Where the magic happens

2024 Konnect

What's New & What's Next Healthcare

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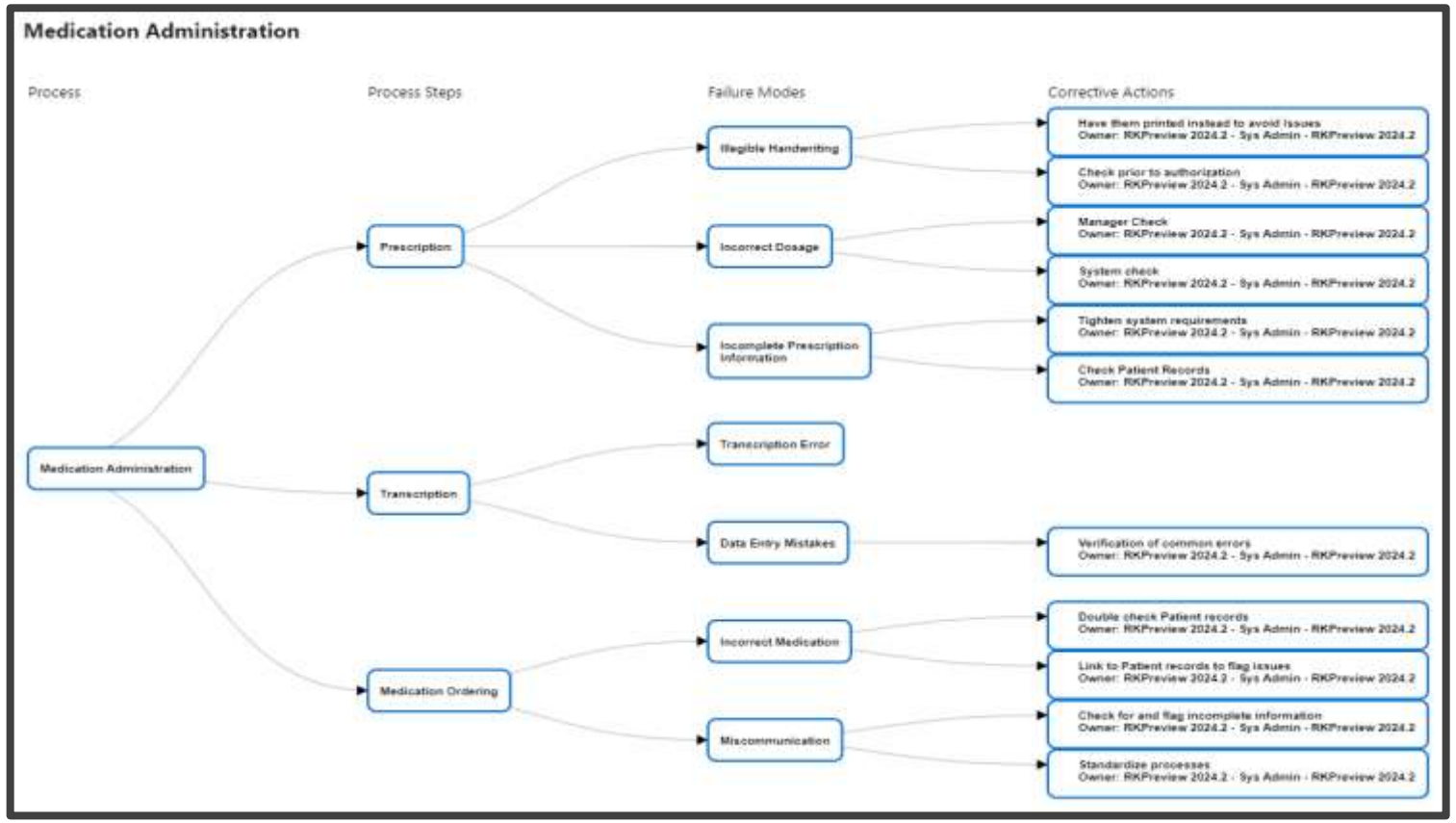
What's NEW

- Key Enhancements and Improvements:
  1. Healthcare Failure Mode & Effects Analysis
  2. Healthcare Event Portal within Digital Experience
  3. Epic Integration – Launch HC Event Portal
  4. Event Abstract

