

# MultiCare Health System Reduces Endoscopy Cancellations and No-Shows with SeamlessMD

## Key Results:

↓ 20% Patient Cancellations

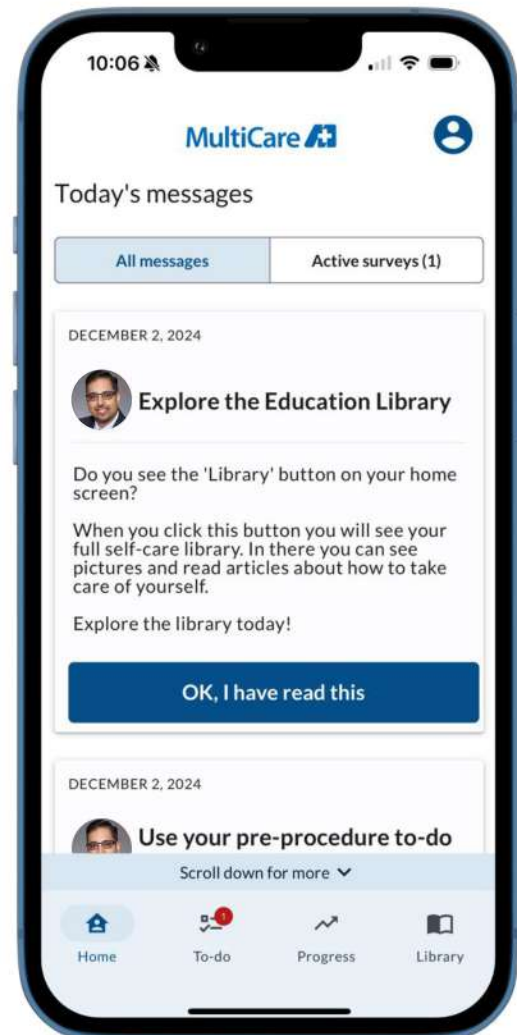
↓ 80% patient No Shows

MultiCare Health System, the largest not-for-profit, community-based, locally-owned health system in Washington state, had been using SeamlessMD enterprise-wide with successful results in many areas, including Orthopedics, Women's Health, Bariatrics, Colorectal, and Urology, and had fully integrated SeamlessMD with Epic and MyChart. Building on their success, MultiCare recognized an opportunity to improve patient access by expanding the use of SeamlessMD for endoscopy, given its high patient volumes and desire to reduce cancellations and no-shows, improve patient preparation, and reduce the need for patients to re-prepare.

## Why MultiCare Chose SeamlessMD for Endoscopy

Having seen success in bariatric care, where MultiCare achieved improved patient preparedness and fewer phone calls, the health system was eager to extend the benefits to their patients undergoing endoscopy procedures. Leveraging an HL7 integration feed to automate patient enrollment from Epic into SeamlessMD meant that enrolling a large number of patients into digital care journeys was practical at scale.

With SeamlessMD, MultiCare could give patients a comprehensive virtual companion that would engage, educate, and track their progress throughout their endoscopy journey. From personalized education to pre-procedure readiness surveys, SeamlessMD provided the tools necessary to prepare patients adequately, reducing the likelihood of cancellations and ensuring a more streamlined, connected, journey for patients.

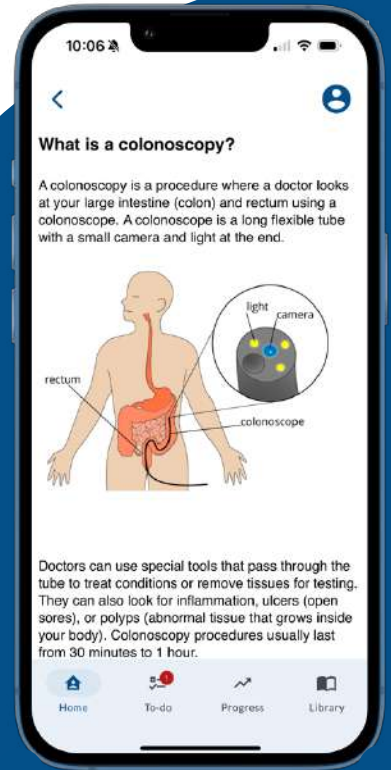


Patient App 7 Days Before Procedure

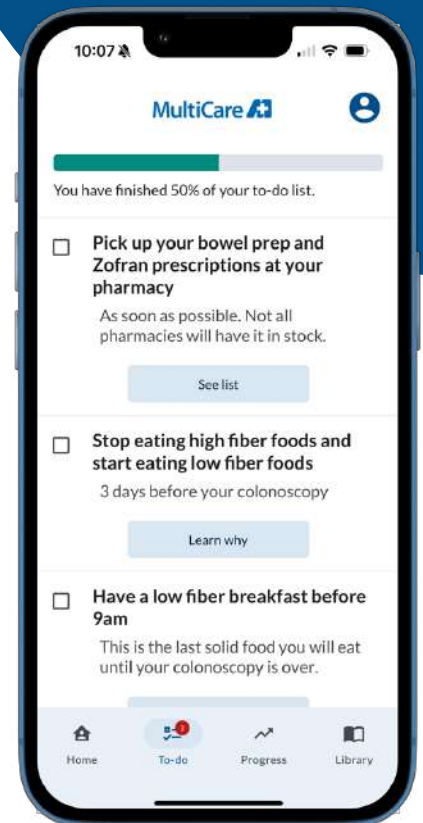
## Partnering with SeamlessMD to Build Digital Care Journeys for Endoscopy

