Medical Center Innovates with Telehealth Platform

VIA AIOps

INDUSTRY INSIGHT

According to Fortune Business Insights the global telehealth market size is projected to reach USD 266.8 billion by 2026. Rising adoption of telehealth services to combat the rapid spread of the COVID-19 infection will play a key role in boosting market growth. Telehealth platforms leverage the power of information and communication technology to provide remote healthcare services to patients.

The 2020 global health crisis has created immense pressure on existing healthcare infrastructures around the world, necessitating the employment of technologies that allow patients to connect with their doctors from distant locations. Telehealth technologies have enabled medical professionals to ensure that patients with chronic and potentially life-threatening conditions receive necessary medical care during the health crisis. As providers implement these platforms, changes are required to adapt to the diverse needs of the patient population and medical protocols. Adapting to constant change while maintaining a stable, always on infrastructure is key to building trust in the system for patients and clinicians.

INDUSTRY NARRATIVE

A large University Medical Center in North America implemented telehealth to reach remote populations of patients with chronic conditions like diabetes and high blood pressure. Clinicians were overwhelmed by the rapidly increasing demands resulting from the pandemic. Effective use of the clinical staff was a benefit of implementing the telehealth platform. Finally, telehealth would alleviate the burden on urgent care facilities and hospital ER rooms overwhelmed by emergencies.

The telehealth platform was able to provide a bridge. Unfortunately, frequent abandoned virtual visits caused by application upgrades and other unplanned failures interrupted service. This resulted in patients, anxious about their health, to increase costly visits to urgent care facilities, local clinics and hospital ER rooms for routine monitoring and orders for refills to required medications.

The Medical Center reasoned that if they could provide consistent and predictable use of the telehealth platform, they could reduce visits to remote clinics and urgent care centers. More important they could provide consistent preemptive care to patients suffering with chronic conditions before they escalated into a health crisis requiring hospitalization.
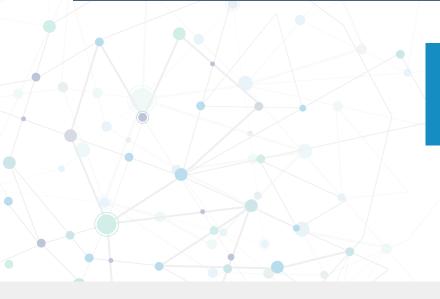
The Medical Center IT Operations team selected **VIA AIOps**. VIA AIOps provides total ecosystem observability used to discover service dependencies. VIA's explainable AI was able to correlate third party events, incident and change tickets to experience KPIs. **VIA AIOps for Managing Change** had an immediate impact on patient wellness. Patients and clinicians came to trust the technology and rely on the virtual in-home visits to ask questions and clarify therapies.

.

REALIZING VALUE

This Medical Center was able to reduce aborted calls by 58%.

The IT Operations team was able to keep pace with application changes and systems upgrades putting them in a better position to prevent failures. By reducing the number of aborted calls, they saw a decline in the number of visits to clinics and ER rooms made by the target population. This improvement translated into an increase in positive resolution of insurance claims providing savings for patients and reimbursements for the Medical Center

Learn more about VIA AIOps.
Use our Buyer's Guide for AIOps to launch your analytics strategy.

ABOUT VIA AIOps

VIA AIOps easily integrates with monitoring systems located in silos across the service hierarchy. Enabled by explainable AI, VIA prescribes remedial actions to the designated system of action and predicts problems before they impact customers. VIA AIOps can be deployed from the cloud, on premises or in hybrid operating environments.