

**notable** +

North  
Kansas City  
Hospital



## About North Kansas City Hospital:

# of clinicians:  
550

# of specialties:  
46

EHR used:  
Cerner

Use cases:  
COVID-19 vaccine outreach

# North Kansas City Hospital launched automated COVID-19 vaccine scheduling in 2 weeks

How North Kansas City Hospital scheduled 1,600 patients for the COVID-19 vaccine in 45 minutes, resulting in a 99% patient satisfaction rating

## Notable impact:

**80k**

appointments scheduled within first three weeks of Notable deployment

**99%**

patient satisfaction rating

**1,600**

patients scheduled in the first 45 minutes of availability

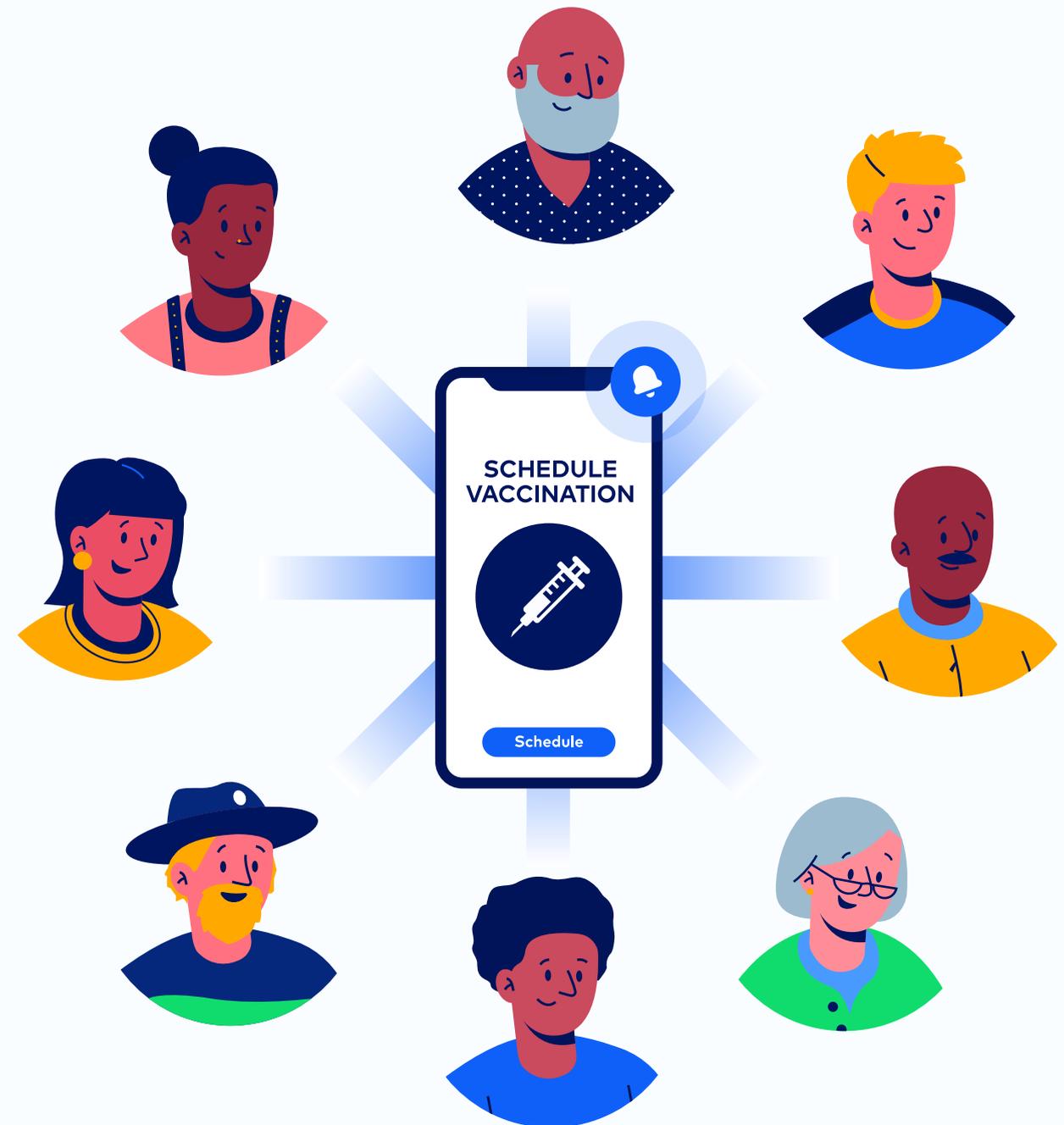
**2wks**

implementation-to-go-live time

# North Kansas City Hospital schedules 80,000 COVID-19 vaccine appointments in three weeks

North Kansas City Hospital (NKCH) is an acute-care facility that provides the largest network of provider practices in the Northland region of Kansas City. Through its Meritas Health subsidiary, NKCH employs more than 140 primary and specialty care physicians in 30 locations, and its medical staff of 550 physicians represents 46 medical specialties. NKCH has consistently been recognized as a Best Hospital in the Kansas City metro area and in the state of Missouri.

In keeping with their mission to use technology to improve patient flow and enhance the patient experience, NKCH identified an opportunity to digitize and automate COVID-19 vaccine distribution, providing new and existing patients across Clay County and surrounding areas with the opportunity to receive the vaccine as quickly as possible. By automating core workflows like patient registration, check-in and follow up, NKCH was able to maximize provider capacity to vaccinate as many people as possible, and remove friction from the process of scheduling a COVID-19 vaccine appointment.





In an effort to reduce the spread of COVID-19, NKCH partnered with a regional coalition, Operation Safe, to increase vaccinations among all Missourians.

Operation Safe was formed with the goal of vaccinating up to 4,000 Missouri residents per day. Together, Notable and NKCH engaged 40,000 patients in the first month of operation.

## Demystifying the process for booking a COVID-19 vaccine appointment

The COVID-19 pandemic exacerbated the need for health systems to become more proactive in the way they engage with patients. It also pushed hospitals and health systems to the limit: almost overnight, care teams had to transition from in-clinic to virtual visits, implement touchless check-in and registration, and pivot at a moment's notice to triage COVID-19 cases, testing and vaccine administration.

Hospitals and health systems have faced a litany of operational and clinical workflow challenges associated with a vaccination roll out of this scale, particularly in identifying patients who meet state or federal criteria for receiving the COVID-19 vaccine and proactively engaging with them at the right time, based on eligibility.