- Don't forget to check out the release notes: Customer Portal

What's New

Healthcare Failure Mode & Effects Analysis



Automate healthcare risk analysis: faster, consistent, data-driven safety

Innovation | Integration | Deliver Value | View of Risk

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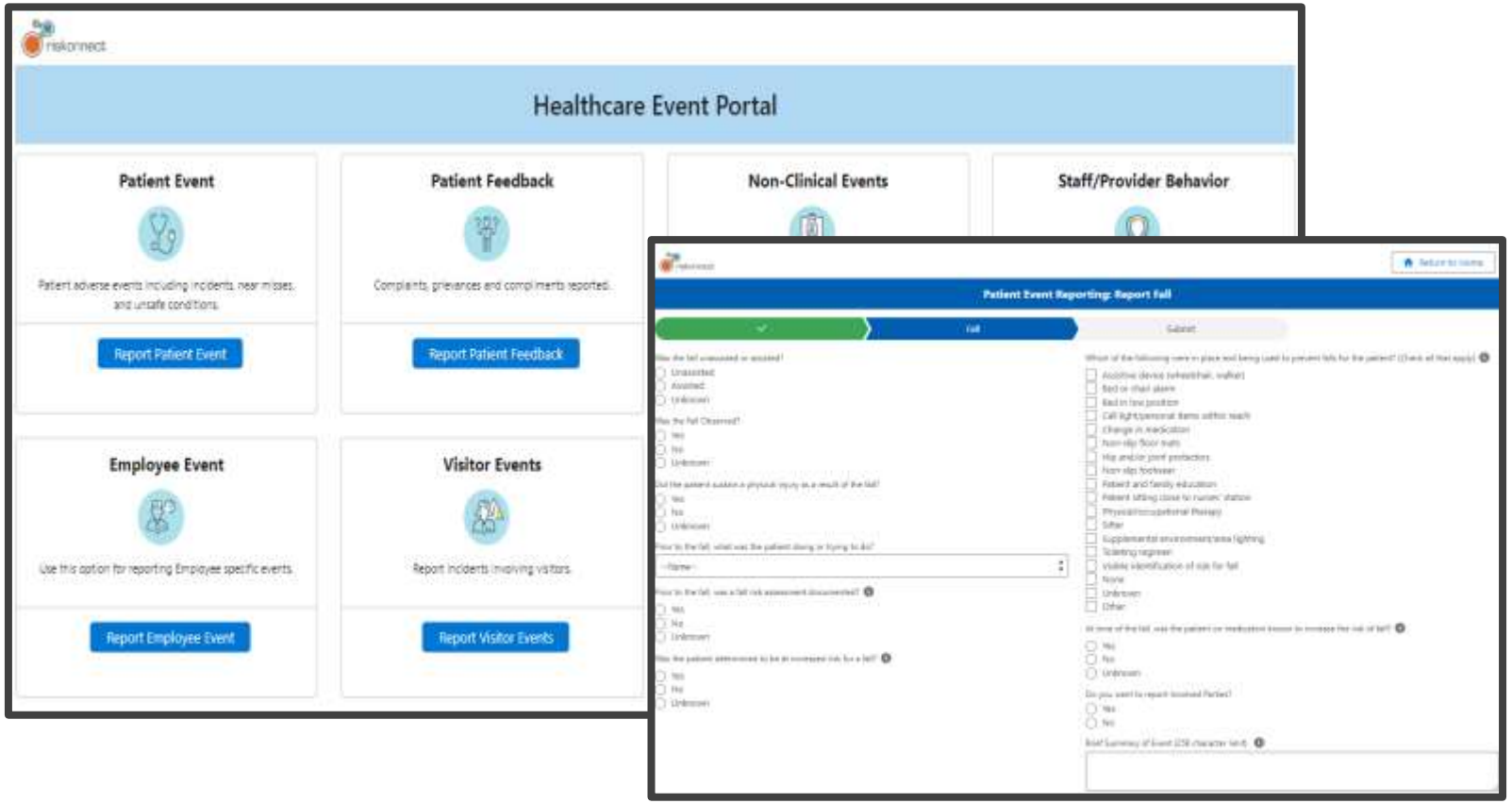
What's New

