

Case Study - Lewis Gale Medical Center

Obstacle:

The Security department managed incoming calls and recognized that workload sometimes exceeded their ability to respond according to their own internal policies and procedures. Ideally, the hospital was looking for a way to measure the security workload while opening a communication channel to all security staff, giving them instant access to important security events and activates occurring during their shift.

Solution:

The iTrak Incident Reporting and Risk Management system enhanced the operational process that was in place throughout the hospital, enabling them to track all incidents and phone calls with giving an incident categorization of urgency system.



Lewis-Gale Medical Center is a 521-bed tertiary facility, the medical center has provided state-of-the art medical care for residents of the Roanoke Valley and Southwest Virginia for nearly 100 years. Lewis-Gale Medical Center is dedicated to providing their clientele with the best healthcare services and information.

With over 12 different treatment centers such as; Behavioural Health, Breast, Cancer, Business Health, Chest Pain, Diabetes, Diagnostics Imaging, Heart, Maternity, Rehabilitation, Swallowing Clinic, Wound Healing, and other services. With all of these different activities, clientele with diverse reasons for visiting the hospital and it's many centers, the hospital was becoming overwhelmed with the amount of incoming calls and recognized the need for a tracking system. When Lewis-Gale Medical Center approached iView Systems, they were in search for acquiring and incident reporting and risk management software, to help them keep track of their many patients and staff.

The system would be used in various ways, to enhance the multi-centered hospital. First they needed to keep accurate incident files on the admitted patients and anything that occurred while during treatments / visits. Secondly with the hundreds of staff employed, they needed to acquire a tool that would enable them to properly track staff involvement, shift work, and different levels of certification. A searchable database tool included in the software was a must as well. The iTrak Incident Reporting and Risk Management system enabled Lewis-Gale Medical Center to meet of their system requirements and goals. Its modular design enabled the purchasing of their needs, while offering a complete upgrade path for larger applications.

The iTrak system delivers a comprehensive secure platform for daily log reporting, incident management and subject profiling, with the ability to provide complete investigation management, reporting, personnel/subject/contact management, risk analysis and assessment, briefing log entries and more. iTrak delivers quick, accurate analysis with comprehensive graphing and statistics, pinpointing liabilities and controlling losses and

insurance costs.

Security staff within the hospital can now track all incoming calls and arrange them in their order of urgency using the simple and intuitive user interface of the iTrak system. Each security staff member can configure their own view to system information, making the information more comprehensive and relevant to their duties and responsibilities.

iView Systems Products:

iTrak Incident Reporting &
Risk Management

"iTrak was very helpful in allowing me to get approval for two part time positions in our security department. Our 3-11 shift is the busiest shift for us. By using iTrak I was able to show administration the number of calls and the type of calls (serious versus routine) we answered during these times. By using this information we were approved part time positions to assist during peak days and hours I was also able to do a comparison between the calls for service in 2006 and 2007 and how iTrak allows more accurate reporting."

- Director of Security

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