in improving and maintaining their health. Nearly a third indicated a desire to take action within the next year, and more than half planned to integrate a diverse range of formats, including video.

When my organization makes an implementation decision on a patient education solution, I will be:



**18%** Involved in testing/evaluating the solution

**58%**

Part of the decision making group



**7%**

The primary decision maker



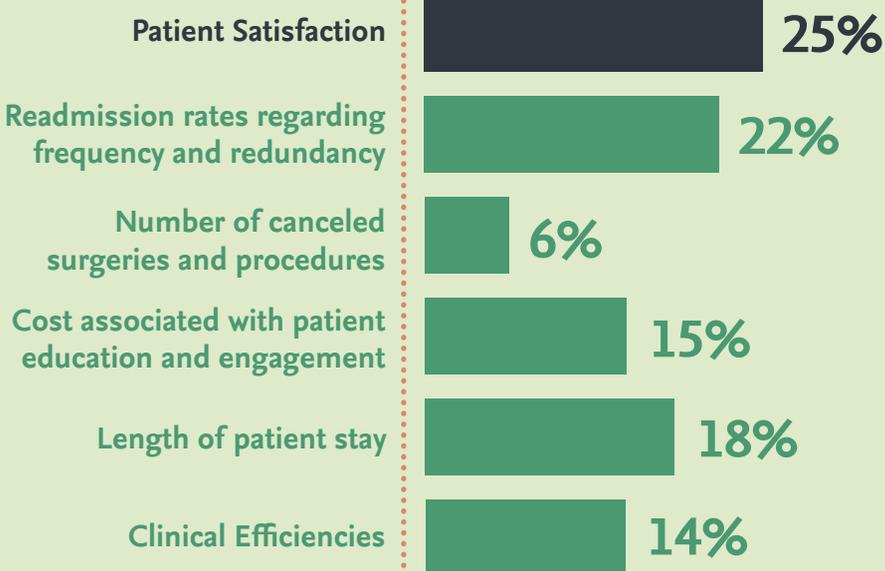
**17%** Recommending to the primary decision maker



**KEY TAKEAWAY**

Majority of profiled respondents are part of the decision making group.

We are currently experiencing issues in the following areas:



We need to address these issues within:



**KEY TAKEAWAY**

Top issues profiled respondents are experiencing:

- Patient Satisfaction
- Readmission rates, both frequency and redundancy
- Length of patient stay

Majority of profiled respondents plan to address these issues in the next 12 months

Our patients are not satisfied with our current patient education offerings and find them limiting. We plan to address this in:



**KEY TAKEAWAY**

Majority of profiled respondents plan to address the satisfaction of their patients regarding patient education in 12 + months.



Patient education is a priority for our organization this year and we are looking for a patient engagement solution that provides our patients with the following:

**13%**  
Selection of health literacy levels



**17%**  
Multiple language options in both text and video

**19%**  
Accessibility anywhere and on any device



**24%**  
User-friendly and interactive experience throughout the care continuum

**27%**  
Easy-to-use tools for further education and engagement

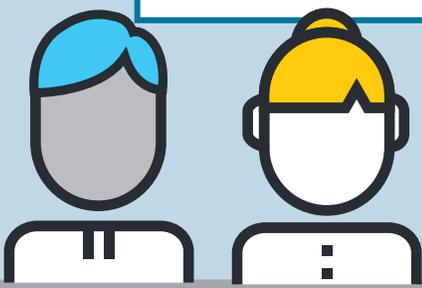


**KEY TAKEAWAY**

Profiled respondents are looking for a patient engagement solution that provides patients with:

- Easy-to-use tools
- User-friendly and interactive experience

We have had discussions around broadening our patient education to include video. We plan to implement this in:



**KEY TAKEAWAY**

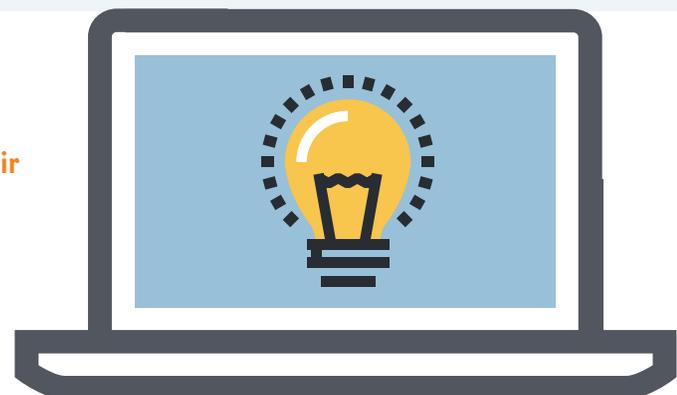
Majority of profiled respondents plan to implement and broaden their patient engagement platform to include video in 12 + months.

Our current patient education approach consists mainly of printed materials. We are looking into implementing a patient education tool with a diverse platform of learning tools and formats both interactive and engaging. We plan to address this in:



**KEY TAKEAWAY**

Majority of profiled respondents plan to expand their patient engagement platform in 12 + months.



Elsevier Interactive Patient Education provides user-friendly tools and health information across all care settings and throughout the patient's journey.



• Includes evidence-based content used by care providers, but presented in a patient-friendly format.



• Fuels better collaboration and improved patient outcomes with materials delivered in the format, language and health literacy level at which a patient learns best.



• Integrates with your EHR and is easily accessible via web browser, mobile device and TV.