Healthcare Event Portal within Digital Experience



Modernized UI with Enhanced Innovation, and Self-Service

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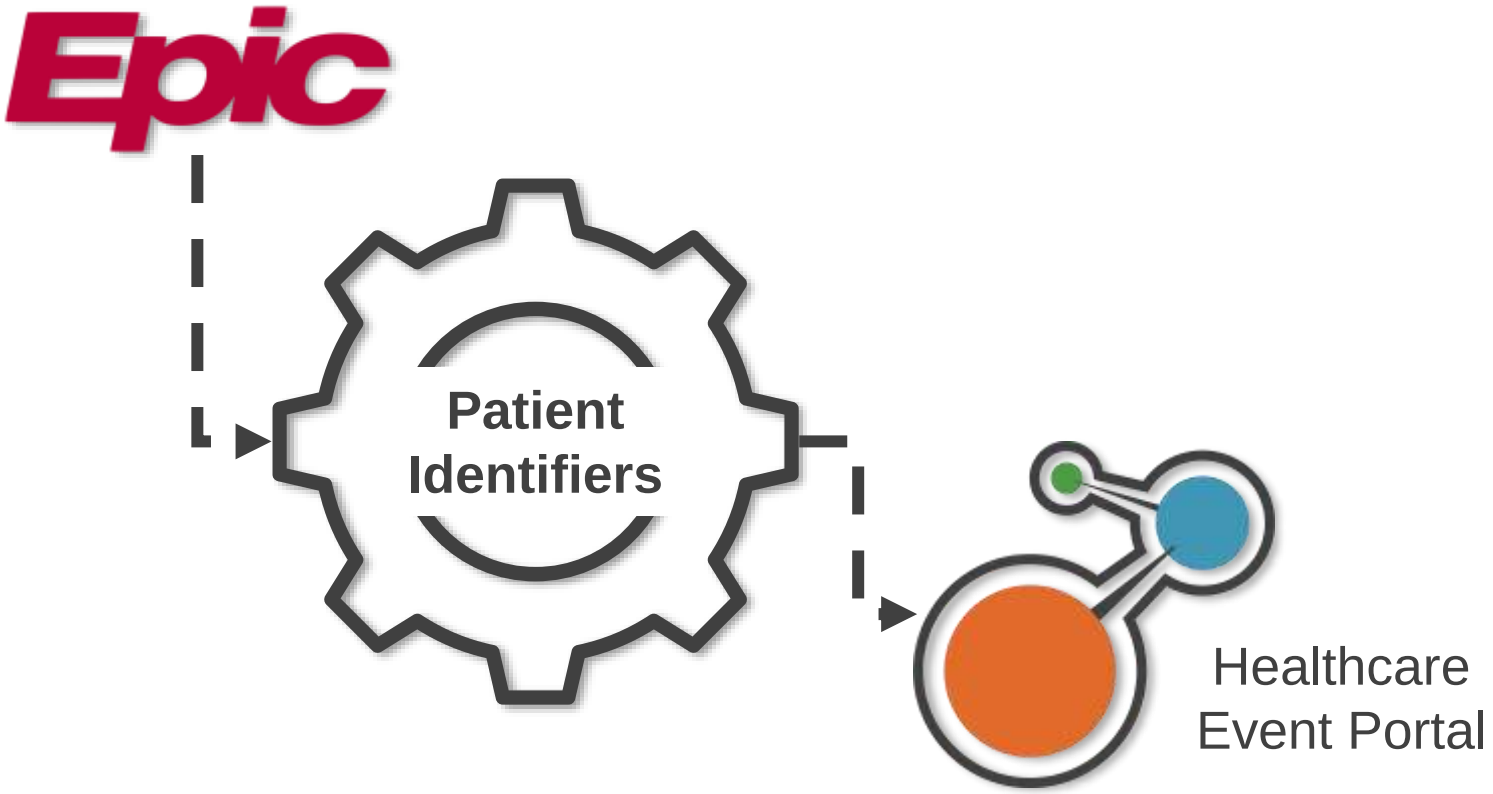
What's New

