



## The Get Well Advantage

### Your Patient Experience Partner

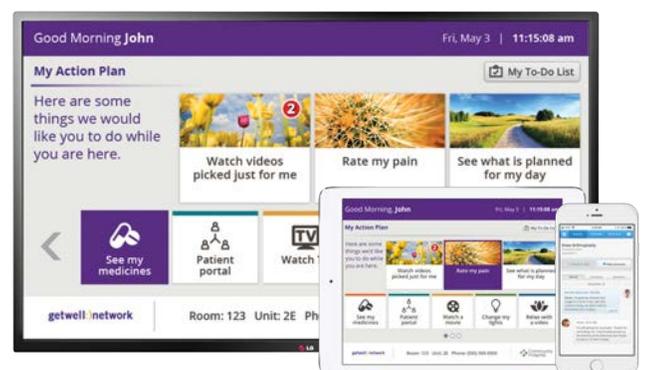
Cost pressures, increased competition and the rise of consumerism are driving hospitals and health systems to make significant investments in a branded Patient Experience strategy. One that creates differentiation, cultivates patient loyalty and contributes to improved clinical outcomes.

Never before has the need to influence patients outside of your four walls been more acute. Interactive digital engagement has become a consumer expectation, forcing hospitals to develop a digital consumer strategy to avoid losing market share.

Building and executing a Patient Experience strategy is not easy. It requires workflow, process redesign and multi-disciplinary collaboration to put the patient and family at the center of their care. Too many organizations end up making decisions that “check-the-box,” rather than the investments that lead to true, sustained transformation.

### The Get Well Advantage

For more than 18 years, GetWell has transformed the way patients experience care. Our suite of digital health capabilities spans the entire continuum of care – at home, in the clinic, in the hospital – no matter where people access their health care.



### Year After Year, Get Well Clients Outperform National Average in Patient Satisfaction

Get Well has the highest patient utilization in the IPC industry.

 **90+%**

of patients utilize GetWellNetwork during their GetWell Inpatient stay.

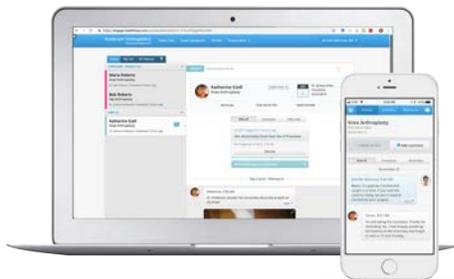
# Our Comprehensive Portfolio of Patient Engagement Solutions

Powered by our comprehensive portfolio of patient engagement solutions – GetWell Loop™, GetWell Inpatient™ and GetWell Rounds+™ – we give staff the ability to focus on data-driven insights that increase efficiency while uniquely engaging each patient with the right information, at the right time. As a result, patients are empowered to take a proactive approach to their health care.



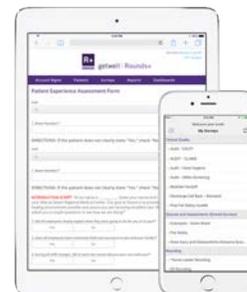
Precision Patient Engagement and  
Clinician Insights

Guided education pathways, discharge  
readiness, automated request triage



Virtual Check-ins and Digital Care  
Management

Cross-continuum engagement, remote  
monitoring, outcomes collection



Best Practice Patient Rounding

Full-circle service recovery, recommended  
content and templates, instant alerts

## Digital Navigation Tools That Empower Patients and Providers

### PATIENTS

GetWell is poised to be the personal care navigator whenever health care is front and center in a patient's or family member's life. Imagine a system that knows each patient and makes health care simple and easy at the most important times.

- Increase quality interactions with providers
- Minimize wait times at the clinic
- Improve readiness for procedures
- Learn about conditions and recovery plan during the hospital stay
- Access information and recover quickly after a hospital stay

### PROVIDERS

By partnering with GetWell, providers can offer their patients an end-to-end experience and benefit from a platform that is fully integrated with their core IT systems.

- Monitor conditions and progress virtually
- Streamline registration and intake
- Reduce costly delays
- Automate delivery of pre-visit reminders and instructions
- Boost staff efficiency
- Stay connected to patients and families

GetWellNetwork clients have more highly satisfied patients

 **65%**

of GetWellNetwork clients using GetWell Inpatient exceed the National Average for *Highly Satisfied with their Care*\*

GetWellNetwork clients have patients who are more likely to recommend the hospital

 **72%**

of GetWellNetwork clients using GetWell Inpatient exceed the National Average for *Likelihood to Recommend*\*

\*Includes 98 commercial accounts using GetWell Inpatient product between Q2 2015 and Q1 2016. HCAHPS data provided from [whynotthebest.org](http://whynotthebest.org).

## Unparalleled Services and Clinical Resources Enable Initial Change Management and Sustained Results

### IMPLEMENTATION

#### Dedicated Team

Includes technical Project Manager, hardware and interface specialists and clinical advisors

#### Clinical Practice Design

Robust process for ensuring GetWellNetwork technology and patient pathways are embedded into nursing workflow

### UNLOCKING VALUE

#### Ongoing Consultative Services

Quarterly business reviews, opportunity identification, results tracking

#### Targeted Change Management Workshops

Clinician-led sessions around accountability, leadership engagement and clinical adoption

### SUSTAINING ROI OVER TIME

#### Best Practices and Research Papers

Case examples from other clients and how-to guides drive utilization

#### Summit and Virtual Community

In-person and virtual networking events foster collaboration

## Get Well by the Numbers

### LARGEST CLIENT NETWORK

**600+**

Provider Sites

### EXTENSIVE INTEGRATION EXPERIENCE

**1,250+**

Live Integrations

### UNIQUE CLINICAL PARTNERSHIP MODEL

**30+**

Full-time Clinicians on Staff

**75,000+**

Live Beds

**160+**

IPC Interfaces

**1,500+**

Clinical Workflows Assessed and Redesigned

**10+ Million**

Patient Interactions Annually

**50+**

HIT Vendors

**145,000**

Clinicians Trained

Highest Patient Utilization

Scalable, best practice insights

18 years of thought leadership

Get Well | **HILLS**<sup>TM</sup> health solutions

1300 445 574 | [getwellsales@hills.com.au](mailto:getwellsales@hills.com.au)