

How Sharecare and Capita Healthcare Decisions are improving access to quality healthcare advice and creating better health outcomes through clinical content

Background

US-based digital health company Sharecare provides solutions for population health management, improving quality of life and wellbeing through the Sharecare Digital Platform. It aims to maintain or improve people's health by reducing lifestyle risks and optimising care for entire populations, from healthy to chronic or high-cost members. The Sharecare Digital Platform launched in Brazil in 2018, and needed a triage service to improve access, support and care coordination for its members. Sharecare chose Capita Healthcare Decisions' triage software, which enables it to offer quality emergency health advice and support over the phone 24 hours a day, 7 days a week, alongside existing information and tools for both health promotion and health management.

Meeting the care coordination challenge

Following Sharecare's launch in Brazil, making the digital platform available in a language other than English for the first time, the company was looking for a triage solution to help it deliver care coordination to its members. Recognising its vision and goals were aligned to Capita Healthcare Decisions' solutions, Sharecare knew its remote clinical triage product could help meet this challenge. Sharecare members typically contact a clinical call centre because they are unsure how serious their symptoms are, and teletriage allows patients to quickly access quality health advice and support over the phone.

Summary

Customer: **Sharecare**

Website: www.sharecare.com

Customer Profile

US-based digital health company Sharecare provides solutions for population health management, improving quality of life and wellbeing through the Sharecare Digital Platform.

The Solution

Sharecare chose Capita Healthcare Decisions' triage software, which enables it to offer quality emergency health advice and support over the phone 24 hours a day, 7 days a week, alongside existing information and tools for both health promotion and health management.



Today, Sharecare covers over 12 million calls in Brazil through 'Ligue Saúde', its triage service, powered by Capita's technology. This gives members safe and timely access to clinicians who can assess their symptoms and recommend advice, care and treatment. By adding Capita Healthcare Decisions' triage solution to Sharecare's digital health technology ecosystem, Sharecare has added another dimension to its mission statement to provide all healthcare in one place. In addition, Capita Healthcare Decisions' partnership approach was one of the significant attractions for Sharecare. By working together, the solution was implemented within seven months from contract signature.

Having gone live in July 2018, Capita Healthcare Decisions' triage solution is used to provide services to leading health insurers and large employers in Brazil. In 6 months the from launch of Ligue Saúde it has helped by:

- Signposting and advising patients to the most appropriate level of care resulting in a reduction of E.R. utilisation of 73.8% and reducing costs by 67.9%
- Reducing inappropriate ambulance dispatches by 24.2% and saving 23.5% of the costs that would have been incurred
- Saved approximately US\$860,000 through the Ligue Saúde nurse triage

There is now also the potential for expansion to cover public universal health insurance system SUS (Unified Healthcare System).

Reaping the rewards of its investment

Sharecare has worked with Capita Healthcare Decisions to develop a strategic, transformational partnership and include triage as part of its digital health platform ecosystem. This included a joint working programme, involving both organisations' clinical teams, to customise Capita Healthcare Decisions' Brazilian Portuguese evidence-based clinical content to meet Brazil's healthcare needs. Sharecare believes the addition of this triage system has improved its overall platform ecosystem as it can now offer patients quick access to quality emergency health advice and support over the phone.

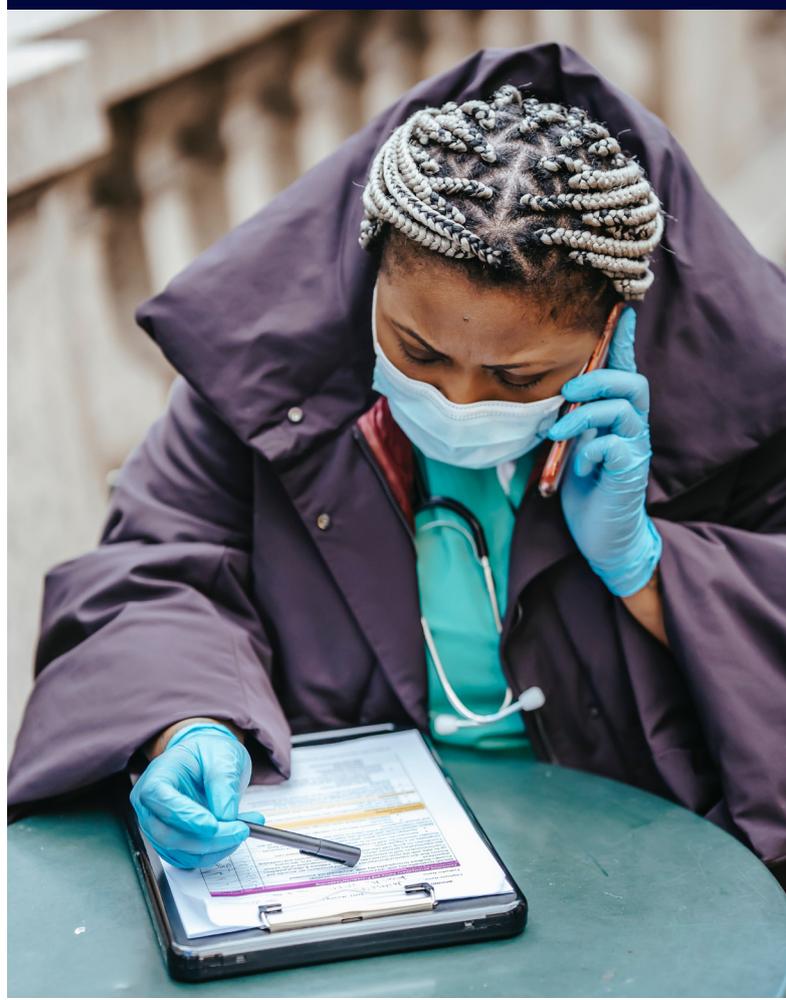
Sharecare's clinicians follow up cases after the initial assessment, especially in moderate to critical cases and based on the patient's case evolution (i.e. whether symptoms have improved, worsened or remained the same). The health record is updated, and new care advice given if necessary.

