Customer Story

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KaiNexus

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Customer Profile

Julie Lewis, MD is a professor of medicine at Vanderbilt University in the Department of Medicine in the Division of Nephrology.

Comments from Dr. Lewis are in quotation marks and have been edited for clarity. Commentary from KaiNexus appears in italics.

On KaiNexus

"[Vanderbilt] has been involved with KaiNexus now for three to four years with its prototype and, now, its current excellent form."

The origins of KaiNexus come from the research and work of Gregory Jacobson, MD who is now the co-founder and Chief Product Officerof KaiNexus. In 2011, Vanderbilt transitioned from a homegrown system to the fully commercialized KaiNexus product that was born from that early work, and is now used in more than a dozen healthcare organizations.

"KaiNexus helps us do more improvements because there's an easy way to make suggestions and it helps us complete improvements. Then, we can track that something actually comes to a resolution."

"Everybody has great intentions. Someone gets told about an idea…maybe it's even the right person. But then a week passes, two weeks pass and people forget. KaiNexus solves all those problems for you."

KaiNexus provides a powerful platform that's easy for all staff members to use, ensuring that ideas don't get lost and that the right people stay informed.

"If you didn't have KaiNexus to just walk over to and put the idea in, in one second, you would try to remember it, get busy, and you might forget. You might not know who to tell it to, so the person who at that moment has got a suggestion doesn't have to figure that out."

KaiNexus automates the process of making sure the right idea, or Opportunity for Improvement, gets to the person who can assign the implementation of the OI to the right person or team.

"The other big advantage is that KaiNexus is a historical memory...

because institutions and groups don't have a great institutional memory. KaiNexus provides that for anything that we work on through the KaiNexus system internally."

"KaiNexus offers a lot of opportunities for improvement that just wouldn't happen without the system.

A Simple Opportunity for Improvement

"Our fellows, in today's world of medicine, have to spend a lot of time in front of a computer writing computerized notes. We have a special room for them to do that in."

"One of the fellows put in an opportunity for improvement that the chairs in that room were extremely uncomfortable. I assigned it to our nurse that runs that area with the computer room. They got an ergonomics consult and Vanderbilt got new chairs for that room that are ergonomically appropriate for our fellows to sit in, and our fellows love it."

"It was simple, but I honestly think without KaiNexus, it might never have happened."

A Complex Opportunity for Improvement

"We looked at our dialysis unit and a goal, right now, is to have as few dialysis patients as possible dialyzing with dialysis catheters and to have the majority of patients dialyzing with permanent vascular accesses."

"When we began this project, the rate was about 50 percent. It was a nine-month project and I'll give you the punch line…we reduced it to 30 percent."

"The entire project occurred on KaiNexus."

"It involved our access nurse, our nurse practitioner at the dialysis unit, our physician who is the medical director of the dialysis unit, all our nephrologists, all our fellows, and our attending radiologist. And, believe it or not, our surgeons who do our access surgery also participated via KaiNexus on this project."

"We didn't have to set up meetings where we had to bring so many people into the room together."

"Before, somebody had to try and find a time and it would take months to achieve that goal where everybody could be in the room at the same time. Instead, we could do it all through KaiNexus."

"Every person who was involved in this project was informed of each step through the KaiNexus system and had an opportunity to comment on it. They had an opportunity to say, 'I think there's an unintended consequence of this suggestion.' It was a great way to get this done quickly and to have a multidisciplinary approach to it. The end result was we achieved quality improvement."

KaiNexus

The best way to improve your business or organization is by leveraging the collective knowledge of every employee. KaiNexus is a cloud-based software platform that unites your team around opportunities for improvement and facilitates their progress from inception to ROI.

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