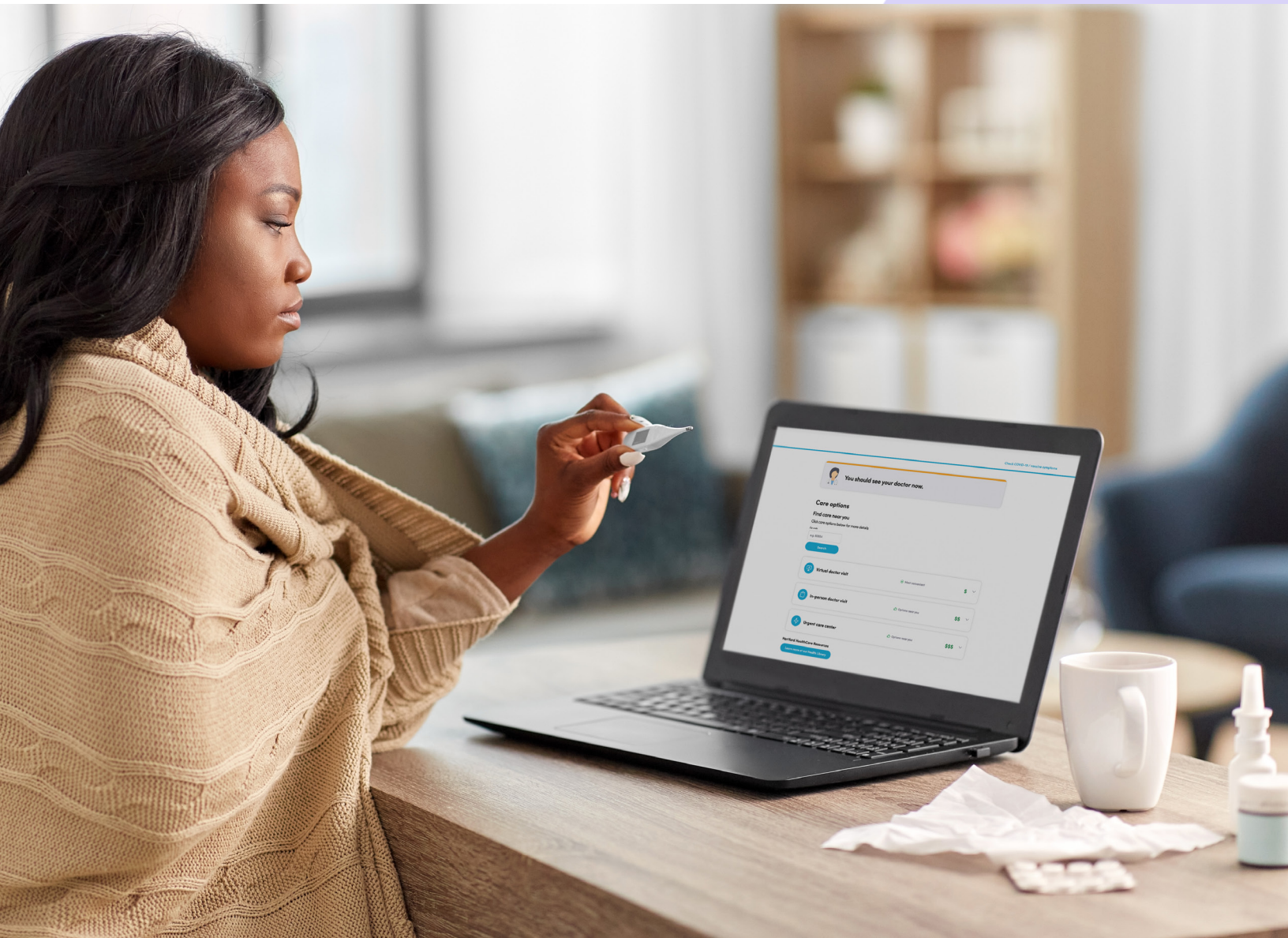




2022 Patient Self-Triage Accuracy Analysis

How capable are patients of knowing how and where to access the healthcare they need?



Executive Summary

67% of patients included in this study either over- or under-triaged themselves, highlighting the need for more guided symptom checking and triage experiences to ensure appropriate access and care delivery efficiency. 89% of patients go online to search symptoms and seek healthcare guidance before they connect with a healthcare provider. Why? The answer is simple. Healthcare consumers want to determine the severity of their health conditions before taking strides to see a doctor. However, it's difficult for most patients to discern reliable healthcare information online, and the majority – 88%, according to The Department of Health and Human Services, have poor healthcare literacy, leaving a significant margin for over-and-under triaging to occur.

