AeroScout® Patient Flow for Clinics

Real-Time Visibility and Analytics to Improve Patient Experience and Operational Efficiency

Challenges
Outpatient clinics are complex environments with many moving parts. The majority of clinics are still manually documenting location and status of patients, staff, resources and rooms—an approach that can lead to errors and communication delays. This lack of real-time visibility can slow patient throughput leading to extended wait times and unnecessary labor costs.

Traditional manual approaches are no longer sustainable, especially with a rapidly changing healthcare environment with rising patient volumes and demands for advanced coordination due to the creation of Accountable Care Organizations (ACO). With reimbursement tied directly to quality metrics and reduction in total cost of care, clinics are challenged to find new and better ways of managing their workflow.

Solution
Outpatient clinics can realize improved patient experience and increased operational efficiency through STANLEY Healthcare’s Patient Flow solution for clinics. By providing clinic visibility through proactive, real-time alerts and visual dashboards, our Patient Flow solution enables staff to deliver quality care with greater speed and efficiency, while maintaining or improving patient satisfaction. Powerful data analytics allow clinics to analyze operational data to identify process improvement opportunities—while still enabling staff to focus on patients as their first priority.

Benefits
• Enhances patient experience through reduced wait times, better staff communication and improved care delivery
• Improves operational decision making and workflow optimization through powerful visual analytics
• Reduces costs through improved utilization of resources, capacity and equipment
• Increases revenue by reducing delays, improving patient satisfaction and staff efficiency

Designed for:
• Multi-specialty group practices
• Urgent care facilities
• Oncology, cardiac, dialysis and orthopedic specialties
• Ambulatory surgery centers
• Digestive health clinics

Application Note:

AeroScout® Patient Flow for Clinics
How It Works

Upon admission to the clinic, patients are assigned a small, battery-powered Wi-Fi badge to automatically track their real-time location anywhere in the clinic. Staff members may also carry a Wi-Fi badge—enabling rapid location of colleagues, association of caregivers to patients and rooms and workflow optimization based on historical data. In addition, by leveraging the facility-wide Wi-Fi network, patients and staff can be located outside the clinic in ancillary units and even outside on campus grounds.

Tags can be mounted on medical devices and equipment, thereby increasing availability of wheelchairs and shared clinic equipment. This approach improves overall staff efficiency and satisfaction by helping ensure that medical and surgical equipment is available when and where needed. Wi-Fi call button tags allow staff to easily trigger patient status changes—such as ready for a physician, call for lab draws and nurse assistance—improving workflow and patient experience.

The Patient Flow solution for clinics makes it easy to quickly and accurately locate patients, staff and available equipment as well as see room status by color codes—all on one screen. STANLEY Healthcare’s web browser-based MobileView software provides an intuitive, at a glance view of key information to manage patient flow:

- Clinic map or list view of specific departments and the entire facility
- Status dashboard providing overview of current patients and rooms
- Real-time and historical location of patients, staff and assets
- Status of rooms based on color codes (e.g., available, occupied, requires cleaning, being cleaned)
- Alert indications on outstanding events (e.g., patient wait time exceeded)
- Patient status information may also be shared with family members
- User-friendly search tool enables sophisticated queries

The solution comes with a variety of compact Wi-Fi and ultrasound patient and staff badges. Ideal for a clinic environment, the T14 badge is a rechargeable, bi-directional tag with a low-profile, rugged design for easy sterilization.

The RoomCheck™ application is a digital corridor room sign that provides real-time patient and room status.

T3 tags can be mounted in-room to trigger room events, such as lab draws, patient ready for physician and room availability.
A wide variety of automated alerts and notifications are easily configured through the MobileView interface and triggered in real time. Notification options include instant alerts on workstations and smartphone or tablet devices; e-mail, text page or message; and VoIP phone alerts. Examples of alerts include:

- Notification of long patient wait times
- Notification that a room is ready for cleaning or clean and available for the next patient
- Patient moving within and between areas of the clinic (e.g., from patient room to radiology)
- Call buttons to notify staff when a patient is ready for the physician or discharge
- Absence of equipment required for patient treatment or transport

Powerful, visually-driven analytics help clinics to improve immediate operational decision making, understand underlying trends for process improvement and ultimately develop predictive modeling to anticipate patient loads and staffing and resource needs. MobileView Analytics transforms complex data into easily understood visual information on key performance measures:

- **Patient experience**: wait times, patient-provider contact time and cycle time by patient milestones
- **Efficiency**: utilization rates for rooms and equipment
- **Workflow**: staff rounding performance and contact time, and cycle times and wait times by care team

The Patient Flow solution also provides traditional reports, including patient wait times, staff-patient contact time, patient and staff historical location, room utilization and cycle times. These can be generated on demand or scheduled to be sent automatically.

Using the HL7 protocol, the MobileView software easily integrates with a variety of other hospital information systems, including the ADT system, EMR system, and scheduling software. Real-time location data can be displayed in these systems, and MobileView can pull patient data and staff records automatically to eliminate the need for double data entry and reduce errors. To further utilize patient and staff location data, additional standard integrations to communication devices, alert management solutions and nurse call systems can streamline processes and enhance the Patient Flow solution.
Patient Flow for Clinics Solution Highlights

- Visual displays for improved real-time decision making:
  clinic map, status dashboards and list views with
  the location, status and condition of patients, staff,
  equipment and rooms
- Automated workflow alerts delivered to specific
caregivers using a wide variety of communication devices,
such as tablets, VoIP phones, smartphones and Vocera®
  pendants
- Provides room and bay level location accuracy while
  leveraging existing Wi-Fi network to provide clinic-wide
  awareness
- Delivers powerful analytics for workflow analysis and
  optimization, providing business intelligence around
  wait times, contact times, cycle times, staff workflow and
  room and resource utilization
- HL7 open architecture and flexible API allows for
  synergistic integrations to existing systems such as ADT,
  EMR, nurse call and scheduling solutions
- MobileView, a unified enterprise platform, provides a
  broad range of advantages, such as business analytics,
  interoperability, scalability, lowest cost of ownership and
  more
- Additional MobileView applications for Asset
  Management, Environmental Monitoring, Infant
  Protection and Staff Security/Safety

At-a-glance views enable enterprise visibility of room status,
patient location and wait times, staff, and equipment

About STANLEY Healthcare

STANLEY Healthcare provides over 5,000 acute care hospitals and 12,000 long-term care organizations
with enterprise solutions that transform safety, security and operational efficiency. The STANLEY
Healthcare solution set enables customers to achieve organizational excellence and superior care in
& Workflow and Supply Chain & Asset Management. These solutions are complemented by consulting,
training, implementation and integration services. STANLEY Healthcare is proud to be part of Stanley
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