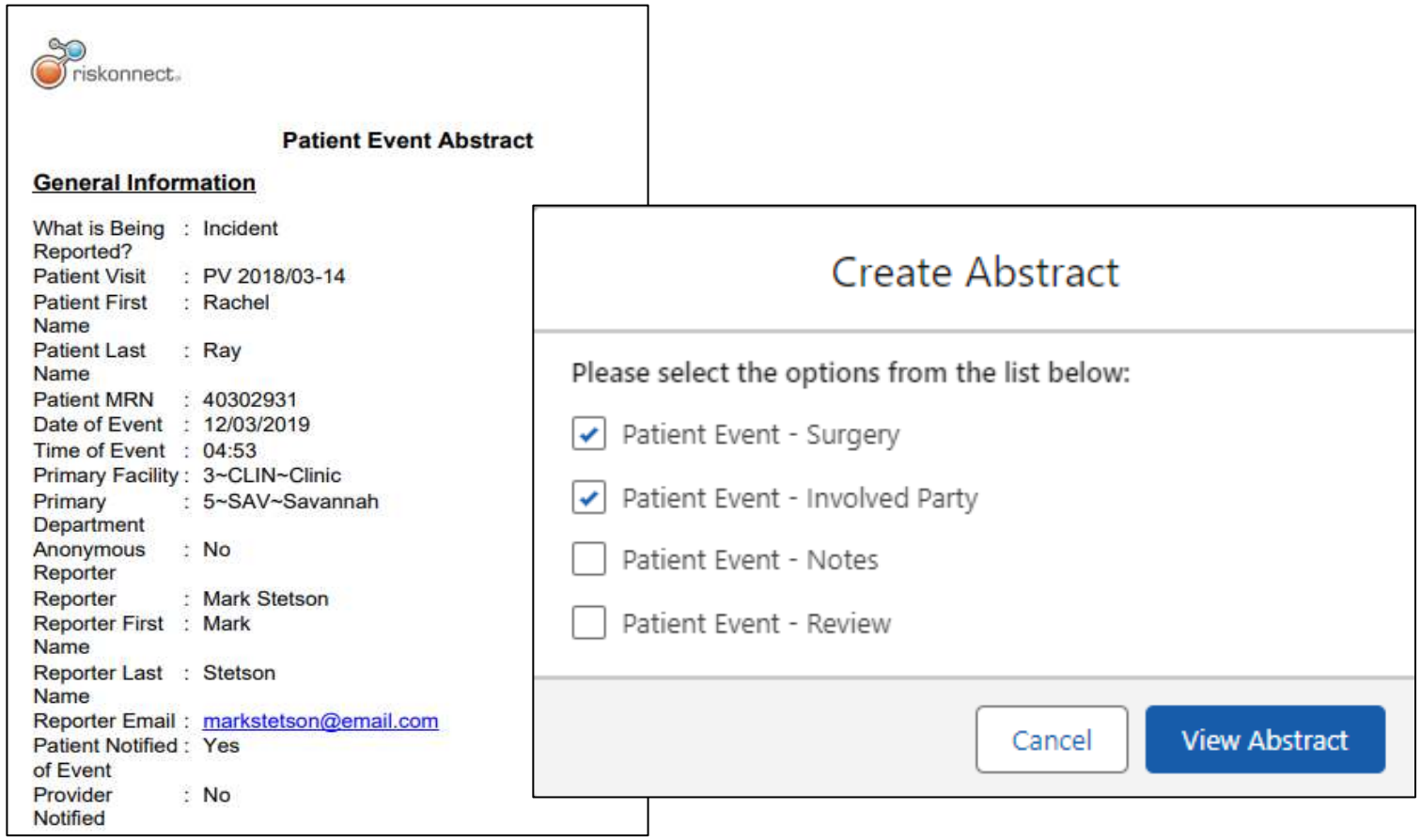
Epic Integration – Launch HC Event Portal



Improve the user experience, and decrease the time to complete an event report

What's New

Event Abstract



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Patient Event Abstract

General Information

What is Being Reported?	:	Incident
Patient Visit	:	PV 2018/03-14
Patient First Name	:	Rachel
Patient Last Name	:	Ray
Patient MRN	:	40302931
Date of Event	:	12/03/2019
Time of Event	:	04:53
Primary Facility	:	3~CLIN~Clinic
Primary Department	:	5~SAV~Savannah
Anonymous Reporter	:	No
Reporter	:	Mark Stetson
Reporter First Name	:	Mark
Reporter Last Name	:	Stetson
Reporter Email	:	markstetson@email.com
Patient Notified of Event	:	Yes
Provider Notified	:	No