we needed a way to reach as many people as possible, as quickly as possible, to maximize throughput," said Todd Beardman, MD and chief medical information officer at NKCH. "Our number one priority was to engage patients at the appropriate time with information they can act on, in ways they can trust."

During the early stages of regional vaccination rollouts, it was difficult to identify and/or screen eligible patients based on risk factors and contraindications in a scalable way. Since the availability of vaccines varied, it was not easy to forecast how many doses might be available at a given time; and evolving federal/state eligibility guidelines made it difficult to communicate the most current information to each patient cohort, about when and where to receive a COVID-19 vaccine. Similar pain points are often prevalent in many population health workflows, such as care gap outreach and post-discharge follow up.

NKCH embraced these logistical constraints as an opportunity to leverage automated scheduling capabilities to create a convenient and efficient workflow for patients, without the manual coordination that would typically be required by call center staff. This enabled NKCH to support more rapid administration of vaccines to their patient population.

**"There is no way we could have been successful without Notable. At the end we were booking close to 5,500 patients per day. Otherwise, we didn't have a good mechanism to get those patients booked for an appointment. Even scheduling through a patient portal would have been very challenging."**

Dr. Todd Beardman, CMIO, North Kansas City Hospital



## A simple, digital scheduling experience - in less than 2 weeks

To address these challenges and increase vaccinations at scale, NKCH partnered with Notable to digitize and automate identification, outreach, scheduling, and pre-visit intake workflows for the COVID-19 vaccine. Since NKCH launched Notable, intelligent automation has become a key ingredient for coordinating a safe and effective vaccine distribution strategy.

Notable's 'digital assistants' leverage FHIR APIs to identify open appointment times and enable patients to book appointments. Any individual from the state of Missouri was able to request a COVID-19 vaccine appointment through the Operation Safe website. Using a patient's first and last name and date of birth, Notable's digital assistants automatically matched the patient to their existing record in NKCH's Cerner EHR, or created a record for a net-new patient. From there, Notable utilized robotic process automation (RPA) and machine vision to scan the EHR and initiate a digital pre-visit screening to eligible patients, screen for COVID-19 symptoms, collect informed consent and schedule the appointment.

