

# Elevating the Patient Experience

## Integrating Docent Health at New York's Hospital for Special Surgery

Since the adoption of electronic health records, gaining efficiencies has become the driving force behind many health system initiatives, but some have come to realize that defining success by patient satisfaction is just as powerful a metric. That's why New York's Hospital for Special Surgery selected Docent Health to aid in furthering their mission of delivering exceptional care that also delivers an exceptional patient experience.

### Project Background

The Hospital for Special Surgery (HSS) is an exemplary health system—for the past six consecutive years, U.S. News & World Report has ranked them number one in orthopedics and number two in rheumatology in their national Best Hospital Report, and they continuously rank in the 99th percentile for the nation's top hospitals in overall patient satisfaction. Truly a premier health system recognized worldwide, HSS boasts patients from all 50 states and over 100 countries.

Docent Health is also a true advocate for the patient experience. Treating each patient as an actual person and not just as a number in a system, Docent recaptures the human element of medical care by considering the unique expectations, apprehensions, and hopes surrounding a patient's care journey. These insights are used to build a customized care path to deliver a patient experience that's both personal and impactful.

With such aligned and deeply-held missions, HSS's collaboration with Docent was both logical and natural—Docent's platform would give care providers a cohesive way of gaining deeper insight into who their patients are, and in doing so, appreciate and consider all aspects of a patient's care journey.

### How Docent Helps

Docent's platform improves patient care through trained and attentive listening. Their service functions as a more cohesive extension of a patient's electronic health record by taking into account everything the EMR doesn't—fears, positive or negative past medical experiences, social factors that determine care needs, apprehensions about care, and anything else a patient expresses.

HSS Ambassadors work directly with patients to gain a deep understanding about how they expect their care journey to go, from admittance to discharge, via the Docent Health platform. Ambassadors use these nuanced answers to build a personal care journey that's complementary to clinical care, resulting in a patient experience that is more rewarding and satisfying for everyone involved.

## Integration Powered by Redox

Once Docent partnered with HSS, integrating their application with Epic's EHR became top priority. Instead of spending months building out a custom interface for this integration, Docent chose to integrate using Redox, the leading integration-as-a-service provider.

Together, HSS, Docent, and Redox evaluated everyone's technical capabilities to determine how to best leverage existing infrastructure to exchange data. Bypassing the need to configure each side's technical specifications to be compatible, Redox enabled each party to build once to the Redox API and use a consistent and simple JSON framework to push and pull clinical data to and from HSS's EHR.

*"Our goal was to introduce our services as quickly as possible to begin helping as many people as possible, and integrating with Redox got us there far faster than we could have on our own. We're excited to be working with a leader like HSS and to collaborate on an issue in healthcare that has the potential to meaningfully improve the lives of so many patients."*

— Paul Roscoe, CEO



Adopting a simplified integration strategy with a trusted partner not only allowed HSS and Docent to exchange health data in a way that required minimal configuration, it cut the integration project timeline from months to weeks. This let the HSS IT team move on to other projects faster, as well as allowed Docent developers to focus on their product instead of figuring out EHR integration.

## Results, Returns, and Future Care

This partnership has improved the patient experience workflow at HSS, helping expand the scope and quality of patient care to thousands of patients, many of whom have unique needs or have traveled in from out of state or out of the country to seek their care at HSS.

*"Continuous, collaborative innovation has long helped to earn the quality of outcomes and patient satisfaction that make HSS a hospital of choice... We're excited to be partnering with Docent Health to codify this expertise and these capabilities into a solution that not only enables us to continue to improve our level of service, but also extends to other institutions to elevate the patient experience across healthcare more broadly."*

— Louis A. Shapiro  
President and CEO  
from press release  
on Docent Partnership

