Data on the Fly Helps Washington Health System Empower Staff

Improve Patient Satisfaction and Safety, and Deliver More Targeted Care

Empowering staff.

It's a goal at most hospitals, but doing so requires giving staff the ability to see their performance real-time and giving them the data and metrics to make on-the-fly decisions for improvement.

"What can we do better in the next eight hours? How can we change our practices for the better? Which patients will require more assistance? All of these are questions that can help improve our delivery of care once they are answered," said Jane Lucas, Nurse Manager at Washington Health System.

To get those answers, Washington Health System, a community hospital in Southwestern Pennsylvania, expanded their Responder 5 nurse call solution to include Responder Business Intelligence.

The business intelligence delivers tailored views of data by role, allowing each stakeholder to see exactly what matters to them – whether unit staff members, patient care coordinators, nurse managers, directors or the Chief Nursing Officer. Each view allows a deeper dive into the data, offering a clear path to answers that can drive change, and identify what's working and what's not.

"Responder Business Intelligence delivers the knowledge to get those answers in real-time, and that helps us improve care not only during the shift, but to also better prepare the next shift," said Lucas. "It's real-time info that the staff can act on."

WASHINGTON HEALTH SYSTEMS

Washington Hospital is an entity of Washington Health System. Washington Hospital is a 190-bed hospital serving the entire southwestern Pennsylvania region, and one of only a few in the country deploying the Responder Business Intelligence software. That solution, Lucas said,
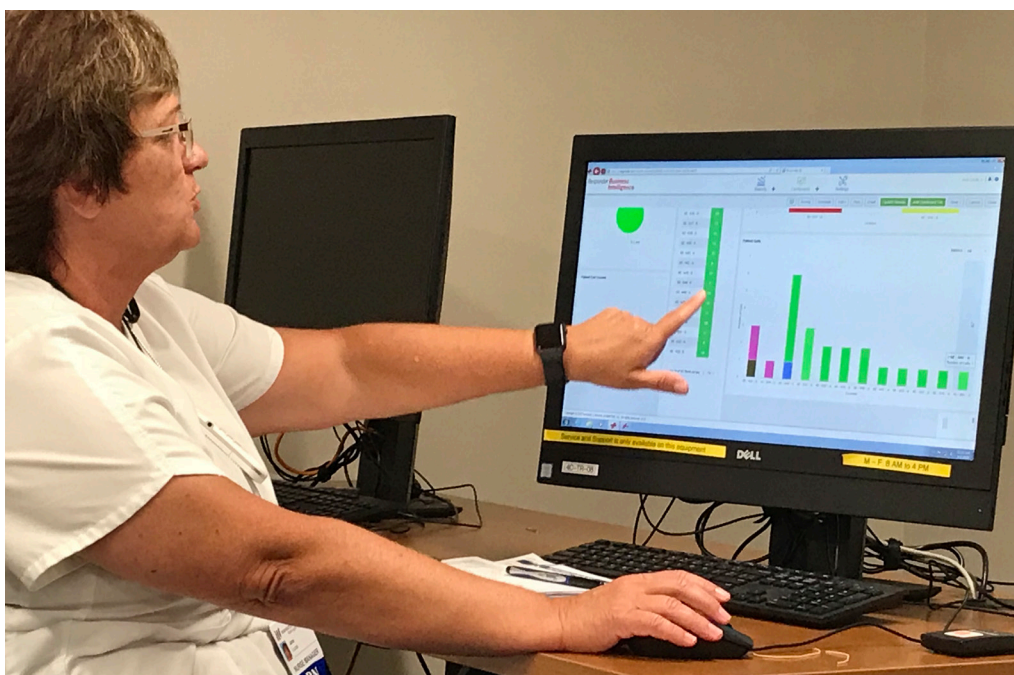
combined with the overall Responder system, has led to enhanced individualized care, more detailed information on the delivery of care, response times, and the specific needs of the residents."
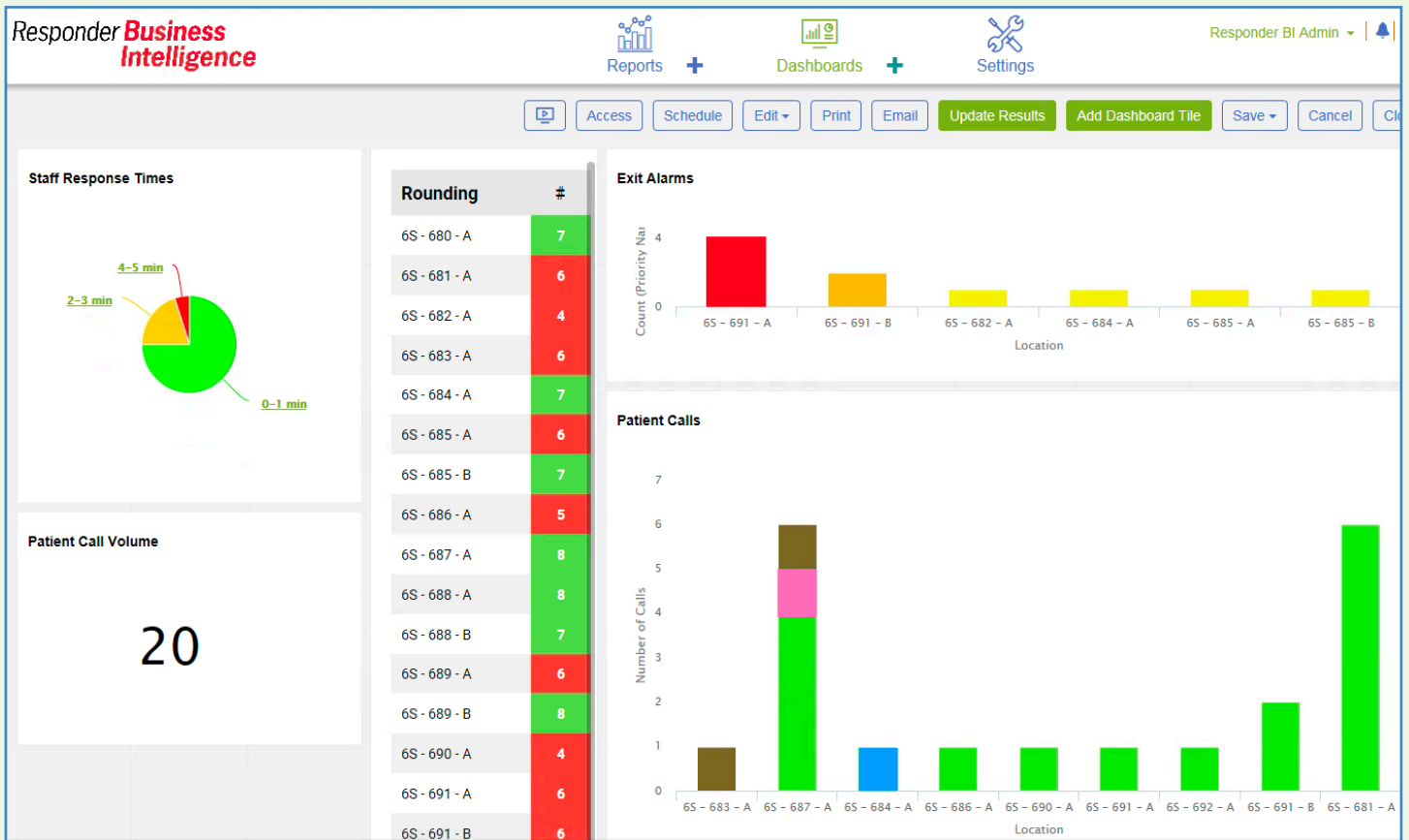
HISTORY

Before implementing the new Responder solution several years ago, all patient calls were going to a main console and messages were then relayed to the appropriate caregiver, Lucas explained. "Now, instead of the call going to a desk, Responder sends them directly to the right caregivers' mobile communication devices based on the need. We've gained efficiency, streamlined our processes, and gained more knowledge to further enhance patient care."

