

LIQUID STATE

PATIENT ENGAGEMENT & SUPPORT SOLUTIONS

WHY IMPROVE PATIENT COMMS?

Top 8 reasons why you should be improving your patient communications:



MEET PATIENT EXPECTATIONS

56% of patients are now demanding access to their healthcare comms via personalised apps¹



MINIMIZE RISKS

Poor communication is a top 3 factor contributing to sentinel events²



INCREASE PROFITS

Hospitals offering superior patient service and communications have 50% higher margins³



ACHIEVE POSITIVE ROI

73% of health executives see positive ROI from personalisation in communications⁴



DELIVER BETTER ENGAGEMENT FOR LESS

68% of health executives say better patient engagement will reduce overall costs⁵



REDUCE READMISSIONS

Better comms between patients, families and health professionals reduces rates of readmission⁶



DELIVER BEST PRACTICE EFFICIENTLY

Deliver all patient comms, aligned with perioperative best practice guidelines, with a single click⁷



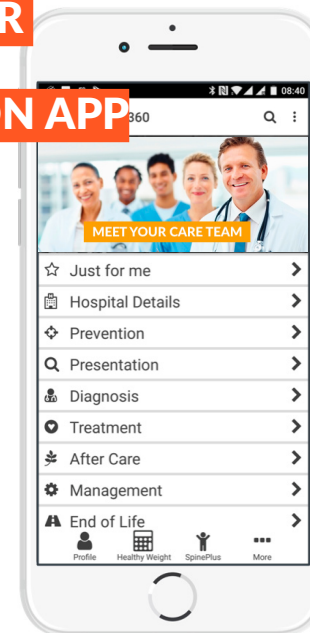
REDUCE ADMINISTRATION COSTS

31% of health spending is consumed by administration. Using an integrated platform can save up to 63% in communications costs⁸

“We are excited about the possibilities for using Liquid State to make our communications more effective across the range of countries and companies in the Sonic Healthcare family”

Peter Joseph
Chief Information Officer
Sonic Healthcare International

DOWNLOAD OUR
PATIENT360
DEMONSTRATION APP



1. Scan the QR code above, or use your browser to navigate to liquid-state.com/solutions/pep-en/.
2. Click on the specific link to the app store for your phone.
3. After downloading the app, use **ABC123** as the code to register as a new patient with prostate cancer.

Transform your health communications
with the Liquid State Platform

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LIQUID STATE



Deliver personalised content to your patients. Content is aligned with patients' individual treatment pathways and your administration needs, via an integrated communications solution built on the Liquid State platform.

Sources: 1. Vanson Bourne for Red Hat, 2016 | 2. The Joint Commission 2016 | 3. Happy Patients, Healthy Margins Accenture 2015 | 4. HCAHPS Hospital Survey, Accenture 2016 | 5. American Society for Quality (ASQ) 2016 | 6. Engaging patients in communications, Deakin university 2015 | 7. The Perioperative Toolkit NSW agency for clinical innovation 2016 & Optimal care pathways, Cancer Council Victoria | 8. New England Journal of Medicine, August 2003 and pilot program with Children's Health Queensland 2017 |

OUR TECHNOLOGY



ALIGN all communications into both clinical and administrative pathways & **DELIVER** all pathway content to patients with just one click.



PERSONALISE & SEGMENT documents, messages, videos, forms and health widgets to suit each individual patient's journey.



