

OPERATIONAL INTELLIGENCE AT THE POINT-OF-CARE

Historically the Nurse Leader Rounding process has been done with clipboards and pen/paper.

Over the last couple of years, some pioneering and innovative health systems have taken that process and automated it on tablets and mobile technology.

SMART ROUNDING™

- Simplify the capturing of patients views for the Nurse Leaders.
- Generate immediate alerts directly to the action owners to correct issues in a timely manner.
- Have actionable operational intelligence that can be used as the basis for learning and planning.
- Measure and act on leading indicator information in order to improve HCAHPS performance and the patient experience.
- Provide leadership with analytics to highlight opportunities, risk, trends and where they can jump in and clear the path.

ALERTS TO ACTION OWNERS:

“A patient was discharged at 10am, however, wanted to stay for lunch and leave at 1pm. This presented an issue because we had patients holding in the ED. When an immediate alert was generated about the patient, the Director of Patient Experience went to talk with the patient and his wife and offered two meal tickets so the family was able to be discharged and enjoy lunch in the cafeteria before going home. The patient and his wife were so appreciative of our service and we were able to get an ED patient a bed in a timely manner.”

For more information on Smart Rounding please go to:
<http://www.cfsfp.com/resources/videos>

TREND DATA TO FOCUS INVESTMENTS:

“Leadership was previously unaware how many issues patients were having with televisions in the rooms. Complaints were taking staff away from other aspects of care to resolve problems with TV’s and help locate the TV remotes. Reports generated from data collected identified that collectively this was a bigger issue than anyone realized. The problem could be resolved with a capital expenditure so funds were budgeted to upgrade room TV’s. This met the patients’ expectations, reduced complaints and relieved staff from dealing with these issues. The consolidated reports generated clear and accurate data that enabled us to direct resources where they would generate positive results.”

Drive Word-of-Mouth and Profitable Growth

Improve Satisfaction through Innovation

Uncover and Remove Roadblocks

Empower and Align Front-Line-Staff

Create Organizational Transparency and Accountability

Identify and Recover Revenue-at-Risk

HCAHPS IMPROVEMENTS:

“Communication with nursing received the highest scores. Nurse leadership meets to review their reports daily and weekly and regard the scores from responses as an opportunity not a failure. They use the feedback to provide rewards and recognition for outstanding performance and nurse leadership is very involved in the entire process. We are able to change the questions when needed to further identify and clarify issues, particularly those that fall into “other” category. CFS makes recommendations for changes to help discern issues and provide various reporting views based on how we want to see the data.”



OPTIMIZE INTERNAL PROCESSES:

“The Smart Rounding™ App has also helped with our Lean program. We have streamlined some processes to make our operation more efficient. An example was creating a “no fly zone” where there are no meetings during a certain block of time which is dedicated to rounding. If scores dipped into the “red”, staff was required to hourly round 100% of the patients. If needed, nursing leaders (up to the CNO) would help round to get this done. The tool has helped processes complement each other rather than creating conflicts.”



INTERESTED IN MORE INFORMATION?

Please reach out to us at
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