

SES NOTIFY

AUTOMATED EVENT NOTIFICATION SERVICE

Why SES NOTIFY?

CARE MANAGERS



Reduces preventable readmissions and improves outcomes

Proven to increase member satisfaction

PROVIDERS



Supports active follow up and improved patient care and satisfaction

Supports compliance with quality measures (e.g. PQRS, HEDIS) tied to post-discharge care

MEMBERS



Improves overall quality of care

Increases patient engagement and satisfaction

Supports improved understanding of post-discharge instructions

Close Critical Communication Gaps

Patients who are not seen within 30 days of discharge are ten times more likely to be readmitted for preventable reasons, yet one-third of all primary care physicians never receive notification that their patient was hospitalized. Physicians and care managers who do receive alerts are only notified at discharge, missing crucial opportunities for intervention at the point of admission or at the moment an abnormal lab result is recorded.

With SES Notify, care managers receive critical patient information in real time and can ensure appropriate follow up with the the full care team, improving outcomes, reducing readmissions, and boosting patient satisfaction.

Lower Healthcare Costs While Improving Patient Care

Communication gaps put patients at risk – an estimated 80% of serious medical errors involve miscommunication during patient transfers or hand-offs. Automated notifications reduce both cost and the potential for human-error and have been demonstrated to reduce patient readmissions by up to 18%.

Critical events including admission, discharge, transfer, and abnormal tests can be communicated in real time using SES NOTIFY.

