

PatientTouch rounding improves outcomes



THE CHALLENGE

Like other hospitals across the country, General Medical Center* faced the challenge of optimizing rounding processes to improve patient care and satisfaction. Standardizing rounding workflows and ensuring compliance with traditional paper methods was inefficient, resulted in disparate, incomplete information and prevented comprehensive outcomes analysis.

“We know routine rounding provides many benefits, from reducing falls and pressure ulcers, to decreased call bell disruptions, and increased patient satisfaction,” said Jane Smith, Chief Nursing Officer at General Medical Center. “But our staff was hand-writing notes during rounds and then transcribing them back to the EMR later. This double-documentation was very inefficient and led to errors – we needed a more efficient, effective way to capture data, ensure compliance and track results.”

THE SOLUTION

General Medical Center opted to implement the rounding tool offered by PatientSafe Solutions, as part of the PatientTouch clinical communication and workflow application.

RESULTS WITH PATIENTTOUCH ROUNDING**

- **1.25 FEWER FALLS PER 1,000 PATIENT DAYS**, compared to the previous year.
- **8.25 FEWER PATIENT FALLS PER YEAR.**
- **SAVINGS OF \$2,120** per bed per year.
- Patient length of stay **REDUCED BY 1 DAY PER BED.**

“Our staff was already using PatientTouch for secure text and voice, so adding the rounding functionality was a logical next step. We liked that the rounding tool fit seamlessly with the other mobile workflows done through our staff smartphones, so we didn’t need any additional devices” said Smith. “Plus, PatientTouch offers a lot of flexibility and customizable rounding templates, which was an important factor in our decision – we wanted a solution that would fit our unique processes.”

USE CASE:

A patient has undergone a total hip replacement and is taking narcotic medication to help alleviate post-op pain. As a result, the patient is considered at risk for falling. Certain protocols are put in place to help ensure the patient's safety, such as routine rounding to check on the patient and assess the "four P's". With PatientTouch Rounding, these routine rounds can be scheduled, notifying the caregiver of the task and providing reminders on their mobile device. When it's time to perform their rounding activities, the caregiver can accurately identify the patient with point-of-care (PoC) barcode scanning and document the necessary information in real-time on their smartphone device. The documented information is instantly available to other care team members, expediting possible decisions about patient care.



While rounding, the patient indicates the need to use the restroom. Because the patient is at risk for falling, the caregiver needs additional assistance. Instead of leaving the patient to find someone to help, the caregiver can send a secure text message within the PatientTouch application right from the patient's bedside. This streamlines care and reduces the risk of the patient falling. As a result, patient care is improved, an increased length of stay is prevented, and the patient's overall experience is more positive.

THE RESULTS

General Medical Center has reported tremendous success with PatientTouch Rounding, including a smooth implementation process, positive responses from clinicians and patients, and measurable ROI in just the first six months of use.**

"Our staff has adapted to PatientTouch Rounding very well, with minimal training," said Joe Jones, Vice President of Clinical Informatics at General Medical Center. "I think a lot of that can be attributed to their familiarity with the application and the fact that PatientTouch is very user friendly. Plus, our staff loves the PoC barcode scanning for PPID - it's easy, efficient and accurate."

Also, because General Medical Center uses PatientTouch for clinical communication, their caregivers are able to collaborate more efficiently with all members of the care team.

"Having real-time documentation integrated with secure messaging has had a big impact," said Jones. "If a patient reports that their pain medication isn't providing sufficient relief, the caregiver can send a message to the physician right from the bedside, asking them to adjust the order. This has streamlined the communication process and allowed our staff to be more responsive to patient needs."

In addition, the extensive reporting capabilities offered through PatientTouch Rounding have allowed General Medical Center leadership to analyze rounding compliance at the organizational level, and by individual medical center and nursing unit. This has resulted in identifying and correcting compliance issues that have led to tangible performance improvements.

“ Since implementing PatientTouch Rounding, tracking and trending rounding compliance has been hardwired into our clinical and leadership meetings,” said Smith. “We also provide daily reports to each unit, so they can see rounding performance changes on a day-to-day or shift-by-shift basis.”

General Medical Center has already seen a return on investment since implementing PatientTouch Rounding. After rolling out the solution, a study of patient falls found the hospital experienced 1.25 fewer falls per patient day, compared to the previous year. With an average daily census of 40 patients

a day, it can be estimated this has helped to eliminate approximately 18.25 falls per year. The financial impact of this improvement is a savings of \$105,840 per year. Additionally, this reduction in falls also reduces patient length of stay by 55 days a year.

* The information and data in this case study is based on real customer results and experiences, however names have been changed for privacy purposes.

**Based on results from a study of patient falls that was conducted after the PatientTouch Rounding tool was implemented at a Regional Medical Center in Florida during February 2017.