View all event data in one form

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By the Numbers…

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26
new ideas received

9
new features delivered

76
% of roadmap based on customer ideas

42
bugs resolved

6
# of releases

1
integration added

83
% of non-maintenance development

Healthcare Roadmap

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Near Term – 6 months

Digital Experience Event Reporting Enhancements
- Improve the user experience and decrease the time to implement/modify the event portal

Predictive Event Severity
- Identify adverse events with a greater risk to take immediate action reducing the risk to the organization

Predictive Event Classification
- Based on the event description, predict the type of event to enhance the event reporting experience

Sentiment Analysis of General Feedback
- Enable risk-mitigation, decision making through expressed patient/Visitor feedback

Mid Term – 6 to 12 months

Pre-Populate Event Location
- Improve the reporter experience by pre-populating the event location based on the patient involved in the event

User Proxy Solution
- Streamline the assignment of events to ensure timely investigations

Automated Duplicate Event Detection
- Reduce duplication of event management while retaining all important event data

Platform Reporting Enhancements
- Integrate event data into a single repository to enhance platform analytics

Long Term – 12 to 24 months

Patient Rounding
- Ensuring exceptional care and communication in real-time

Accreditation Enhancements
- Optimize survey checklist correlations with accreditation regulations through AI-driven analysis

OPPE Data Source Integration
- Automate data integration from external sources, streamlining performance data

Regulatory Compliance/Policy Management Combined with Event Management
- Utilize AI technology to deliver comprehensive insights, offering actionable guidance for patient safety and quality initiatives

Updated September 16, 2024, Subject to change.

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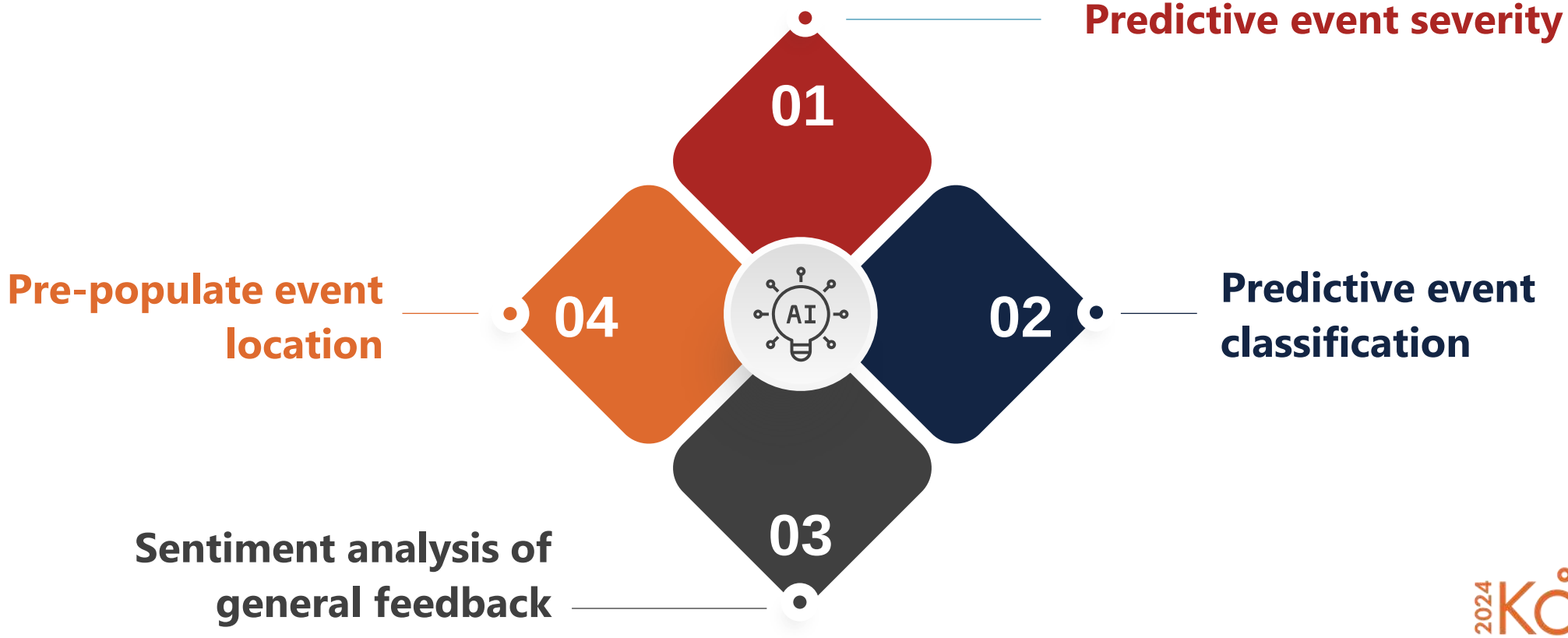
What's Next