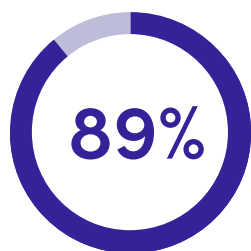
Clearstep developed the Patient Self-Triage Accuracy (PSTA) Analysis, a set of metrics to measure how accurate patients are (or are not) at self-triaging and what this means for patients and health systems.

This Report Will Discuss

- The background and definition of the Patient Self-Triage Accuracy Analysis
- The average breakdown of Patient Self-Triage Accuracy (i.e., an analysis of how accurate patients are at unguided self-triage)
- The impact of a patient's pre-intent on their care appointment booking behavior when using Clearstep Virtual Triage
- Implications for health systems



Examining the Patient Self-Triage Accuracy (PSTA) Analysis



of patients go online to search symptoms and seek healthcare guidance

Most healthcare consumers turn to online resources such as health system websites, mobile apps, patient portals, and internet search engines to research symptoms, find providers, read reviews, and book care appointments. A low PSTA proves that patients need more qualified guidance to get to the proper level of care.

WHAT IS THE PATIENT SELF-TRIAGE ACCURACY ANALYSIS?

Clearstep defines this metric as a patient's unguided ability to determine the appropriate type of care based on the severity of their symptoms. The Patient Self-Triage Accuracy Analysis is classified into three categories: **Correct, Incorrect, or Uncertain.**



Correct

Patient intends to seek the most appropriate type and level of care for their symptoms



Uncertain

Patient does not know what type or level of care to seek based on their symptoms



Incorrect

Patient intends to seek care that will either over- or under-utilize resources relative to the severity and needs of their symptoms

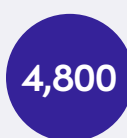
PATIENT SELF-TRIAGE ACCURACY ANALYSIS FINDINGS

Clearstep is the nation's leading provider of digital self-service triage. In just a few minutes, Clearstep's clinically-validated AI-powered Virtual Triage guides patients to the right care in the proper setting based on the severity of their symptoms.

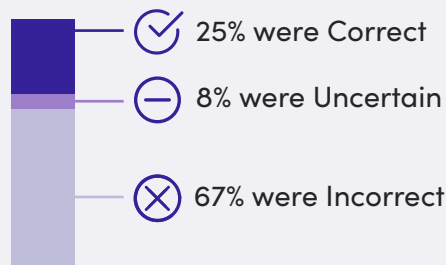
Clearstep recently analyzed a random sample of 4.8K online symptom check and triage conversations over six weeks. At the end of triage conversations and before seeing Clearstep's care recommendation, patients were presented with the following question to gauge pre-intent bias, "Where did you originally intend to get care before receiving your online triage results?"

Selection options included: Unsure where to get care, Self-Care, Urgent-Care, PCP, Retail Clinic, Specialist, Emergency Department, Telemedicine, Labor and Delivery, Dentist, and 911.

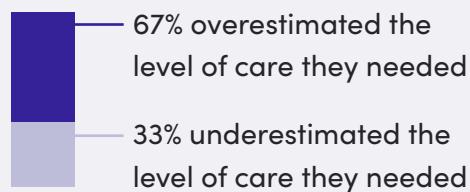
This analysis compared patients' pre-intent selections with Clearstep's Virtual Triage recommendations to determine whether they were correct or incorrect.



Patient Sample Size



Of the Incorrect Patients:

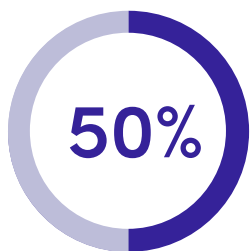


INSIGHTS

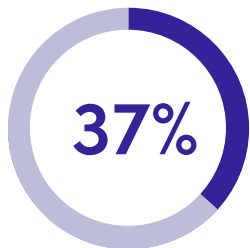
The Impact of Virtual Triage on Patient Engagement



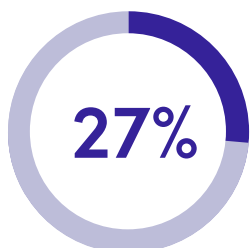
Clearstep Virtual Triage successfully routed patients to the right care at the right level, creating better resource utilization and efficiencies for patients and the health systems. Patients who had their pre-intended level of care validated were > 2x more likely to book appropriate care. Of those that Clearstep re-routed, patients who already intended to pursue a high-acuity level of care more often engaged with calls-to-action (CTAs) to instantly book care than those that intended to pursue a lower level of care.