SeamlessMD worked closely with MultiCare to tailor the digital care journeys to the unique needs of their patients. This included:

- ✓ **Personalized Education:** A customized care plan delivered to patients on their own devices (phone, tablet, computers) with interactive, evidence-based instructions, reminders, and videos. These materials covered everything from dietary preparation to bowel prep instructions, ensuring patients were well-prepared and informed.
- ✓ **Empowerment through Self-Care Tools:** Patients gained access to a comprehensive digital library that included self-management resources and daily reminders. This helped minimize anxiety and reduced the need for patients to repeat preparation steps.
- ✓ **Remote Monitoring:** SeamlessMD enabled MultiCare to track patient progress through readiness surveys to monitor patient compliance and flag any concerns that could result in a cancellation.
- ✓ **Analytics & Reporting:** The platform provided MultiCare with aggregate data through custom reports and dashboards, allowing for ongoing quality improvement and proactive patient management.



Example Patient Education



Example Patient To Do

*"SeamlessMD has been a game-changer for our endoscopy department. Digital care journeys have empowered our patients to take an active role in their preparation, resulting in fewer cancellations and no-shows, and a more efficient process overall. We have also seen a marked reduction in patient anxiety and an improvement in patient compliance—ultimately leading to better outcomes."*



Jake Dixon,  
AVP, Surgical Specialties,  
MultiCare Health System

## Outcomes Analysis demonstrates Reductions in Cancellations and No-Shows

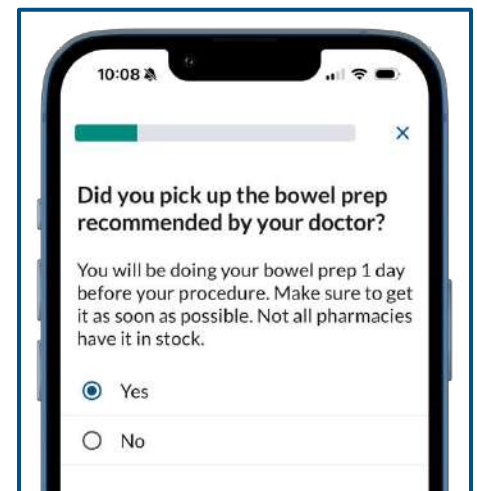
An analysis conducted by MultiCare's Performance Analytics team examined the impact of SeamlessMD on endoscopy patients. Comparing more than 25,000 patients, SeamlessMD was used to reduce cancellations by 20% and no-shows by 80%.

Factor	Pre-SeamlessMD (2022)	Non-Users (2023-2024)	SeamlessMD Users (2023-2024)	Difference (Pre/Post)	Difference (SeamlessMD v. Non-users)
Sample Size	15,550	10,443	14,432		
Any Cancellation	31.47% (4893/15550)	32.37% (3380/10443)	25.98% (3749/14432)	↓ 17%	↓ 20%
Patient No Show	1.51% (235/15550)	2.44% (255/10443)	0.50% (72/14432)	↓ 67%	↓ 80%
Patient Ate or Drank	0.12% (19/15550)	0.35% (37/10443)	0.12% (17/14432)	--	↓ 67%
Patient Cancelled Surgery	15.67% (2436/15550)	15.12% (1579/10443)	12.91% (1863/14432)	↓ 3.5%	↓ 15%
Canceled in Pre-op	1.04% (161/15550)	1.00% (104/10443)	0.44% (63/14432)	↓ 58%	↓ 56%

### What patients like most about the program

"I like that all the information I needed about my procedure was available. It had a timeline for when you were supposed to do things (or stop doing things) and gave notifications to remind you of them. I found it super helpful."

"I referred to this program several times on when you should stop taking vitamins, when you should begin eating a different diet and basically followed it pretty much through the entire procedure. It was very helpful to get the daily updates of what should happen next. I loved the program."



Example Patient Survey

"Implementing SeamlessMD for our endoscopic procedures has significantly improved our workflow. Patients are automatically enrolled via an Epic integration, and are consistently more prepared. Cancellations have also dropped and the technology allows our team to monitor patient progress in real-time, enabling us to intervene promptly when necessary. It has made a tangible difference in the quality of care we provide."



Dan Tisch,  
Clinic Manager, Rockwood Clinic Digestive Health Centers