

The Path to Centralized, Seamless Care

MU Health Care's Converge Migration Story



Prior to migrating to Amwell's Converge platform, MU Health Care, an academic medical center in Columbia, Missouri, had been utilizing the Amwell Home platform for on-demand, direct-to-consumer urgent care visits. The health system was also using Amwell Connect EHR within its Cerner electronic health record (EHR) for scheduled visits at outpatient ambulatory clinics, emergency consults across its healthcare facilities, and outreach programs at partnering facilities outside its network. MU Health Care made the

decision to migrate to Converge in early 2021, a decision driven by its vision for virtual care.

"Our goal is to create a centralized virtual care model and to provide a seamless experience for everyone involved," says Carey Jones, Virtual Care Manager at MU Health Care. "[Converge] was really an opportunity for us to advance our virtual care program and to have that embedded integration that so many of us have been seeking."

INTRODUCING MU HEALTH CARE

MU Health Care is an academic medical center comprised of:

- 6 Hospitals
- 50 outpatient clinics
- 600+ physicians
- 80+ specialties & subspecialties

Virtual Care Vision: Create a centralized virtual care model that provides a seamless experience for patients, staff, and providers.



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Carey Jones, MBA, Virtual Care Manager, MU Health Care



THE CAPABILITIES THAT MATTER

MU Health Care's decision to migrate to Converge was influenced by a wide range of features and functionalities that had a positive impact on patients, clinicians, and staff.



EASE OF USE FOR PATIENTS

MU Health Care wanted to provide its patients with a virtual care experience that met their needs as consumers. Converge empowered MU Health Care to meet these needs through:

- The ability to text or email the patient a join link for the visit, including at the time of care.
- No app downloads, logins, or password requirements for the patient to join a visit.
- Built-in interpreter services to better serve patients' language needs.



STREAMLINED WORKFLOW FOR PROVIDERS

For clinicians, the health system aimed to streamline and simplify care delivery through Converge features and functionalities like:

- A picture-in-picture feature to float the patient's video stream in a separate window overlaying the Cerner window, allowing them to use one screen while maintaining eye contact with the patient.
- The ability to launch a visit directly from the EHR, which meant less clicks, no downloads, and no logins for the clinician.
- Screensharing to show patients images, educational documents, and more.
- The option to add additional guests to the visit, such as family members, other providers, and staff.
- A virtual rooming workflow that mirrors the standard in-person workflow.



SIMPLIFICATION FOR STAFF

For staff members, it was all about simplifying the virtual visit workflow by:

- Only having to schedule virtual visits in one system—the EHR.
- Mirroring that in-person workflow for virtual care.
- Having the patient arrival status change in the Ambulatory organizer to keep informed on changing statuses.

RESULT: CENTRALIZED, SEAMLESS CARE

MU Health Care has successfully rolled Converge out to more than 35 primary and specialty care clinics, including dermatology, endocrinology, family medicine, and surgery. These clinics are now using Converge daily to see patients.

Through Converge, MU Health Care has achieved its vision of a centralized virtual care model, and has created a seamless experience for patients, providers, and staff.

“We don’t need to delegate anyone to have access. It’s all centralized, and that’s what’s made it so successful,” tells Jones. “We have the functionality we need to offer a comprehensive experience to everyone involved.”

MU HEALTH CARE CLINICS USING CONVERGE



Live at 35+ locations spanning multiple service lines

Autism & Neurodevelopmental Disorders

- Thompson Center

Surgery

- Columbia Surgical Associates

Dermatology

- Woodrill Dermatology
- Jeff City Dermatology
- Dermatology (UPMB) & MOHS

Digestive Health

Diabetes & Endocrinology

ENT & Allergy

Family Medicine

- Fayette Family Medicine
- Boonville Family Medicine
- SPMB Family Medicine
- Fulton Family Health
- Ashland
- CFMG
- Keene Family Medicine
- Smiley Lane Family Medicine
- Fulton Callaway
- Columbia Family Medical Group

Health & Vascular Clinic

Internal Medicine

- Fairview Internal Medicine
- Woodrill Internal Medicine

Maternal Fetal Medicine

Medical Specialty Clinic

Neurology

Oncology

- Ellis Clinics
- Ellis Radiology Oncology
- Ellis Cancer Screening

Pain Clinic

Pediatrics

- SPMB Gen Peds
- Pediatric and Adolescent Specialty Clinic
- General Pediatrics
- Children's Cardiology

Physician Therapy

- Physical Medicine and Rehabilitation

Psychiatry

- Adult Psych
- Child Psych

Surgery Clinics

Women's Health

- Female Incontinence Center
- Women's Urology
- Reproductive Health and Infertility



“Overall, I like it better than Zoom. I don’t have to go upstairs to my office. The staff and nurse start the appointment, and I can view the patient record while in the appointment. The sound and visual quality have been excellent. I’ve had only positive comments from patients and other faculty. It seems more secure than Zoom.”

-MU Health Care Physician