

Clarian Health Partners, Inc.

Introduction

This case study of Clarian Health Partners, Inc. is based on a May 2020 survey of Backline customers by TechValidate, a 3rd-party research service.



“Backline is easily accessible and benefits both the nurse and the patient. It helps us provide better patient care. It is so easy for the nurse to get a hold of the provider, rather than paging them and wait for a call back.”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Backline:

- Key drivers for implementing Backline at their organization:
 - To communicate more securely
 - To accelerate clinical workflows
 - To improve patient engagement
 - To streamline post-care outreach and education

Use Case

The key features and functionalities of Backline that the surveyed company uses:

- To communicate with patients and family members securely
- To manage care coordination between internal departments
- To manage care coordination with external hospitals, facilities, and care providers
- How they used Backline during the COVID-19 Pandemic:
 - Improve care coordination between units
 - Manage change and communicate to staff
- Backline features they are currently utilizing:
 - HIPAA-compliant text chat
 - Patient-centered chat
- Use Backline to coordinate care with the following:
 - Departments within their organization (nurses, doctors, EMS, ED, etc.)
 - Patients and families
 - Other hospitals
 - Primary care physicians
 - Skilled nursing facilities
 - Long-term care facilities
 - Homecare and hospice workers

Results

The surveyed company achieved the following results with Backline:

- Level of satisfaction with the following Backline features:
 - HIPAA-compliant text chat: satisfied
 - Patient-centered chat: satisfied
 - File sharing: satisfied

Company Profile

Company:
Clarian Health Partners, Inc.

Company Size:
Large Enterprise

Industry:
Healthcare

About Backline

DrFirst's Backline communication and collaboration tool, specifically designed for use in healthcare environments, helps providers achieve better care coordination, better health outcomes, better transitions of care, and lower hospital readmissions. Available for iPhone and Android mobile devices, and web-based desktop environments: Private, group and Patient-Centered ChatSM modes Real-time delivery status indicators and timestamps Supports attachments up to 20MBs, including photos, videos, audio files, and documents Secure text messaging encryption for physicians protects privacy, prevents unintended disclosure and meets HIPAA and Joint Commission requirements.

Learn More:

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