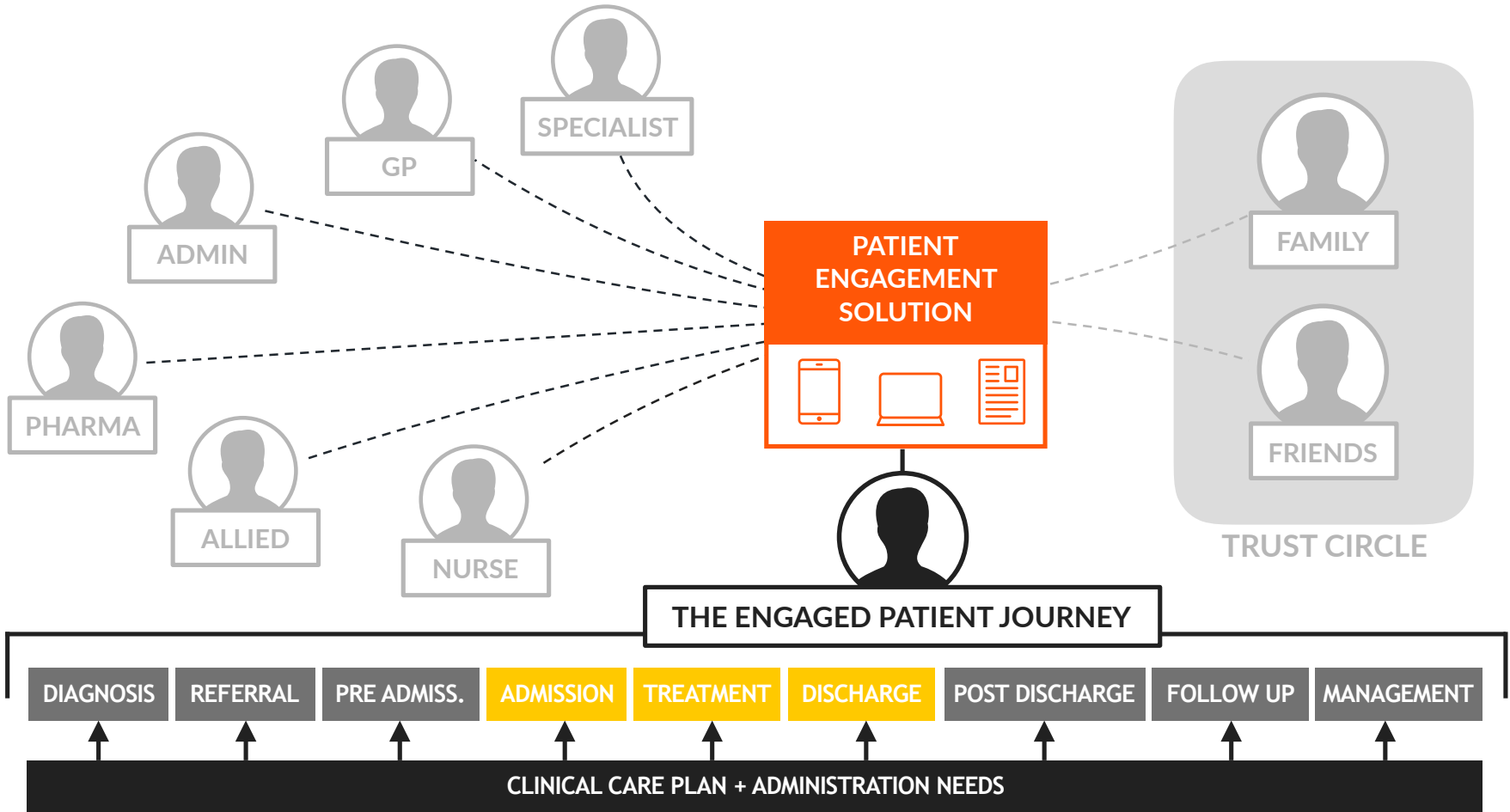
INTEGRATE simply with existing systems & third-party platforms including Cerner, Epic & Allscripts via HL7, FHIR, XML & JSON*.



CONSOLIDATE all patient communications in a single place and deliver truly engaging, patient-centric, supported care experiences.



PUBLISH from a **SINGLE SOURCE** to phone & tablet apps, websites, digital signage, patient entertainment systems & print.



* All integration via Iguana

■ Out-of-hospital care

■ In-hospital care

■ Patient communications pathways

YOUR SOLUTIONS



PATIENT ENGAGEMENT
Transform the healthcare experience by providing personalised information directly to the patient's personal devices.



PROCEDURE MANUALS
Deliver interactive and searchable procedural manuals to individual users, groups or your entire audience.



MARKETING
Publish the latest marketing communications to segmented audiences, integrate with existing channels and monitor inbuilt analytics.



INTERNAL COMMUNICATIONS
Share the latest, organisational communications with a private facing app for your health centric business.



CUSTOM ENTERPRISE SOLUTION
The flexible nature of the Liquid State Platform allows your business to create the solution you need.