

A pregnant woman with her hair tied back, wearing an orange button-down shirt, is looking down at a tablet computer she is holding with both hands. She is standing in a modern office with wood-paneled walls and large windows. In the background, there are computer monitors on desks and pendant lamps. The lighting is warm and natural, coming from the windows.

PHILIPS

Position paper

Susan's story

The role of smart digital solutions in supporting pregnant women at risk of gestational hypertension

Meet Susan – a fictional representation of an expectant mother dealing with health issues similar to those faced by thousands of women. Through her story, we examine just how smart, connected solutions can help engage and inform patients like Susan throughout their care journey. As they do so, they enable clinicians to stay connected with patients across their care journey and deliver personalized care.



Susan is 35 years old and five months pregnant with her first child. While her first trimester was uneventful, she's now experiencing double vision and frequent headaches. With high blood pressure running in her family, Susan is concerned she may be at risk of developing gestational hypertension (GH).

After having these symptoms for several days, Susan uses Philips Patient Navigation Manager triage bot feature to report her symptoms and receive a care recommendation. She self-schedules an appointment with her obstetrician, Dr. Alex Davis, for the following week.

Ahead of her appointment, Susan receives a reminder email from Dr. Davis through Philips Patient Navigation Manager with instructions on how to prepare for her appointment and what she should

expect during her consultation. This soothes her nerves and ensures she is well prepared and arrives on time.

After examining Susan, Dr. Davis diagnoses her with gestational hypertension and recommends a remote care management program for the remainder of Susan's pregnancy. Dr. Davis uses Philips Insights to explore population-level trends in data from patients with similar symptoms to Susan. She can use these insights to shape her care plan.

Dr. Davis shows Susan how to take her blood pressure at home using Philips Engage and a blood pressure monitor. This eliminates the need for twice-weekly hospital visits. Knowing that Dr. Davis is notified if her blood pressure values or symptoms need attention reassures Susan at an already stressful time.

Patients are increasingly playing a more active and engaged role in their care. Philips Patient Engagement and Healthcare Analytics solutions respond to this demand.

Once home, Philips Engage provides Susan with timely prompts to help her log her measurements. This user-friendly platform makes it easy for her to plan ahead with tasks assigned in advance. Susan can also access further guidance on taking her measurements, as well as useful information about GH and pregnancy.

Over the next few months, Dr. Davis uses Philips Questionnaire Manager to track Susan's treatment progress. Patient-reported outcomes measurement (PROM) helps her adapt the program, as required. Insights affords Dr. Davis a holistic view of the gestational hypertension care program within her hospital to understand its impact.

As Susan's pregnancy progresses, Dr. Davis is notified of any symptoms that need attention in Philips Engage. A dashboard makes it easy for her to closely examine Susan's measurements and, if necessary, make an appointment for remote triage or an in-person appointment. Using Philips Questionnaire Manager, she can also send Susan a survey on her care experience. The survey is added as a task in Philips Engage, making it easy for Susan to complete in her own time at home.

For Dr. Davis, using Philips Insights gives her the opportunity to observe trends in patient-reported experience measures (PREMs) and, when necessary, adjust the program to continue delivering patient-centered, value-driven care for all her patients.

With one integrated solution that brings together Philips Insights, Philips Questionnaire Manager, and Philips Engage, Dr. Davis has a holistic view of Susan's care path that enables her to deliver high-quality care when and where Susan needs it.



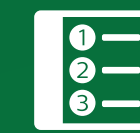
Philips Patient Engagement and Healthcare Analytics solutions respond to the increasing trend of patients taking a more active and engaged role in their care.

A range of solutions that equip healthcare organizations with actionable insights that enable clinicians to engage with patients across their care journey, they allow for personalized healthcare to be delivered in a range of settings. They meet a range of needs, easing administrative burdens and empowering physicians to do what they do best – deliver care – and enable patients to play a more informed and empowered role in their own care.

As explored in Susan's journey, such tools may lead to better communication which in turn may lead to greater patient satisfaction, higher retention, and greater revenue opportunities. Together, Philips Insights, Philips Questionnaire Manager and Philips Engage seamlessly feed into one integrated dashboard that enables physicians like Dr. Davis to gather data, communicate with their patients and deliver high quality care when where it's needed most.



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