EASIER, MORE RELIABLE CARE FOR EVERYONE:

LMH Health's Converge Migration story

LMH Health made the strategic decision to be one of the first health systems to migrate over to Amwell's Converge platform. Its hope was that this new infrastructure would allow it to achieve an enterprise-wide virtual care experience that was integrated, reliable, and easy for patients and providers to use.

LMH Health partnered with Amwell on its telehealth solution in early 2020, but when COVID-19 hit and in-person care was suspended, LMH needed an interim solution to the overnight demand for virtual care. The health system opted for Zoom while it continued the work of integrating the Amwell platform into its Oracle Cerner electronic health record (EHR). In August 2020, LMH rolled out its Amwell-powered telehealth program and received positive feedback from patients and providers. There were still, however, certain populations that would benefit from an even more seamless experience. Geriatric nursing home patients and pediatric patients, for instance, struggled with having to download an app and use a unique email address to register for a telehealth visit. In addition, the original Amwell solution, while integrated with Oracle Cerner, still required staff to dual-schedule appointments in both Oracle Cerner and Amwell systems.

QUICK FACTS

LMH Health is an independent, not-for-profit community hospital located in Lawrence, Kansas, that comprises:

- A 174-bed hospital
- 12 primary care clinics
- 18 specialty care clinics
- 140 employed providers

TELEHEALTH VISION: A singular telehealth platform that could improve efficiency and patient outcomes in specific areas of care, including primary care, health coaching, orthopedics, and follow-up care in nursing homes.

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At the same time LMH Health was receiving feedback from its staff and clinicians, it was also reevaluating its overall strategy for virtual care. The pandemic gave LMH a clearer vision of what a long-term virtual care program should look like, and the health system identified telehealth requirements important to its future vision, including a telehealth platform that was fully integrated with the EHR, scalable, simple for patients and providers to use, and had stable and reliable video connectivity. Based on those criteria, LMH chose to migrate to Amwell's Converge platform.

A Far-Reaching Impact

LMH rolled out the Converge platform to a broad group of primary and specialty care practices. The platform allowed the health system to create a scalable and reliable virtual care experience that is fully embedded into the Oracle Cerner EHR. The benefits have been felt across the entire virtual care experience, from patients and providers to staff and operational teams.

Due to a successful launch, LMH was able to move all providers to the Converge platform, achieving its goal of an enterprise-wide telehealth solution. The hospital plans to leverage the Converge platform as it expands virtual care from scheduled to on-demand visits.

"Amwell was awesome at listening to our feedback. Our front office staff, our clinical staff, and our providers got to share how they would like to see it work, and Amwell and Oracle Cerner came together, and they delivered on that. [Converge] met all of our requests."

"Converge works great ... it's integrated within the electronic medical records, so our providers and our front office staff never have to leave their workflow — our patients, we just send them a link... they don't have to register for anything. They don't have to download anything... It has truly been life-altering for our staff."

Michael Williams
Vice President & Chief Information Officer
LMH Health

All-Around Impact: The benefits of Converge were felt by all parties involved in a virtual care encounter, as well as those who support the interaction.

♡ CONVERGE

OPERATIONS TEAM

Ready to Scale: As LMH continues to build on its telehealth vision, Converge can help them scale to on-demand care and beyond through its cloud-native, multi-tenant platform.

Relief in Reliability: Thanks to the reliability and stability of Converge's audio and video connection, LMH's telehealth team is no longer inundated with urgent connectivity issues and troubleshooting requests from providers and staff.

Elimination of Provider Accounts: Once telehealth is loaded into Oracle Cerner *PowerChart* ™, providers can have a video visit without building provider accounts in a separate application.

PROVIDERS

Enhanced In-Visit Features: Providers can use in-visit tools like auto transcriptions, translations, screensharing, and chat, to provide better care to patients.

Telehealth, In One Place: LMH schedules, launches and conducts video visits from directly within the Oracle Cerner EHR, which means no dual-scheduling or multiple platform logins.

Mimic In-Person Workflows: The virtual warm handoff functionality allows a video visit to remain open as staff and providers come and go. LMH no longer needs to carefully coordinate when staff and providers join and leave a virtual call for fear of accidently ending the visit.

STAFF

No Downloads, No Logins: A join link is sent to the patient via email or text, reducing the time LMH staff spends troubleshooting patient workflow issues, and reducing patient obstacles to care.

PATIENTS

No Email Constraints: patients can receive a link to join via text, or they can use someone else's email address (i.e., a caregiver or parent) to receive the join link.

Basic Browser: Patients can have a video visit natively in any browser, with no need to download a third-party application.