After the first vaccination is administered, Notable's digital assistants follow up with the patient to schedule their second dose and remind them of the upcoming appointment. The vaccine administration information collected by Notable's digital assistants is automatically updated into the patient's chart in the EHR, eliminating the need for MA staff to manually enter these details.

For providers directly administering the vaccine, Notable increased their overall capacity to vaccinate more patients, faster, by screening for risk factors and collecting informed consent before a patient arrives onsite. All patients that scheduled their vaccine appointment through Operation Safe received notifications via Notable to complete documentation within 24 hours of their vaccination. As a result, 85% of the almost 100,000 patients who scheduled vaccine appointments through Operation Safe completed their consent form and health questionnaire documentation digitally through Notable's patient-facing solution.

Because Notable's digital assistants can be deployed without any modification of the EHR or other existing systems, NKCH was able to deploy this solution within two weeks.

"One of the biggest factors for me and our organization in deciding to work with Notable was the fact that we could impact multiple levels of the clinic experience by automating many workflows from a single platform," explained Beardman. "We were used to long implementations that required extensive pre-planning. Notable was a much quicker, more agile implementation that allowed us to go-live at breakneck speed with minimal IT lift."



**"We went live with Notable in just two weeks and scheduled more than 100 patients in the first minute of availability -- 1,600 in the first 45 minutes, and at its peak, 5,447 in one day. Intelligent automation gives us the agility to increase the volume of vaccinations on demand, as supply becomes available, which is our ultimate goal."**

Dr. Todd Beardman, CMIO, North Kansas City Hospital



Notable is optimized for ease of use: patients do not need to download an app or create a log-in to complete registration, and information shared from previous visits is automatically populated for patients to review and confirm. As a result, Notable averages a 96% patient satisfaction rating across all patient cohorts, including those from diverse backgrounds, and patients aged 65+ and patients who are visually impaired or have other disabilities.

Patient feedback from the Operation Safe clinic has been overwhelmingly positive, resulting in a 99.3% patient satisfaction rating.

One patient shared that the sign up experience was **"Very user friendly! I've been so frustrated in trying to obtain an appointment by other methods."**

Another patient shared: **"What's not to like? Even I could do it at 74! Simple, Simple, Simple. Thanks for making it so easy to do."**

**"Easy to complete. Really appreciate how I could do all of this ahead of time and in the comfort of my home."**

# NKCH drives immediate results with scalable, long-term impact

Through their partnership with Notable, NKCH and Operation Safe scheduled over 80,000 vaccine appointments over the course of two months. As a result, Clay County, where Operation Safe is based - has some of the lowest COVID-19 confirmed cases in the nation, according to data from Johns Hopkins<sup>1,2</sup>.

NKCH was named as one of Missouri's 16 high throughput health providers, and deployed intelligent automation to further improve their capacity to provide the highest quality care to as many patients as possible. By automating core workflows like patient registration, check in and follow up, NKCH booked more than 104 appointments in one minute and over 420 appointments in one hour - an extraordinary feat that would not have been possible without the scalability and speed of intelligent automation.

As part of their commitment to enhancing the patient experience, NKCH has extended their use of the Notable platform to digitize and automate the entire pre-visit registration experience across their Meritas Health clinics, including check-in, payments, and informed consent collection for a fully-touchless experience for both patients and providers.

Additionally, NKCH plans to automate care gap outreach workflows, beginning with breast cancer screenings, A1c tests, and Medicare Annual Wellness Visits, which will be powered by the same outreach capabilities leveraged for COVID-19 vaccine workflows.

This extends the value of what they implemented for COVID-19 vaccine appointment scheduling to increase access to care, reduce waiting room crowding or time spent waiting on hold, and improve patient satisfaction by removing friction and frustration from the intake process.

Learn how Notable can help your health system increase provider capacity and improve population health outcomes. [Schedule a demo.](#)

1. [Johns Hopkins Coronavirus Research Center](#)

2. Katie Moore, "Rolling average for new COVID cases in Kansas City area falls to lowest in over a year," Kansas City Star, June 1, 2021, <https://www.kansascity.com/news/coronavirus/article251813503.html>.