35 Ways Enterprise Visibility can help your hospital

A hospital management system that provides real time patient tracking, visibility and communication for everyone who needs it.

HealthStream™

INTRODUCTION - THE CHALLENGE OF ALIGNING SO MANY MOVING PARTS

Patient throughput is a complex process. From admission to discharge, the demands of a patient's care involve multiple roles that must all work together to ensure a successful outcome. For most healthcare organisations, communication between different departments is one of the main challenges. Doctors, nurses, case management, allied health, bed management, transport, food management and admin staff all need visibility over patient status to perform their role in the patient's journey effectively.

Getting information from siloed locations into a single space is key to overcoming the communication challenge, and one that requires deploying the kind of innovative tech that's been designed specifically, with the needs of healthcare organisations in mind. Having information at the point of care is key to making the best decisions for patient care.

The complexity of some Patient Administration Systems (PAS), especially those that include multiple systems that are disparate and don't talk to each other, means they often cause more problems than they solve, such as:

- Patient discharge information not being sent from the PAS in real time
- Patient status not being updated in real time
- Mis-aligning task management and bed management
- Not communicating with other health professional services when patients are being referred / transferred
- Not having the correct dietary information for patients
- Mis-alignment of the estimated discharge date with the actual discharge date
- Poor or no Bed management

Most importantly, nurses and doctors need reliable medical information that is often disseminated across all systems, so that patient care and outcomes can be optimised, and errors minimised or even eliminated.

LEVERAGING TECHNOLOGY -
WHY INNOVATION IS CRUCIAL

The reality is that manual systems - which is what so many healthcare organisations are still using - are not up to meeting these challenges efficiently. Manual systems are prone to error, time consuming, and frustrating for staff who have to work with them. Errors are costly in both time and money, but most importantly, they affect patient care.

Systems that don't communicate with each other and do not make information easily available require staff, clinical and non-clinical, to make numerous phone calls, multiple logins to different systems and walking between units to get the information they need. These tasks take them away from completing core functions and impact patient care.

Like all industries, the healthcare sector needs to innovate. Digital transformation is key; hospitals and other healthcare facilities need to invest in purpose-built tech solutions that have been developed specifically to meet the challenges of patient tracking, status and throughput.

REACTIVE OR PROACTIVE

HOW WELL DOES YOUR PATIENT FLOW OPERATE?

When it comes to digitisation, the healthcare industry can be a bit slow on the uptake. With that in mind, we've developed a patient flow maturity model. Where does your facility sit on the scale?

DOWNLOAD THE MATURITY MODEL WHITE PAPER

MEET ENTERPRISE VISIBILITY AND DISCOVER THE 35 BENEFITS THAT SETS IT APART FROM THE REST

Enterprise Visibility is a patient flow and broadcast communication system designed to assist caregivers with real-time alerts regarding tasks, patient care, patient needs, and next steps in the patient care journey. The overall goal is to provide patient care resources with more time to focus on patient care through the reduction of phone calls, non-productive system logins and searches, and non-urgent face to face communications.

Enterprise Visibility receives patient and room status messages from multiple systems, transforming them into 'easy to read' alerts and notifications. This allows all caregivers to see real-time patient needs, tasks, and upcoming steps to ensure a safe and effective patient journey, which contributes to improved clinical outcomes.

As a result the entire care team, which includes Senior Leadership, Doctors, Nursing, Allied Services, Case Workers, Housekeeping, Transport services, plus others are provided information at the point of care to synchronise them around meeting the needs of the patient. This ensures smooth patient flow and efficient use of hospital staff and physical resources.

Let's look at how Enterprise Visibility benefits different departments and keeps them all working together.

Nurses, Managers and Administration

1. The ability to place a request for a bed that includes all the relevant information imported from the PAS, without making a phone call or sending a message, so that admin time is kept to a minimum and results in a higher adoption rate.

2. Management of bed requests from any location on one screen, enabling staff to see what is available or likely to become available. Enterprise Visibility displays this on a single screen as well as screens in the operations centre, with notifications in real-time.

3. A search function for best-fit-beds with most available to least available based on service line. Staff can easily choose which bed to put a patient into, and the bed chosen will include staffing, location, isolation precautions, service line, capacity of ward, etc.

4. Shows beds that have been allocated but not yet occupied so that users can view how many beds are occupied and how many patients have been allocated to that ward. Both sending and receiving wards are alerted that a bed has been allocated, including time of allocation, alerts for delays and status of receiving room for sending status (occupied, dirty, cleaning, clean).

www.healthstreamanz.com

5. When transferring patients between wards, or to and from theatre, all information is available and can be configured to display additional information as needed. This is controlled based on rights, as not everyone needs to have access to this functionality.

6. Avoiding duplication with specific rules, e.g. a patient cannot have two reservations at the same time. Also a room cannot be reserved for two different patients.

