Real patient engagement is powered by Real Intelligence

Introducing ARIA – your one voice to manage patient care.

Positive Connections

Push what’s possible.

Think-ARIA.com

Real Intelligence
ARIA is a connected care solution designed to make your staff more efficient, streamline care decisions and lead your patients to a life unlimited.

- Do you have all the tools you need to support patient compliance? Do you know if they consistently comply with their treatment program?
- Are you actively tracking PROMs data? Your peers probably are. How do your patient outcomes stack up against the practice or ASC across town? Soon, your payers are likely to demand this level of transparency.
- How much more efficient would your staff be if they could eliminate repetitive tasks associated with data entry?
- If your patients aren't comfortable with digital technology, how can you expect them to integrate into your digital footprint?

You need a tool that supports patient selection and helps manage them by exception, helps reduce clinical redundancy for your staff, and generates PROMs data that will build your brand and let your patient's success story become your success story.
Powered by the Smith+Nephew Real Intelligence digital ecosystem and Positive Connections ASC program, ARIA addresses these problems with solutions including:

- Patient access via a multitude of engagement platforms (including iOS, Android and touch-tone phone)
- Prequalification of patients for surgical and non-surgical episodes, optimized for appropriate site of care (Planned for Fall 2020)
- Transparent communication among post-acute and referring providers
- Predictive costing
- 24/7 patient education resources
- EMR integration (Planned for Fall 2020)
- Dashboards for providers, patients and payers
- Open source compatibility with all common wearable devices on the market
- Further visibility and support of bundle management
- Automated, connected communication between participating surgeons, care navigators and referring providers

**How can ARIA help reduce costs for your practice or ASC, while helping to improve outcomes for your patients?**

45%  
ARIA can help support a potential 45% reduction in readmission rates through patient progress/evaluation functionality

30%  
Patients may enjoy a reduced length of stay in skilled nursing facilities by up to 30 percent when using the product

35%  
Utilizing ARIA may result in an approximate 35 percent reduction in 90-day episodic costs

**Note:** These were the findings when analyzing results from two community hospitals within the same closed hospital system using MiJourney.
Frequently asked questions

Can ARIA be used if an account does not use Smith+Nephew products?
Yes, ARIA can be used if an account is not using Smith+Nephew products. However, many of the advanced features in development such as access to aggregated datasets and preset payer dashboards only incorporate information relating to S+N products.

Is ARIA just for one type of surgery/episode?
ARIA is built around the orthopedic episodes; however, it is flexible and can be used for other service lines. 
- Examples of episodes that we currently service:
  - Orthopedics
  - Bariatrics
  - Cardiology
  - Wound

Does ARIA integrate with EMR’s?
Yes, ARIA is a connected care management platform and is planned to integrate with EMR’s in the Fall of 2020.

How are patients entered into ARIA?
There are several ways the patient can be entered:
- Patients can register themselves via a tablet/iPad in the waiting room or at home after receiving a registration link
- Patient data can be pulled into ARIA from the EMR (planned for Fall 2020)
- Staff can enter patients manually
What data points are collected in ARIA?

Patient name (required)
Patient contact information (required)
Patient demographics (Date of Birth (required), Gender, Ethnicity, Race, Height, Weight, BMI)
Patient Insurance Payor
Patient Healthcare ID
Patient episodes of care details (Patient's episode, pathway, protocol, and steps, Patient healthcare providers, Patient appointment dates, In-app patient communications with their providers, Patient goals and results (weight gain/loss, exercise, steps, calories), Patient prescriptions)
Patient survey responses (Patient Reported Outcomes, Other customized assessments)
Patient registration rate
Patient engagement rate
Comorbidities
Provider status (Engagement rate, Acceptance of patient rate)
Survey alerts
Implants used

How is the data collected?

- Patient information is collected upon patient entry to the software
- Surveys are taken by patients and staff
- Goal tracking - measuring progress via wearable devices or manual entry
- S+N implant specifics will be able to be scanned during surgery or added manually by staff

What insights can the data provide?

The data captured by ARIA can be de-identified and used to provide broader and deeper insights into optimizing pathways and maximizing outcomes for patients. Please contact your S+N ASC Area Business Director to learn more about how you can optimize ARIA data.
How do patients use ARIA?

ARIA App/Computer Login:

Patients can login to ARIA and complete steps that are required for their clinical episodes. For patient use, ARIA is a tool to help patients feel more connected and involved in the care they are receiving. They may feel more connected and involved in their care by reviewing educational content set by their physician, completing assessments and goals, and having the ability to communicate with their care team. A full list of items that a patient may engage with in the app are below:

- Review education content
- Complete surveys
- Message care team
- Set goals and enter results (manually or via wearable device)

ARIA Touch feature:

For unregistered patients (ones not using the app or computer), patients opt-in can receive automated phone calls/texts/emails to provide them with surveys and give them the same information that the app would provide.

Patients who have opted in to receive ARIA Touch notifications may receive a customized message sent by a member of their care team who uses ARIA.

Patient advocate:

For patients who choose not to use the app or the ARIA Touch feature, a caregiver can use the ARIA app on their behalf with the patient’s consent and HIPAA authorization. This will allow the patient and caregiver to receive the information in the app.

Do patients have to have an iPhone to use ARIA?

- iPhones and Android phones can be used to download the app
- iPads and Android tablets can be used to download the app
- If a patient does not have a smart device, they can login to ARIA on a computer and have the same experience

How/why is an iPad or tablet used for ARIA?

An iPad/tablet may be used in a few different ways to register the patient and start collecting data on them.

Staff uses:
- Scan patient QR code to auto-populate patient information
- Enter patient information
- Complete surveys

Patient uses:
- Enter their own information into ARIA to begin the registration process, reducing the amount of information a staff member would be required to enter
- Patient can complete pre-registration surveys
- iPads/tablets can be placed on a kiosk/stand in a physician office’s waiting area, or other public space, for patients to enter themselves into the system

Are references available?

Yes, references are available upon request.
Pricing
We realize that every customer has different needs and different strategies. That's why we offer modular pricing with different options to help you get the most out of ARIA. To learn more about pricing for your practice or center, please contact your Positive Connections ASC Area Business Director here.
References