

CASE STUDY

CONNECTING YOU TO THE POWER OF INFORMATION IMMEDIACY™

REDUCE EMERGENCY ROOM LENGTH-OF-STAY BY 17% WITH BETTER PATIENT FLOW! LONDON HEALTH SCIENCES CENTRE

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®

Before implementing Connexall, LHSC staff depended on a complex process involving 15 steps and 7 people to transfer patients between facilities. Staff were often unavailable and communication details depended on the individual relaying these accurately.

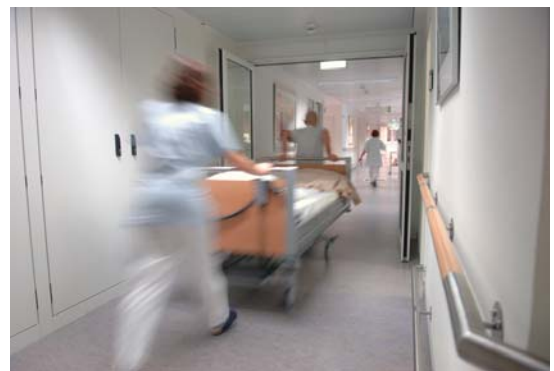
“Connexall is an amazing, continually innovative product that can connect any input to any desired output.”

*- 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 visible to staff in the Emergency Room. Porters and support staff receive information like patient room and bed number, and any relevant transfer

Connexall
CONNECTIVITY WITHOUT LIMITS

Connecting healthcare environments to the power of information immediacy.

precautions. Connexall is currently working on a project with LHSC to integrate Cerner bed management software so that with a simple double-click on an icon of an empty bed, the ER notifies the unit that a patient is en route.

As inpatients are discharged from units, notification is sent to housekeeping, so that they can turnover the bed. The notification process has been customized by LHSC so that half an hour later, the Bed Management Clerk is notified of the discharge, and can update the system to indicate that the bed is available to take a patient again. This information is updated in real time on the monitors in the ER, so staff are always aware of where they can send ER patients waiting for an inpatient bed.

As a result, patient flow has become streamlined and staff have 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 - it decreased 17% - from 5.4hrs to 4.5hrs

CONNEXALL DELIVERS: 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 amount of patients leaving without being seen from 5% to 2%
- Reduce the average length of stay for all ER patients by 17% - from 5.4hrs to 4.5hrs
- Decrease patient length of stay in ED
- Expedite patient transfers
- Use nursing time more efficiently
- Connexall tracks notification and confirmation to produce 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 ER

“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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