Channels360 ®

A Complete Care Coordination Solution

Channels 360 closes the digital divide between partner organisations, professionals and colleagues and the citizens in your care. Channels 360 will help you to design and implement care pathways, deploy systems at the point of care, engage and involve citizens, measure and deliver at place, neighbourhood and system level.

What Is Channels 360?

RISK MANAGER
Identify at-risk individuals and remove the barriers between the person and timely, targeted care and support.

CARE COORDINATION BUILDER
Bring together data from across your ICS and the partners within it. See available information from health, social, educational, financial, operational and other sources.

TASK COORDINATOR
Create powerful pathways and programs of care and support in a simple and easy to use visual tool.

WORKLOAD MANAGER
Assign colleagues and partners to pathways and programs, giving an integrated overview of availability, capacity and workload.

What Does Channels 360 Enable?

- ❖ Integrated working across the ICS
- ❖ A single shared view of complex data
- ❖ Secure in-app, SMS, email and other messaging
- ❖ Patient engagement management
- ❖ Automation including alerts and flags
- ❖ Real time (clinical) events stream
- ❖ Governance of clinical and social protocols
- ❖ Working with existing systems and software
- ❖ An EPR companion
- ❖ Secure and powerful data integration (SMART on FHIR)

ICS and partner organisations looking to engage with and deliver for people in their care, ensuring that timely and targeted support is provided in a safe and coordinated way.

- ✓ ICS
- ✓ Commissioners
- ✓ Hospitals
- ✓ General Practice
- ✓ Community Health
- ✓ Mental Health

- ✓ Local Authorities (Including LEAs)
- ✓ Social Services
- ✓ Private and Independent Health Providers
- ✓ 3rd Sector

Channels 360 can add *value* to your care coordination initiatives

Proactively identify and engage with at-risk people:

- Identify and engage individuals or cohorts using real-time triggers or planned protocols
- Support consistent care using structured workflow, protocols, alerts and information
- Improve health outcomes, service quality and patient satisfaction

Enable cross-organizational integrative workflows:

- Create workflows and pathways that span settings, specialties and locations
- Communicate securely using direct messaging and automation
- Automate tasks, communications, alerts, notifications and more

Actively manage locally and at system-level using dashboards and reporting:

- Establish performance goals and success criteria, then track performance against them
- Track staffing in real-time and efficiently address potential issues
- Identify opportunities for improvement, enact the change quickly and efficiently

See how Channels 360 can remove traditional divisions and support joined up care to improve population health.

For more information, please contact:

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