PATIENT VOICE

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VISIONTREE

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Connecting the Dots Between Patients & Care Teams

Social Determinants of Health

Social Determinants of Health
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> **If you want to lift yourself up, lift up someone else.**
>
> *- Booker T. Washington*

Black History Month Highlights Health Disparity

According to the CDC, Black women are 40% more likely to die of breast cancer than White women. While part of this disparity could be related to Black women having more aggressive cancer, it could also be attributed to fewer social and economic resources. Social determinants of health (SDOH) have a major impact on people's health, well-being, and quality of life. Some SDOH include safe housing, transportation, and neighborhoods; racism, discrimination, and violence; education, job opportunities, and income; access to nutritious foods and physical activity opportunities; polluted air and water; language and literacy skills.

Doctors can help bridge that gap with the use of the Visiontree app. Digitize and automate patient communication to provide timelier and more comprehensive follow up through SDOH electronic patient reported outcomes (ePRO) and survivorship programs, which are essential to improving long term care and survival.
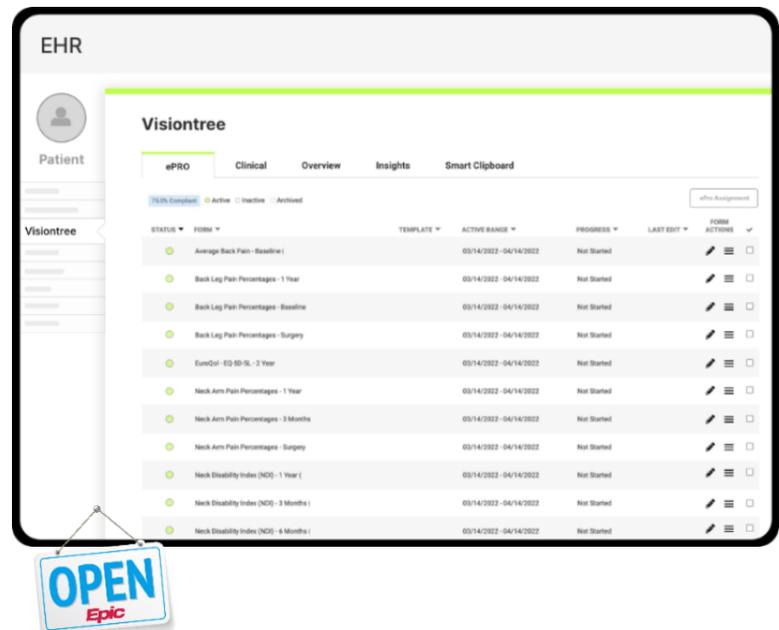
Visiontree App LIVE

One Login. One Unified Health Record. One Patient Journey.

We are excited to announce our single sign-on (SSO) embedded app for patient reported outcomes assessments (ePRO) is live and working with thought leading institutions. With only one click from within the hospital's electronic health record system (EHR), patients can access their forms without a separate login, care team alerts can be generated from the forms and improved patient engagement can begin. What if you could integrate outcomes at the point of care?

Visiontree is the #1 EHR app, delivering a new level of patient care and real-world research. Find out how we catalyze optimal accrual, compliance, and retention with one patient on multiple studies. You can find us in the Epic Connection HUB.

Legend:
- Somewhat to Very (Positive)
- No (Negative)
- Neutral
- Combined Neutral/Positive

% of Patient Respondents: Is Visiontree Useful? — 70, 6, 24, 94

% of Patient Respondents: Is Visiontree Easy to Use? — 81, 4, 15, 96
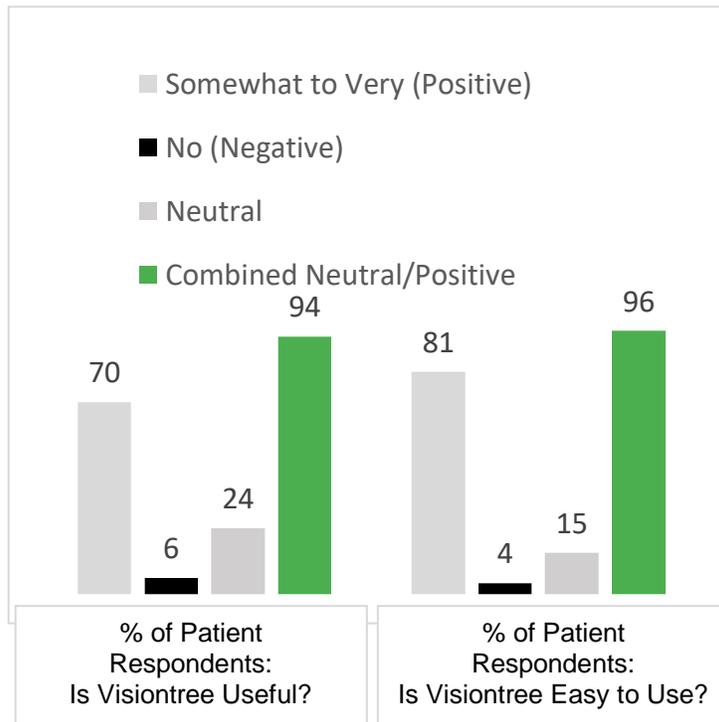
Patients Say YES to Visiontree

In a March 2023 survey, taken through Visiontree about Visiontree, we can see that positive patient encounters by far outweigh negative. Of those who responded, 94% of Visiontree users found it somewhat to very useful or were neutral on the subject.

When it came to how easy the product was to use, the number of positive responses went up, with 81% finding it somewhat to very easy to use. When you add in neutral responses that goes up to 96%.

Customer satisfaction surveys and market research surveys often have response rates in the 10% – 30% range.

By this one study at one location, it's clear we're making an impact on patient care! Visiontree reached a 97% response rate on the first question,

and 96% on the second question. Our questionnaire methods are not only delivering for patients and clinicians, but also for us! Using our data collection methods, we are learning how what we're doing matters to patients. And by this one study at one location, it's clear we're making an impact on patient care!

HOW DO YOU GIVE BAD NEWS?

- By Cathleen McBurney

As a nearly 10-year survivor of Adenoid Cystic Carcinoma, I can say that I've been through the proverbial ringer. With proton therapy, chemo, SBRT, surgeries (liver, sacrum, full facial reconstruction), ablations, feeding tubes, IV antibiotics, Covid era hospitalizations, widespread metastases and probably 10 other things I'm forgetting, I can say that I've become a pro at receiving bad news. How are you at *giving* it? May I suggest that you:

1) **Use empathy**…prove that you care.
2) **Speak concisely**…use relatable language that they will understand.
3) **Don't rush** the conversation (it is more comforting to interact with a caring doctor than an abrupt one).
4) **LISTEN** to them.
5) **Acknowledge their concerns**…Do not brush them off.
6) **OFFER THEM HOPE**!!!!!!!!! Without it they WILL suffer.