Rauland's distributor, ASCC, provided integration and installation for implementing the new Responder solution, and delivering ongoing support and education for staff.
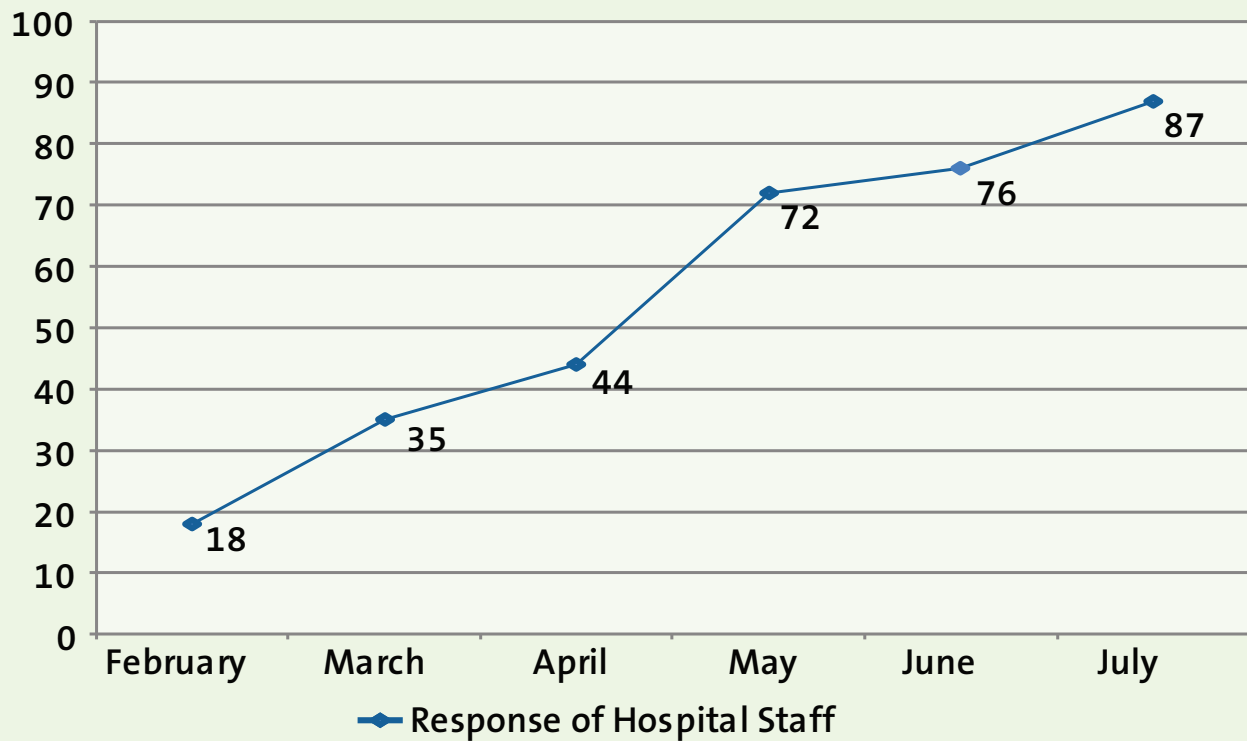
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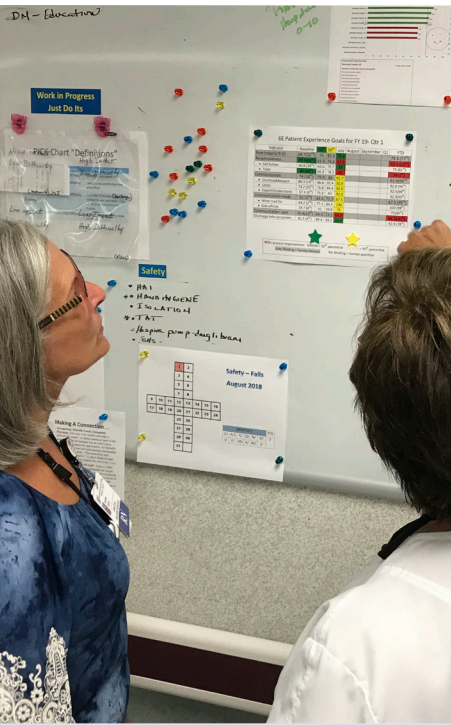>
> Jane Lucas, Nurse Manager, Washington Health System

AMETEK®

UNIT HUDDLEBOARD- DASHBOARD WITH KEY METRICS ON STAFF RESPONSE AND PATIENT ACTIVITY

Responder **Business Intelligence**

Reports + Dashboards + Settings

Responder BI Admin ▾

Access | Schedule | Edit ▾ | Print | Email | Update Results | Add Dashboard Tile | Save ▾ | Cancel | Cl...