7. Real-time bed status, including but not limited to occupied, dirty, cleaning, available and hold.

8. Patient information - visibility over which patients have not or need to be seen, including time information for how long the request has been in place and highlight any patients that have delays in being seen. Abbreviations are used for public display. For secure displays, additional information can be used.

9. Displaying multiple or priority alerts from the PAS system - alerts are based on priority and will override other lower priority alerts. There are textual and icon alerts available to be displayed simultaneously allowing non-urgent information to be displayed in one area leaving space for urgent alerts to be displayed. Enterprise Visibility can display many types of alerts, which can be triggered via an HL7 message, via the system itself or a combination. The alerts can be turned on or off.

10. Functionality that allows cancellation of a bed request and the information to be updated in real time, providing a clear view of the bed's status.

11. If a bed or ward is marked as being cleaned, the bed can be allocated, but an admission to that bed isn't allowed until it is marked as available.

12. Interventional Radiology Suite Information - multiple options for displaying patients scheduled for interventional radiology and the best configuration for the facility can be set.

13. Filter by Clinician so that it easy for each group to filter for their patients. Information can be configured by patient type, status, doctor/surgeon assignment, service line, nurse, etc.

14. Assign condition, message and location to each patient. Enterprise Visibility can be configured to display single or multiple care alerts and patient information based on HL7 messaging or by entering information directly in Enterprise Visibility. Visual alerts are displayed and can be displayed with timers or without. The view can be configured to filter patients by Condition Codes, Message codes or location codes or a combination of codes.
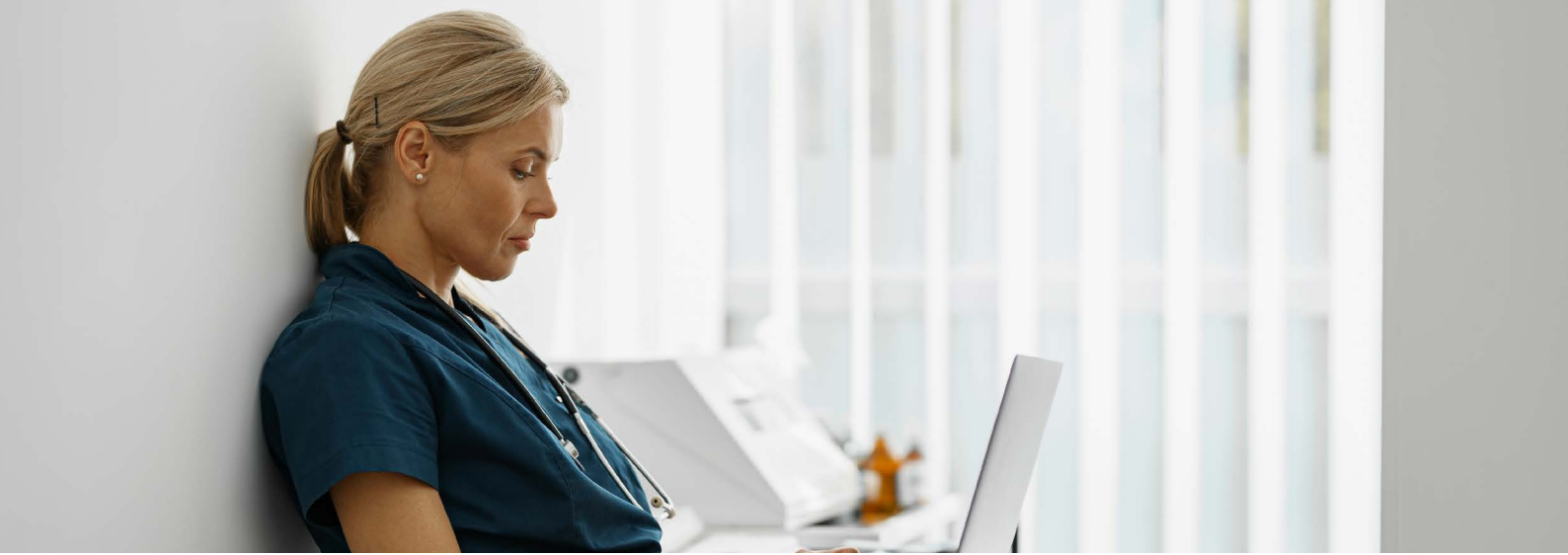
Executives, Managers, Administration

15. A Bed Requests dashboard that shows an overview of all beds that have been requested from all locations including total number of beds requested. This dashboard can be filtered by the different request types and by the service as well as to be sorted by date/time, etc. The receiving ward knows the time of the request and where request is coming from. The sending ward including ED knows time of request, where patient is going, and status of receiving bed. Additionally, there are visual and text alerts for any delays.

