Gain Better Visibility to Improve Clinical Workflow

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Today’s Webinar

Understand the reasons for real-time staff workflow, and learn the keys to successful implementation of an RTLS solution that will meaningfully impact **staff efficiency** and **satisfaction**, **care delivery** and the **patient experience**:

- Building a team - who you need to have at the table?
- Critical steps for success with an RTLS staff flow solution
- Developing a positive, non-punitive culture using RTLS
- Defining and measuring success
Florida Hospital Celebration Health
“RTLS…a Strategy”
Who we are

• Part of the Adventist Health System

• Mission – “To extend the healing ministry of Christ”

• 1 of 7 Florida Hospital Campuses making up 1 license in Central Florida with over 2400 beds, founded in 1908

• Market Leader in Central Florida

• Most Wired Award Recipient

• HIMSS Level 6
Change is here

“We know we have to cut 20-40% of costs”
## Evolution of Healthcare

### Quantity Vs. Quality

<table>
<thead>
<tr>
<th>Era of Quantity</th>
<th>Era of Quality</th>
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<tbody>
<tr>
<td>Advance planning emphasis</td>
<td>Customer feedback emphasis</td>
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<tr>
<td>Mechanical Technology</td>
<td>Programmable control</td>
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<td>Economies of Scale</td>
<td>Economies of speed</td>
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<tr>
<td>Hierarchical organizations</td>
<td>Team-based organizations</td>
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<tr>
<td>Value from volume</td>
<td>Value from performance</td>
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<tr>
<td>Technology islands</td>
<td>Technology overlaps</td>
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<tr>
<td>Environmental exploitation</td>
<td>Environmental concern</td>
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Industry Pulse

- Integrated Technology
- Hospital Closures
- Collaboration
- Relevant
- Patient Centered
- Standardization
- Value
- Consumer Knowledge
- Quality Outcomes
- Cost
- Appropriate Care

Health Care

CELEBRATION HEALTH
FLORIDA HOSPITAL
The skill to heal. The spirit to care.®
Poll Question #1

• What’s your main tool to drive improved workflow? (check all that apply)
Evolution of Data in Healthcare…
…Big Data Analytics

**Contextual Data is the Key!**

The Contextual Big Data creates a single transaction instance that transforms your data from silo’ed sources.

Performing analytics on data with context removes 50-90% of the effort associated with analytics.
RTLS Data Provides the Context

It meets 2 critical needs:

1. Event Data
   Adding context to the patients pathway, trending and predictive modeling, actionable data at the right time to the right person

2. Customer Satisfaction
   Real time access, information and flow – engagement in care process, alerts for wait states, knowledge of their progress in their care
Our Today

Temp and Asset Tracking…it’s a no brainer and critical to efficient use of resources…but think beyond that!

Capacity and Throughput
• Patient Flow – OR to Unit

Staff Workflow
• Efficiency
• Standardization
• Productivity
• Unit Design

Patient Experience
• Rounding
• Bedside Report
• GWN Integration

Safety
• Hand Hygiene – Patient Contact based
Patient Transitions

Takeaway: Built transparency between PACU and UNIT for patient flow and communication
Patient Flow

Patient Average Hour Spent in PACU

Takeaway: Leverage the data to improve and validate
Staff Workflow

Takeaway: Real time access to their data and flow

Takeaway: Improve the daily flow thru assignments and organization
Staff Workflow

Takeaway: Reduce burn out!
Analysis by Patient Type

**Rounding % By Age Group By Gender**

- **20-29**: Female 78%, Male 79%
- **30-39**: Female 91%, Male 83%
- **40-49**: Female 80%, Male 109%
- **50-59**: Female 74%, Male 75%
- **60-69**: Female 79%, Male 79%
- **70-79**: Female 83%, Male 91%
- **80-90**: Female 80%

**Average Minutes Spent By Age Group By Gender**

- **20-29**: Female 4.6, Male 4.5
- **30-39**: Female 4.5, Male 4.5
- **40-49**: Female 4.7, Male 5.1
- **50-59**: Female 4.9, Male 4.8
- **60-69**: Female 4.8, Male 4.8
- **70-79**: Female 4.6, Male 4.6
- **80-90**: Female 4.1, Male 3.7

**Takeaway:** Dissect nurse rounding to proactively manage workflow
Analysis by Service Line

Takeaway: Again, dissect nurse rounding to proactively manage workflow
Bridging Cultures

Takeaway: Understand the age old question… “what’s the difference between night and day shift workflow?”

Nurse Minutes Percentage By Hour By Month

Patient Room BoxPlot

Takeaway: Understand the age old question… “what’s the difference between night and day shift workflow?”
Patient Experience

Rounding Compliance

Day Shift – Nurse Rounding Compliance

Night Shift - Nurse Rounding Compliance

Takeaway: Understand team variation and compliance
Our Tomorrow

Value Based Purchasing & Pay for Performance

Capacity and Throughput

• Patient Flow – OR Expansion to all patients, ER to Unit Tracking, Wait State Alerts, Obs Patient Tracking, Core Measure Patient Alerting
• Capacity Management – Cerner Integration

Staff Workflow

• Integration of EMR and Bed Management Data (3 D!)

Safety

• Falls Prevention (Stryker Integration)
• OR Suite and Sterile Supply Temp/Humidity Monitoring

Patient Experience

• Continued GWN Integrations
• Waiting Room Real Time Flow Data
Poll Question #2

- What is your biggest barrier to improving workflow? (check all that apply)
Key Stakeholders

- IT
- Sr. Leadership
- Nursing Leadership
- Finance
IT Support Model

- Support model includes dedicated and shared staff
- Server team oversees the Windows Server
  - Server maintenance, patches, and updates
- STANLEY Healthcare/AeroScout team oversees deployment and use
  - Technical staff to help design and manage
    - Tag provisioning, user activities, escalations, etc..
  - Field staff to deliver and replace tags, batteries
  - Analytical staff to help with reporting
  - Domain experts should “own” many of these aspects
Operations Support Model

- **System Deployment of Learnings**
  - Base and Change measures for improvements
  - Staff Workflow Analysis
  - Patient Flow Analysis

- **ROI**
  - Invested People, Time and Product
  - Savings due to RTLS
The Goal
Questions?

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