Staff Response Times

4–5 min
2–3 min
0–1 min

Patient Call Volume

20

Rounding	#
6S - 680 - A	7
6S - 681 - A	6
6S - 682 - A	4
6S - 683 - A	6
6S - 684 - A	7
6S - 685 - A	6
6S - 685 - B	7
6S - 686 - A	5
6S - 687 - A	8
6S - 688 - A	8
6S - 688 - B	7
6S - 689 - A	6
6S - 689 - B	8
6S - 690 - A	4
6S - 691 - A	6
6S - 691 - B	6

Exit Alarms

Count (Priority Nat)

Location: 6S – 691 – A, 6S – 691 – B, 6S – 682 – A, 6S – 684 – A, 6S – 685 – A, 6S – 685 – B

Patient Calls

Number of Calls

Location: 6S – 683 – A, 6S – 687 – A, 6S – 684 – A, 6S – 686 – A, 6S – 690 – A, 6S – 691 – A, 6S – 692 – A, 6S – 691 – B, 6S – 681 – A

PRESS GANEY: IMPROVED FROM THE 18TH PERCENTILE TO THE 87TH PERCENTILE

18 — February
35 — March
44 — April
72 — May
76 — June
87 — July

Response of Hospital Staff

ELEMENTS OF RESPONDER SOLUTIONS

Responder solutions and integrations within Washington Health System include:

- Pillow speaker for TV controls and specific requests to appropriate caregiver
- Audio bath station, discrete call button to talk with caregiver and get back to bed
- Staff terminals for workflow initiation, reminders, status notifications
- RTLS and phone integrations for workflow improvements
- Responder Business Intelligence

"Responder 5 also allows nurses to schedule reminders to follow-up with a patient on pain, or to check on someone at high risk of falls. That helps clinical staff stay focused on their patients," Lucas said.

BUSINESS INTELLIGENCE

Washington Hospital's units are incredibly busy, Lucas points out, and previously had no real time data or metrics to help in improving delivery of care – or to allow staff to take ownership of their performance.

"We needed the technology to give us the data that could help solve problems," Sandy Hlipala, Director of Inpatient Services at Washington. "We had data, but it was static. We had to dig for it. And what we compiled was historical with no ability to help us adjust in real-time during the day or during the shift to improve care. We wanted actionable data – and a way to put the data in the hands of the people doing the work."

The Responder Business Intelligence solution, added in 2018, displays the information on calls, response times, patient status and more, allowing the care team to see real-time data on performance and patients' demands on their time.

"This information allows staff to make timely interventions as needed, adjust workloads, and identify patients in need of more frequent rounding or attention," said Hlipala. "Staff can quickly see an actual connection between the work being delivered and their performance. It allows us to step up our game – staff can see the impact they are making in real-time. They can plan their day based on the data."

The software gives Washington Hospital detailed views at the unit level, via leader boards for unit nurse managers, and a director board for the Director and CNO.

- BI Dashboards are visible to staff on each unit giving access to data on types of calls, hourly rounding, response times, actual calls and data on patient exit alarms in real-time. The information presented gives a snapshot of care delivery over the last eight hours, with the latest information being one hour old. At each shift change, ongoing and outgoing clinical staff collaborate on the information and discuss details on patients over the last shift to improve management of patient care and coverage during the next shift.
- Leader boards are used by unit managers to review and monitor all activities within the unit.
- Director boards show summarized reports of data on all units rolled into one view, with the ability to drill down into metrics at the unit level as desired.

"This is a nursing driven solution," adds Lucas. "It's a tool that promotes conversations between staff not only at shift changes, but during shifts. If a patient is alarming 15 times in a shift, the shift coming on can adjust workloads accordingly or make plans to round on the patient more frequently to reduce calls. Our nursing staff owns this data and uses it for the benefit of the patient. We have a vested interest in improving our own delivery of care, and how that impacts the patient."

"The Business Intelligence data moves us from a situation where the data let us 'look back' in time, to data that is moving with us in real-time," added Hlipala, "and that lets us make decisions on rounding and care delivery in real time and adjust based on what we're seeing during each shift."

SIMPLE AND VISUAL

The Business Intelligence data provides transparency down to the unit level, and the simplicity of the dashboards makes the data

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Gary Weinstein, CEO, Washington Health System

easy to understand and discuss in the moment.

Staff coming on shift can collaborate about who the high-call patients are, look at bed exits to see if they can thin down the number of fall risk lights, how to adjust assignments to staff more appropriate, and see what call types and rounding is needed to intervene where necessary.

"It makes the day go a lot smoother, and it makes the surprises easier to manage," said Charisty Miller, Patient Care Coordinator.