16. Updating bed requests in real-time - both sending and receiving wards are alerted that a bed has been allocated, including time of allocation, alerts for delays and status of receiving room for sending status (occupied, dirty, cleaning, clean). From pre-admit through registration through admission, allocation and status is displayed.

17. On arrival to the ward, the bed management system is updated in real-time to confirm the bed is occupied.

18. The ability for wards to manage their own beds, using specific rights and roles that can be configured.

19. An ETA of patient arrival - based on allocation time, Enterprise Visibility will show how long a reservation has been in place.

20. Emergency Department (ED) handover, enabling seamless transfers - these handover notifications are built in, including elapsed time of the handover, alerts for delayed handovers, the ability to add comments, and ability to have a filtered view of all open handover requests.

21. Filterable views that can be configured based on ward, patient status or information, room status or information. There's also the ability to filter what information is being displayed on the screen. All views can be saved for a user, a role, or to be displayed on large screens (in the Control Centre).

22. Nurse availability - this information is displayed on both public displays, on desktop, and filtered and configurable views. The information can be entered directly into the system or via an HL7 message from a source system.

Executives, Doctors, Surgeons and Administration

23. The display of relevant surgical/theatre information. Additionally, using scheduled transport events it is possible to notify staff on a ward who is scheduled to go to surgery, location and time of the patient in surgery prep, surgery, PACU, and ready to be returned to the ward.

Nurses, Managers, Doctors and Administration

24. Outlier patients are identified on the ward and filtering can be applied to show all patients across a facility who are outliers.

Nurses

25. Laboratory results follow the patient via the preferred lab system. Enterprise Visibility indicates when results are available and if they are normal, abnormal or critical. Included with the indication is a timer that highlights overdue results.

26. Amending notes – multiple places exist to add comments, with the ability to enter comments based on a particular function, e.g. bed management, transport, clinical, etc.

27. Handovers – this information is available for the duration of a patient's stay. The system enables printing of specific parts of the handover.

Nurses, Managers, Administration and Transport

28. Display of the mobility status of each patient so that the necessary decisions on transport can be made. Full transport functionality including scheduling, porter status, location of patient, and status of patient in real-time with alerts for delays in steps of the process. Transport and patient comments can be added at any point along the scheduled transport.

For all teams

29. The display of complete bed status, and the ability to transmit and ingest from other systems. Beds can be closed, why they are on hold, hold comments and if desired, how long a room has been on hold. Enterprise visibility can send notifications to any receiving system.

30. Reporting capabilities - custom views that allow filterable views to show real-time status in an interactive format, and a reporting module where there are standard reports as well as the ability to do ad-hoc reporting. These can be scheduled to be created and sent out in multiple formats including, but not limited to PDF, Excel, Word, etc.

31. The ability to view filter options so that is it visible only to the relevant staff - pre-configured filterable views, allowing users with the correct access to create views based on patient information, status, clinical information as well as beds and a combination of the information.

32. Using geo-spatial views an entire ward can be displayed on a single board. Additionally, table views are available as well as filtered views to show all information on a single ward for specific status, rooms, etc.

33. Information can be sorted and or filtered based on multiple patient and room information. Both sending and receiving wards can see allocation information, status, and time in that status. The information can be displayed in table format and show the information listed or be updated if additional information is added or removed.

34. A Health Professionals view, so that wards can be seen individually or via configured views that highlights all patients who need to be seen in real-time.

35. Integrations - Enterprise Visibility can integrate with all existing systems, so that relevant information is always available in real-time, including Task Management, paging systems, Acuity, other health professionals, dietary systems and medication systems.

CONCLUSION:
WITH VISIBILITY COMES EFFICIENCY

Now more than ever, healthcare organisations need to operate as efficiently as they can. Resources are stretched, as are staffing numbers, so it's essential that facilities have systems in place to optimise the use of all resources. Not only that, but if healthcare organisations want to attract the top talent, they need to ensure the facility is a tech-savvy place to work.

Enterprise Visibility speeds patient flow and improves patient safety, synchronises physical and staff resources, removes roadblocks and minimises interruptions, and most importantly, improves communication across hospital departments. The transparency provided by the solution increases accountability and gives staff members more autonomy. With Enterprise Visibility onboard, a healthcare organisation is set to provide better outcomes by helping to deliver safe, high-quality care.

Keen to see Enterprise Visibility in action? Book a demo today.

HealthStream™

Australia and New Zealand Head Office

79 Lichfield Street
Christchurch 8011
New Zealand

www.healthstreamanz.com

About HealthStream

Helping hospitals and healthcare institutions globally, our team of experts understand professional medical pain points and have the knowledge and technical solutions to solve them. If you're looking to advance your institution's medical processes and ensure patients receives consistent, quality care, please reach out to the HealthStream team. With a wealth of medical software solution experience, we are confident we can help.