

# Case Study

## London Health Sciences Centre

*Reduce Emergency Room Length-Of-Stay By 17% With Better Patient Flow*

### About LHSC

London Health Sciences Centre (LHSC) is one of Canada's largest acute care teaching hospitals. With over 10,000 employees and 866 beds across three sites, hospital administration needed new ways to improve discharge planning and patient flow, while staying within budget. In particular, the lack of acute-care beds and delays scheduling surgery and patient transfers between facilities reflected the complex challenges of timely communication and coordinating patient flow between three facilities.



### Before Connexall<sup>®</sup>

Before implementing Connexall, LHSC staff depended on a complex process involving 15 steps and seven people to transfer patients between facilities. Staff were often unavailable and communication details depended on the individual relaying information accurately.

*“Connexall is an amazing, continually innovative product that can connect any input to any desired output.”*

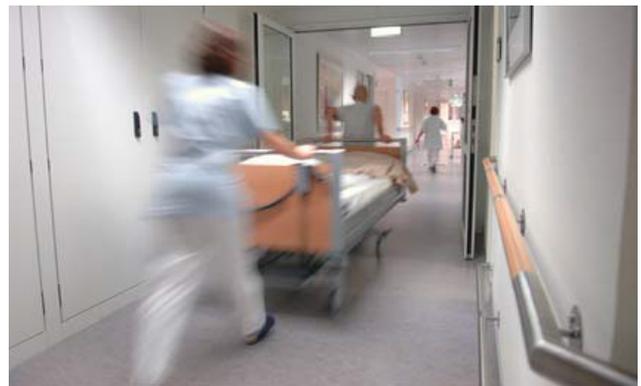
– Bill Burley

*Patient Equipment Technician  
Biomedical Engineering  
London Health Sciences Centre*

Bed management was also challenging and the long communication process required for patient flow meant that beds were not always available when needed. This also meant that ambulances were used to hold patients while staff waited for a bed to become available.

### The Connexall Solution

LHSC worked closely with the Connexall team to identify the challenges and opportunities to optimize patient flow and improve communication, especially in regards to patient transfers and bed management.



The status of hospital beds – available, being turned over, occupied – across LHSC's three sites is now visible to staff in the Emergency Room. Porters and support staff receive information such as patient room and bed number as well as relevant transfer precautions. Connexall is currently working on a project with LHSC to integrate Cerner bed management software, so the ED is able to notify that a patient is en route with a simple double-click on an empty bed icon.

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As inpatients are discharged from units, notifications are sent to housekeeping, so they can turn over the bed. The notification process has been customized by LHSC, so half an hour later, the bed management clerk is notified of the discharge and can update the system to indicate the bed availability. This information is updated in real time on monitors in the ER, so staff are always aware of bed availability for ED patients waiting for an inpatient bed.

As a result, patient flow has become streamlined and staff has better communication, while leveraging existing technology and clinical systems applications.

The patient transfer process is now automated with Connexall; transfer staff and porters receive instant notification and a streamlined acknowledgement process over their wireless phones - eliminating the potential for missed communication or manual call-backs.



LHSC had 146,696 Emergency visits last year. Connexall helped to reduce the average length of stay for patients - decreased 17% - from 5.4 hours to 4.5 hours

## Connexall Results Summary

Transforming work and patient flow, LHSC improved patient and staff safety with multiple benefits. After the project was completed, the staff were able to:

- Reduce median admission time by three hours
- Reduce the number of patients leaving without being seen from 5% to 2%
- Reduce the average length of stay for all ED patients by 17% - from 5.4 hours to 4.5 hours
- Decrease patient length of stay in the ED
- Expedite patient transfers
- More efficient use of nursing time
- Track notification and confirmation producing legible and consistent documentation of patient information, such as wait times and communication acknowledgement.
- Share clinical information in real-time
- Leverage existing technology and clinical systems applications
- Assist with the beginnings of nursing practice transformation within the ED

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*“Connexall is extremely flexible, allowing for ease-of-use for the end user as each template can be programmed for specific units. The reporting suite is also quite functional, offering detailed information on call points, devices and delivery. This is very useful for tracking issues or just keeping a finger on the pulse of the hospital.”*

- Bill Burley

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