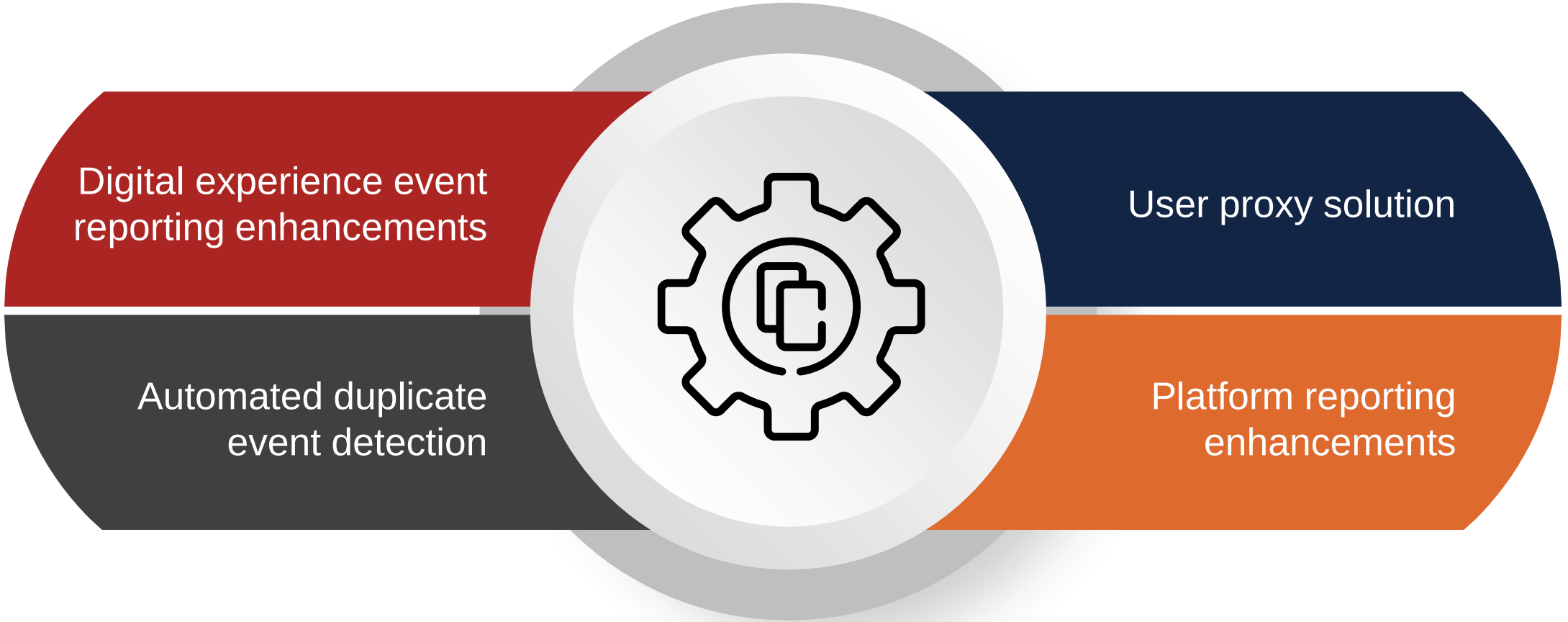
Event Reporter Experience

Enhance the event reporter experience and gain efficiencies within your risk mitigation actions through new technologies



What's Next

Standardize Processes and Workflows



What's Next

Integrations

01 RK OPPE to EHR / Credentialling Apps

02 Enhanced RK HC to EHR

03 Enhanced RK HC Integrations

04 RK HC to Regulatory Compliance

Healthcare Roadmap

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GET INVOLVED!

- Reach out to your Customer Success Manager (CSM) to get started with new features
- Set up a roadmap stewardship session
- Sign up for the product council
- Add ideas to the portal

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CONNECT WITH ME.

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