

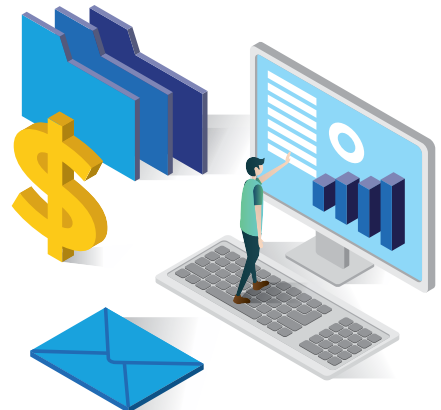
Empowering Healthcare's Digital Transformation

Care plans are essential in mapping the treatment of a patient by coordinating care across multiple providers and informing patients and their families. Most importantly, the plan must achieve the best outcome given a complex set of variables. Kno2 believes there is a strong correlation between a care plan for a patient and a care plan for a provider organization that is seeking digital transformation by leveraging existing technology investments as you are experiencing a complex set of variables, including:



Now more than ever, provider organizations face the universal challenge of doing more with less, with no loss in quality and simultaneously maintaining patient satisfaction. An area of significant opportunity sits in the number of manual, labor-intensive processes across disparate systems. Often referred to as interoperability, the ability to digitally transform your practice needs guidance from experts just like a patient needs guidance from their care team. Healthcare is at an inflection point.

*Read along to see how the **Kno2 CAREplan** can help your organization ditch the status-quo, uplift communications, evolve workflows, eliminate waste and thrive with the future of healthcare communication.*



What is CAREplan?

Kno2's CAREplan is a series of practical steps in your transformation journey:


Connect > **Analyze** > **Reform** > **Evolve**

The goal is to maximize the use of your technology investments, reduce inefficient use of staff, increase patient flow and maintain patient satisfaction in a severely constrained environment.

Kno2's CAREplan subscription targets workflows such as:

- Inbound/Outbound Referrals
- eSigning
- Order/Result Notifications
- eRX of DME
- Care Plans
- Release of Information

....to name a few



Prior to executing the CAREplan service, a set of key performance indicators (KPIs) tied to one or more key workflows will be established between your staff and Kno2. These KPIs will determine that the achievement of the plan was accomplished. Kno2 will only offer a service that is tied to tangible outcomes.

Let's examine why
Connect/Analyze/Reform/Evolve
can empower your organization
like never before to finally realize
your communication and
connectivity potential.

Connect >



Connectivity happens nationally.
Interoperability happens locally.

The first phase of the CAREplan is to establish connectivity between your core clinical systems and the internet. Yes...we just said connect to the internet. Establishing your presence on the internet so that your systems are easily and securely reachable by outside providers, and vice versa, is the critical first step for your practice to be able to reach any provider electronically.

Kno2, your EHR partner and your practice will work closely to establish your interoperability identity inside the National Provider Directory to activate your places of service/offices to let the healthcare world know YOU ARE HERE!

Connecting sets your organization on a path to quickly transition disparate workflows, such as stand-alone fax machines and third-party portals, into centralized and streamlined communications customized to your organization, ultimately leading to improved staff efficiency and patient care.

The good news is that the connectivity phase is a light lift for your practice. Kno2 works in conjunction with your EHR vendor to get you connected in a matter of days without an implementation plan, professional services or distraction of your staff.

Analyze >



The Analyze phase will leverage the connectivity that was established in the Connect phase, in conjunction with additional data sources that Kno2 then processes through a set of analytic tools. These tools have been perfected over the last ten years and demonstrate where the most meaningful opportunities sit across key manual workflows today.

The Analyze phase serves as a practical step to ensure the right problems are targeted to deliver solutions for the intended outcomes. We work alongside your team to identify impacted workflows and establish baseline KPIs within those workflows.

- Dominant referral sources
- Pervasive requesters of patient records
- Providers signing care plans and progress notes
- Joint venture arrangements
- Value based care participation requirements

Reform >



Upon delivery of the dashboard from the Analyze phase, Kno2 works quickly to move your organization into the Reform phase. This is where tangible positive outcomes begin to impact your practices' operational processes. Reform takes outdated workflows and replaces them with efficient electronic workflows through a combination of technological and operational improvement. Followed by the additional practical step to measure what matters against the KPIs defined in the *CAREplan*, the Reform phase will continue to repeat the process with additional targeted opportunities identified across your organization.

Typical engagements during the Reform phase:

- Direct engagement with the identified dominant referral sources during the analysis phase to establish agreed upon interoperable workflows, removing manual efforts wherever possible and making your organization the easiest to refer to
- Reduce the mean time between a care plan being sent to external provider, signed and returned
- Establish electronic workflows that minimize the need for human interaction for the fulfillment of requested records by third parties
- Advise about proper responses to RFIs seeking effective downstream referral relationships with key health systems and large specialty providers
- Demonstrate communication and data sharing capabilities being demanded by your existing joint venture partnerships and potential new partnerships

Evolve >



Evolve helps you realize the ambitions within your organization's digital transformation journey for the "now what?" in all of us. Move newly created or existing digital workflows toward automation while equipping and enabling the organization to consider entirely new workflows that were previously unattainable. Kno2's *CAREplan* team will help you recognize opportunities, identify the blind spots and execute on workflow improvements to streamline your business through thoughtful collaboration.

- Release of information as a profitable revenue stream delivered via systems with minimal human involvement, moving from a cost center to revenue generation
- Remote capture of intake forms including electronic signature and delivery back to your system of record, reducing patient intake delays
- Electronic signature of care plans and progress notes to reduce mean time to completion
- Eliminating redundant data entry through automation with systems such as Salesforce Health Cloud, CDW in Azure or AWS and other third-party platforms

Why subscribe to Kno2's CAREplan services?



Maximize the **TECHNOLOGY** already in place and eliminate unnecessary technology replication



EQUIP your organization with the knowledge to eliminate subpar configuration of EHR systems



Focus on the **PEOPLE** that the technology serves



Navigate complex healthcare **WORKFLOWS** and drive solutions that bring results



Leverage expertise across dozens of EHRs and clinical systems that delivers **OUTCOMES**

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Become Kno2 Connected today!
Contact us to request a demo.

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Leading the **future** of healthcare communication™

The Kno2® network enables the secure, effortless and maximized exchange of patient information across patients, providers, payers and IT vendors.

We are empowering healthcare to finally realize the true potential of interoperability by unleashing connectivity everywhere through a simple to use Communication API and robust tools for any business. With industry disrupting economics and our passion to include the underserved, Kno2 is democratizing healthcare communications and defining the new connected future of healthcare.

With a single connection to Kno2, anyone can quickly gain access to a powerful network of connected networks, EHRs, organizations, technologies and interoperability frameworks that gives the freedom to easily communicate with all.