More patients, less time

In an average day, Dr. Neil Baum, a urologist located in New Orleans, Louisiana, sees 35-40 patients, which includes five to seven new patients. He explains specific urologic procedures three to four times a day, each explanation taking as long as 10-12 minutes.

With nearly 40 years of medical experience, Dr. Baum strongly believes in building relationships with his patients and finds the greatest reward in educating them about their conditions and achieving good health. As population demand for healthcare increases, he is challenged to treat more patients than ever, while providing the same level of care and ensuring a positive experience with his practice. Dr. Baum recognizes the limited amount of time he has to proactively educate each patient and the consequential impact on a patient’s compliance, health outcomes, and overall satisfaction.
Incorporating Outcome Health technology into the conversation

In September 2015, Dr. Baum became a member of Outcome Health, the leading provider of decision enhancement technology that empowers health outcomes by transforming the communication between physicians and patients.

Dr. Baum’s office is outfitted with Outcome Health technology including one digital waiting room screen, three exam room tablets, and four digital wallboards. These tools have had a measurable impact on his ability to educate patients and improve efficiencies.

Dr. Baum has seen the most significant change through his utilization of the digital wallboard. The wallboard provides a platform for physicians to select, rotate, and annotate 3D, condition-specific diagrams. In combination with an in-person consultation, he uses the digital wallboard with seven to ten patients a day and believes that the visual descriptions maximize a patient’s understanding about their condition, the risks and complications, and the importance of compliance with his recommendations.

In addition to improving communication with his patients, Dr. Baum is able to tailor the educational programming on his Outcome Health technology to best suit the needs of his patients and their conditions. According to Dr. Baum, he doesn’t know how he was able to educate patients without the wallboards.

The Solution

Dr. Baum uses the wallboard with seven to ten patients a day... the visual descriptions maximize a patient’s understanding about their condition, risks and complications, and the importance of compliance.
As a result of utilizing Outcome Health products in his office, Dr. Baum has cited improved engagement and efficiency in the following ways:

→ **Time saved as a result of focused conversations:**
By incorporating the digital wallboard into conversations with patients, the amount of time it takes to explain a urologic procedure has decreased by nearly 50% from 12 minutes to less than five minutes. The time saved has allowed him the opportunity to proactively educate patients about various ways to improve their conditions and their overall health.

→ **Improved ability for patients to manage their health:**
Educational programming on the digital waiting room screen has increased his patient’s likeliness to ask questions in the exam room. For example, patients visit the office for routine care and inquire about specific conditions they see on Outcome Health technology. He is then able to consult them on both intended procedures, as well as evaluate them for various conditions.

→ **An efficient way to collect patient feedback:**
Dr. Baum issues a patient satisfaction survey on the exam room tablets to collect actionable feedback regarding a patient’s experience in his office.

Dr. Baum believes the time he takes to educate patients with Outcome Health technology has a direct impact on his patient’s long-term health outcomes, investment in their own care, and overall satisfaction.
About Dr. Neil Baum

Dr. Neil Baum is a Professor of Clinical Urology at Tulane Medical School and Louisiana State University Medical School, both located in New Orleans, LA. He is also on the medical staff at Touro Infirmary in New Orleans, and East Jefferson General Hospital in Metairie, LA. Dr. Baum is a strong advocate for patient education and regularly speaks to practices, hospitals, pharmaceutical, and medical manufacturing companies on improving communications between physicians and patients.

About Outcome Health

Outcome Health develops healthcare technologies that provide actionable intelligence on condition, treatments and lifestyle changes to drive measurable outcomes for providers and patients. Its decision platforms include the digital waiting room screen, patient mobile, exam room tablet, digital wallboard and infusion room tablet.

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