

# An Optimized Patient Experience for the Digital Age

Ignyte's Mental Health Case Management (MHM) solution was built with the new normal in mind.

20%

of American adults are battling with a mental health condition.<sup>1</sup>

America is going through a national mental health crisis. Nationwide, providers are struggling to keep up with heightened patient demand while navigating increased telehealth needs.

57%

of adults struggling with a mental illness are not receiving treatment.<sup>2</sup>

Over the past year, the number of people seeking help for anxiety and depression has soared.

Our Mental Health Case Management solution aims to eliminate barriers to care so patients can get the help they need - wherever and whenever they need it.



MHM unifies patient data and health resources into an integrated platform that is accessible 24/7 on any device.

## Key patient features include:



### Proactive Wellness Check-ins

Patients complete daily check-ins that ask about their mood, sleep, exercise levels, and eating habits to capture a full picture of their wellbeing.



### Flexible Appointment Self-Scheduling

MHM empowers patients to schedule telehealth and in-person appointments on their own time to access the care they need when they need it.

Holistic check-ins enable patients to identify internal and external triggers.

**65%** of patients would prefer virtual visits for behavioral health, even after the pandemic<sup>4</sup>



### Dynamic Wellness Tracking

Our solution tracks patient check-in responses over time and generates dynamic reports that deliver critical health insights to patients.



### Instant Access to Resources

Our solution empowers patients by equipping them with instant access to treatment information, telehealth appointments, and other critical resources in a single platform.

Studies show that educated patients have better health outcomes.<sup>3</sup>

Patients have access to lifesaving emergency resources 24/7 with MHM.



### Alexa-Enhanced Accessibility

With Alexa, patients can securely complete daily check-ins via voice chat without logging into a device.



### A Unified Health Record

MHM pulls data from electronic health records (EHRs) on the HL7 FHIR Standard to provide patients with a unified, accessible view of their health history.

We provide multiple convenient avenues for patient interaction.

MHM is 100% HIPAA-compliant to ensure data security and integrity.

<sup>1</sup> <https://www.nimh.nih.gov/health/statistics/mental-illness#>

<sup>2</sup> <https://www.mhanational.org/issues/mental-health-america-printed-reports>

<sup>3</sup> <https://patientengagementthit.com/news/why-patient-education-is-vital-for-engagement-better-outcomes>

<sup>4</sup> <https://www.fiercehealthcare.com/tech/demand-for-virtual-mental-health-soaring-here-are-notable-trends-who-using-it-and-why>

<sup>5</sup> <https://www.americashealthrankings.org/explore/annual/measure/MHP>

<sup>6</sup> PROMIS (Patient-Reported Outcomes Measurement Information System) is a set of person-centered measures that evaluates and monitors physical, mental, and social health in adults and children. It can be used with the general population and with individuals living with chronic conditions.

## Enhanced Provider Care Delivery with a Patient-First Approach:

Studies project that the demand for behavioral healthcare workers will continue rising even after the COVID-19 pandemic<sup>5</sup> Mental health providers need scalable and secure technology solutions to help them navigate increased workloads and telehealth needs.

MHM integrates patient data and automates redundant work for providers so they can focus on what matters: delivering quality care. **Key provider features include:**



### A Streamlined Patient Care Journey

Providers can onboard new patients, manage treatment plans, and discharge patients from the same integrated platform.



### AI-Powered Clinical Decision Support

MHM uses Machine Learning to provide data-backed next-step suggestions for providers.



### HIPAA-Compliant Telehealth Capabilities

Providers can schedule appointments and meet with patients through an integrated HIPAA-compliant telecommunications platform.



### Patient-Reported Outcome (PRO) Questionnaires

Providers can assign pre-built questionnaires from the NIH PROMIS<sup>6</sup> library to patients or create custom questionnaires to measure Patient-Reported Outcomes.



### Critical Insights from Patient Data

Our solution automatically finds Patient-Reported Outcome (PRO) trends, automatically flagging high-risk patients to providers.

Our secure solution enables providers to enhance and expand their mental health care services at a wide scale.



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