

2019 Spring Symposium

Track A: The New-Age Provider

Session 1

Topic: The Discharge Concierge - Measurable Patient Activation and Top of License Clinical Practice

Speaker: Bob Gold, Chief Behavioral Technologist and Founder GoMo Health

Session Abstract

Identifying the right time to sit with an inpatient to review all of the State-mandated, need to know information prior to their discharge is tough patients are resting and recuperating around visits from family and friends and vital and fluid checks throughout the day (and night!). More often than not, pre-discharge information is packed into a rushed session with a nurse trying to keep the attention of a patient who really just wants to go home.

Enter GoMo Health's Discharge Concierge, launched by Pascack Valley Medical Center in February 2018, a cloud based learning management system that allows patients to self-navigate the clinical content necessary to read and understand before they are discharged all on their own time. Using hospital supplied tablets, patients review self-care content, note specific questions for discussion with their nurse and share the info with themselves and caretakers for ongoing reference post discharge.

Learn how the Discharge Concierge is saving Pascack Valley nurses hours of time, empowering patients in their post-discharge care management, and bringing back Joy in Practice to providers.