On the dashboards, metrics that are meeting goals, for example, display in green, with red calling out areas that need improvement. Response times are displayed in a pie chart; when all response times are under a minute, it displays as a green moon.

"Staff love seeing that green moon during their shift," said Lucas, but response times and rounding is not simply about data alone. "The data needs to call out true hourly rounding, with time ranges that help determine the quality of that rounding. In fact, using the software has helped us decide we want more data, on rounding, on types of calls, and the resulting patient interactions."

The data can also be displayed as 'call types,' whether for pain, bathroom, and water.

"We like the breakdown by call type especially," commented Chas Miller, PCC.

BENEFITS AND VALUES

Washington Health System sought to improve two key clinical areas with the use of Responder Business Intelligence metrics and data:
- A reduction in the number of patient falls,
- An increase in Responsiveness of Hospital staff.

By using data from the Responder software and by clinical teams actively using these metrics, Washington Health System believed it could improve scores

in these areas as measured by Press-Ganey and HCAHPS.

A baseline metric was established for each of the two values:
- A reduction of 1 fall per month in a targeted unit over three months, from 3.6 per month as baseline
- A goal to improve Responsiveness of Hospital Staff by 1% over three months

By assimilating the use of the BI data in daily workflow, clinical teams were able to improve care delivery, and the goals they sought to achieve were met much faster than clinical staff imagined.

In reducing **patient falls**, Washington Hospital exceeded established goals. The targeted unit saw a 2.4 per month reduction in patient falls in the five months following the implementation of BI. Two of the months had no falls despite a full census. Overall, units with Responder 5 achieved a 35% reduction in patient falls in the six months following the implementation of BI.

In **Responsiveness of Hospital Staff scores** from Press Ganey, the units improved from the **18th percentile to the 87th percentile over a 6 month period**. Incremental improvements were achieved each month after implementation of BI.

"That improvement," said Hlipala, "is attributable to real-time data from Responder, and sharing that data between shifts at our huddle boards. Our staff is taking ownership of their own numbers and performance!"

MANAGEMENT SUPPORT

"Everything we tried before Responder Business Intelligence limited us to a temporary, small-scale improvement," said Hlipala. "Business Intelligence has allowed us to move results across multiple units and multiple objectives and sustain them. The data delivers transparency at the unit level and puts it in the hands of the front-line staff."

"Now, we are meeting so many goals, with so many wins," added Hlipala, "and staff is so receptive to getting and using this data to improve their own performance. They want more! Shifts keep raising the bar from one shift to another to the point where many now have response times of 0-1 minute! This is a powerful tool to assist our staff in the quality of care we can provide."

According to Gary Weinstein, CEO Washington Health System, the decision to implement Responder 5 and Business Intelligence platform is providing valuable data to leadership as well as to front-line staff.

"This data helps us drive our quality efforts by identifying patients at risk of falling and by helping staff monitor and improve responsiveness to patient needs," he said. "Significant reductions in falls and increases in our patient satisfaction scores are indicators that the system and data metrics are helping us improve our ability to meet our mission."

Adds Karen A. Bray, Vice President, Patient Care Services, "We were excited to see staff take on this new technology, own the data, and use it to improve their work. We're now using this data all the way from the units up to the board room, tracking our performance and continuing to improve delivery of care. The data has already helped us raise our staff's engagement and accountability, and it reinforces what we believe we are doing and how we are performing. "

The next move, Bray added, is look at the specialty units, and determine how best to apply Responder solutions and Business Intelligence software there.

"The Washington Health System Board and Administration recognizes the value and success of Responder 5 and BI. Therefore, processes are in motion to deploy Responder 5 and BI system wide," added Hlipala.

