Implementing STANLEY Healthcare’s Patient Flow Solution has the potential to improve your facility’s patient experience and quality metrics through process and workflow transformation. By monitoring the status, location and interactions of patients, staff and other resources, it provides real-time enterprise awareness coupled with analytics to measure performance, identify trends and pinpoint opportunities for process improvement. A transformational solution like a Patient Flow system requires a dedicated project team to ensure that you realize the full value of your investment. Our Patient Flow Implementation Service offers you our partnership from beginning to end—giving you continuity and effective project management through all transformational phases. Our team is beside you from initial opportunity analysis to workflow mapping, technical implementation and staff training through the critical period four to six months after go-live when you start analyzing results.
1. Planning Phase
In the Planning phase, you will meet the Clinical Consultant and Project Manager who, together, will guide the entire project. Deliverables of this phase include:

• Complete walk-through of the unit(s) deploying Patient Flow
• Technical readiness site survey
• Clinical assessment and discussion with your team to define organizational goals
• Mapping of your current-state and desired-state workflows and processes
• Preliminary technical solution design and statement of work
• Co-creation of solution design and scope definition

2. Design & Implementation Phase
This phase marks the beginning of intensive work in customizing workflow and design to improve throughput and patient experience and match the strategic goals of the organization. Deliverables of this phase include:

• Structured staff interviews and feedback analysis
• Staff and leadership workshops: design workflows, events and communication
• Mapping the planned end-state workflows and processes
• Workflow design documents customized, reviewed, and refined utilizing best practice models
• Final statement of work and project plan sign-off

3. Training and Deployment Phase
This phase is both consultative and technical. While the Technical Project Team is implementing software, databases, analytics, and devices that power the solution, the Workflow Team is overseeing configuration of workflows and events according to the decisions in the workshop design, and preparing your staff for go-live.

• Technical deployment and configuration along with user testing
• Pre-go-live workflow testing and adjustments
• Staff education and development of customized clinical documents (staff training, patient education, policies and procedures)
• Intensive go-live support onsite: monitoring, training, staff reinforcement

4. Follow-up Support
After go-live, your Patient Flow solution immediately accumulates data for analysis. We will schedule follow-up site visits to review data and help your organization understand the results, advise on actionable information, and make any necessary adjustments to the solution design or workflows. Follow-up support will include:

• During month 1: Monitoring to ensure smooth running with workflow adjustments as needed
• During month 2: Staff follow-up, troubleshooting and adoption assessment, standard dashboard training
• During month 3: Additional standard dashboard training and tailoring
• Months 4–6: Monitoring, data review, recommended actions, and workflow adjustments

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 five critical areas: Patient Safety, Security & Protection, Environmental Monitoring, Clinical Operations & 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 Black & Decker, Inc. For more information, visit www.stanleyhealthcare.com.