of patients who had their pre-intended level of care validated (**Correct**) engaged with CTAs to instantly book care at the end of their Virtual Triage experience



of patients who had their pre-intended level of care **de-escalated** engaged with CTAs to instantly book care at the end of their Virtual Triage experience

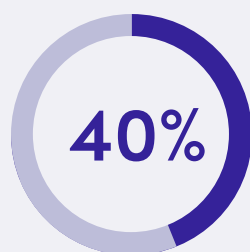


of patients who had their pre-intended level of care **escalated** engaged with CTAs to instantly book care at the end of their Virtual triage experience

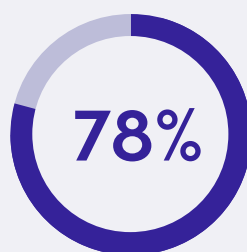
Implications for Health Systems

DO THE MATH

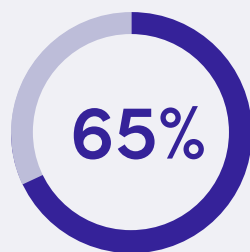
Trust, Convenient Access, Ease of Doing Business, and Digital Engagement are Non-Negotiables for Today's Healthcare Consumers



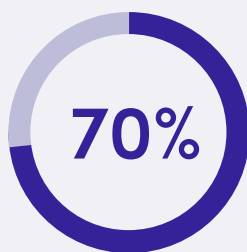
of patients are not committed to a local hospital or health system



of patients cite ease of navigation as the reason for leaving their providers



of patients expect a more convenient experience



of patients expect more responsiveness from their providers compared to how they felt a few years ago

As this study demonstrates, when unguided, most patients need to be corrected about the right clinical path for their healthcare needs. This translates to tremendous inefficiency in our care delivery system. Moreover, the fact that 63–73% of patients who were re-routed and did not subsequently engage with their triage recommendation suggests that health systems have more work to do in building the trust required for patients to get the care that is clinically best for their situation. Matching healthcare consumers with the most effective in-network care from the convenience of an online AI-powered chat experience like Virtual Triage delivers on the promise of patient-centricity. Furthermore, it can improve patient engagement and outcomes. With staffing shortages and burnout at an all-time high and providers struggling to find available capacity, ensuring that providers spend time with the right patients is paramount. Acute care and specialty care resources must be reserved for those most in need. Advanced practice practitioners and telemedicine must be better leveraged to manage low-acuity, less complex cases. The need has never been greater for more intelligent triage and navigation systems like Clearstep to liaise between patient demand for convenient and personalized care and available care resources to ensure appropriate matching—the result is greater efficiency for health systems and better end-to-end care journeys for patients.

Sources: Accenture, AHRQ, Eligibility.com, Invoca, Bain & Company, NRC, Press Ganey

clearstep

Clearstep Virtual Triage guides patients' end-to-end healthcare journeys, delivers the superior digital experience today's patients expect, and creates significant operational efficiencies for integrated delivery networks.



Enhance
Patient Access



Enrich Patient
Engagement



Unlock Care
Team Capacity



Increase
Throughput
& Revenue



Generate
Higher Average
wRVUs

Interested in analyzing the Patient Self-Triage Accuracy of your patient network?
Connect with us at info@clearstep.health

About Clearstep Smart Care Routing™

Clearstep's clinically validated AI virtual healthcare assistant guides patient-consumers through the complexities of managing their health and care. Clearstep partners with health systems, hospitals, medical groups, retail pharmacies, population health organizations, and payers to activate its technology on their websites, mobile apps, and patient portals. Clearstep provides a consumer-centric experience that empowers patients to better manage their end-to-end healthcare journeys. Clearstep reduces administrative burdens for care teams by automating symptom checks, triage, common patient services, remote patient monitoring, and clinical workflows- ultimately improving efficiencies, experiences, and outcomes. Clearstep is the only AI chat-based solution derived from Dr. Barton Schmitt's gold-standard telephone triage protocols, used in nearly all nurse call centers nationwide and validated in more than 200 million nurse line encounters. Clearstep's triage is fast, asking ~10 fewer questions than the competition, and its accuracy exceeds 95% compared to the judgment of ER doctors. Clearstep is the market leader in digital self-triage, with the country's largest integrated delivery network deployments. **Learn more at clearstep.health**

Trusted by leading healthcare organizations since 2018