“ Capita has proven to be an outstanding partner with a proven record for millions of patients in many different countries. We believe that Sharecare, together with Capita, will make a significant impact and improve healthcare in Brazil.”

Nicolas Toth Jr, Managing Director of Sharecare for Brazil and Latin America

“ Capita Healthcare Decisions continues to be an important partner for Sharecare in improving population health and customer service in Brazil and abroad. The technology and decision process for customer service are fundamental to maintaining a solution which is compatible with the needs of the Brazilian market.”

Jeone Miranda, Chief Information Officer, Sharecare Brazil



We follow the concept that the patient must be attended by the right resource at the right time to enable coordination of care. In addition to supporting the person to resolve cases of emergencies, we help the patient navigate the network of services and provide information on other health information they may require, such as, which doctor to consult with for specific health issues.

“In addition, we think about the needs of all individuals, providing personalised care in favour of their health and quality of life. Applying this solution to better manage patient risk in Brazil shows our concern in turning clinical care into something continuous” explains Dr Ana Cláudia Pinto, Medical Director of Products and Digital Solutions for Sharecare Brazil.

The Ligue Saúde programme is now available to populations of Sharecare Brazil customers (healthcare providers, companies and public agencies). Together with the customised solution for individuals, Sharecare provides customers with an in-depth analysis of the population profile of their employees and / or beneficiaries.

Why expertise and experience count

Capita Healthcare Decisions offers a healthcare contact centre solution that combines an intuitive patient record and relationship management solution with sophisticated clinical decision support protocols. In practice, the application guides call handlers, nurses or doctors through a safe, efficient assessment of a patient's symptoms and recommends the right level of care within an appropriate period of time. Patients are also provided with definitive or interim care advice, as well as instructions about what to do if their condition worsens.

Working in close partnership with the NHS in the UK, Capita Healthcare Decisions designed the decision support system that underpinned the ground-breaking NHS Direct service, the largest health contact centre in the world. With this level of experience and expertise, Sharecare knew it was in safe hands.

Benefits for sharecare

Capita Healthcare Decisions' triage helps Sharecare improve healthcare access to its members in a way that is convenient, and ensures they reach the most appropriate care as well as reducing pressure on health services.

- It is convenient, instantly accessible and has no geographical limitations;
- It relieves the pressure on healthcare systems by reducing unnecessary emergency department and doctor visits, cutting waiting times and freeing up emergency services to deal with serious cases;
- It helps to address any specific health problems including epidemics such as H1N1, the Zika Virus, Dengue, Yellow Fever, COVID-19, and other disease outbreaks;
- It directs patients to the most suitable levels of care or gives advice about how to manage their health at home if appropriate, making it cost-effective for both the patient and wider healthcare economy.

About Capita Healthcare Decisions

We transform healthcare. Our solutions enable public and private healthcare providers and insurers to make better decisions and empower individuals to take control of their own health and wellbeing. For over 27 years we have been developing decision support software and programmes that improve quality, safety and efficiency along the full patient journey.

From working with hospitals in Ireland to telephone triage in Australia we are proud of the reputation we have built for delivering exceptional products and services that improve the health of our communities. We design and deliver proven, market-leading products and services that address the biggest challenges facing healthcare systems today around health service quality, efficiency, and cost.

To find out more, please get in touch

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