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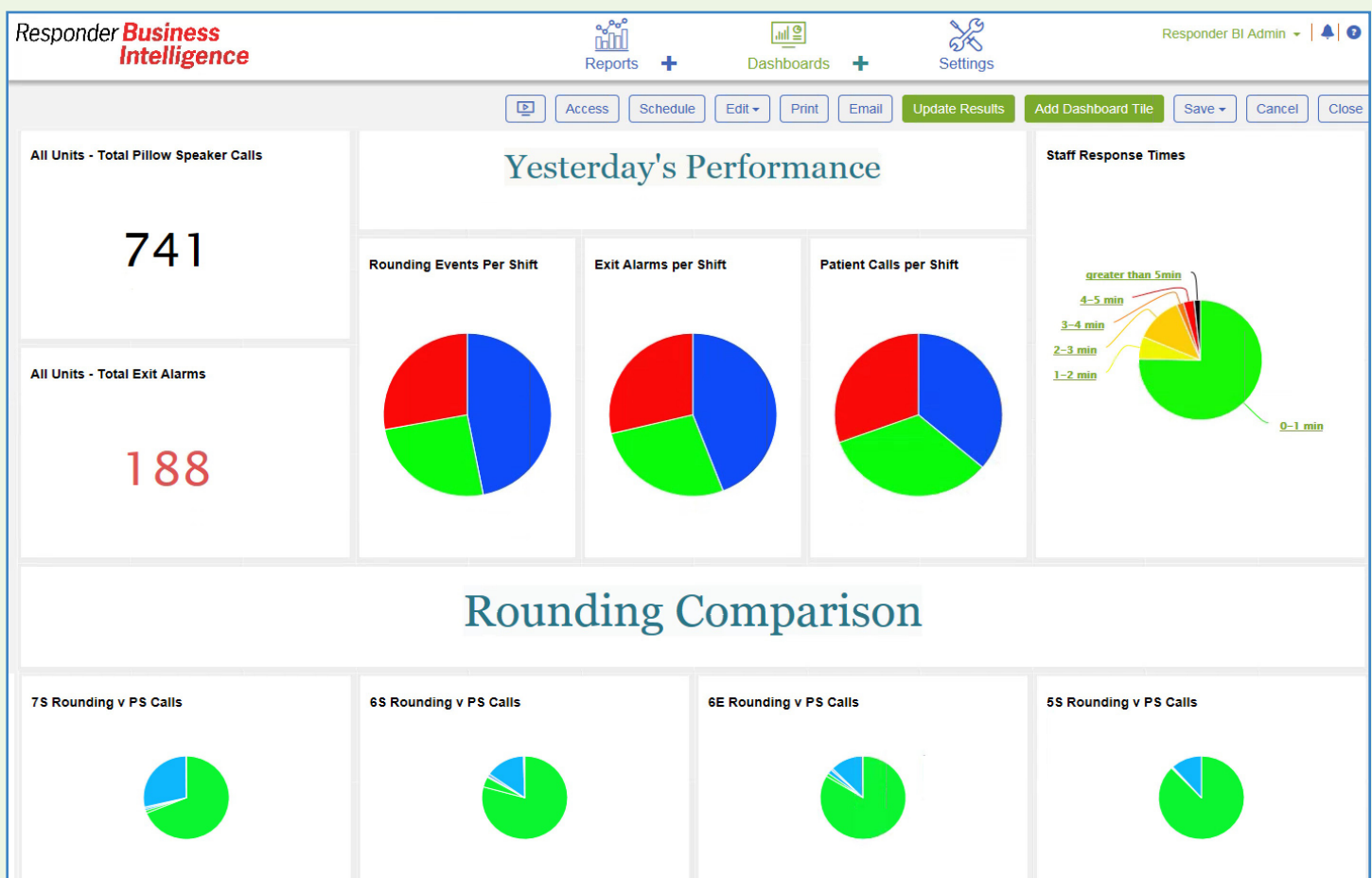
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WASHINGTON HEALTH SYSTEM

About Washington Health System

Washington Health System provides health care services at more than 40 off-site locations throughout three counties. Washington Health System has diagnostic centers, outpatient care facilities, wellness and treatment centers and hospice care, all seamlessly working together to provide excellent patient-and-family-centered care.

Rauland AMETEK®

About Rauland

Rauland is a respected global leader in the design and delivery of advanced communications, workflow and life-safety solutions for hospitals worldwide, with installations in more than 4,000 hospitals in 40 countries.

Responder Business Intelligence

About Responder Business Intelligence

Responder® Business Intelligence tool helps staff maximize time with patients and offers insights that can impact HCAHPS scores, pilot new hospital-wide initiatives, and support real-time staffing decisions. The data and how it is presented as charts or graphs can be tailored to the user role, whether VP of Nursing, Nurse Manager, or the Charge Nurse.

ASCC® ADVANCED SOLUTIONS

About ASCC

ASCC has partnered with the most reliable and technologically advanced health care system manufacturers in the industry. Along with our professional staff, this has made ASCC one of the most trusted health care system integrators and solutions provider in the region.

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