

CONNECTING YOU TO THE POWER OF  
**INFORMATION IMMEDIACY™**

## ER PATIENT FLOW

### A CONNEXALL® SOLUTION

#### Better Patient Flow Through Improved Communications

Up to 80% of a hospital's admissions come through the emergency room creating two significant bottlenecks: first, patients waiting for a bay to open up so they can be seen by an Emergency Room (ER) physician and second, a lack of information and poor communication forcing patients to wait to be admitted to an inpatient bed. In fact, studies show that up to 75% of a patient's total ER time is spent waiting for an inpatient bed.\*

#### The Connexall ER Solution

Connexall's ER solution was specifically designed to help you increase efficiency and reduce waits at those two specific points.

- Turn over ER beds faster so that patients can be examined by a physician sooner
- Two-way communication with acknowledgment ensures minimal waits for porters, consultants, and test results
- Direct communication with staff through wireless devices eliminates the need for overhead paging, creating an environment more conducive to healing
- Real-time bed and nursing unit status updates minimize the amount of back-and-forth communication required to find beds for patients waiting to be admitted

#### How It Works

ER bed status is displayed on the Triage Nurse's monitor, and updated in real-time through integration with your Admit, Discharge, and Transfer (ADT) software, eliminating the need for manual tracking.

When a physician orders diagnostic imaging or other testing, notification can be sent directly to a porter's wireless device to pick up the patient from the ER.

When the test results are ready, an ER nurse and the physician can be notified in real-time, so they can discuss treatment options with the patient immediately.

If a consult is needed, the consulting physician can be notified directly; when they arrive, the ER physician can be notified and the patient can be seen immediately.

When the patient is discharged, housekeeping is automatically notified that the bed needs to be turned over, and the status of the bed is displayed on a nurse's monitor in real time; bed status is tracked across the hospital, and information on bed availability is pushed to the ER. Nurses in the ER can look up bed availability, find one for their patient, and send a message to the nurse unit manager that a new patient is en route.

At the same time, porters are automatically notified that they will need to transfer the patient, and housekeeping is notified that the ER bed is empty and they need to begin the turnover process.

\* Government of Ontario Emergency Department Reporting System, April 2008 Data

# Connecting healthcare environments to the power of information immediacy.

## Relaying Service Requests

At any given moment, an emergency room may require multiple services: additional supplies, lab work, x-rays, and porters for example. Traditionally, each request had to be made and tracked manually.

With Connexall, each request is represented by a descriptive icon displayed on a desktop computer. Any request will automatically trigger a notification to the appropriate caregiver or service provider via text message. Connexall automates these requests, ensuring they are sent to the correct person on their wireless device, no matter where they are in the hospital.

## Results you can count on

London Health Sciences Centre in London, Ontario reduced the average length of stay in their Emergency Room by 17% and reduced the number of patients leaving without being seen from 5% to 2%

## Requesting Acknowledgement

Upon receiving an alert, staff can choose from four options made available on the wireless handset via Connexall: acknowledging receipt, escalating the call to the pre-determined secondary contact, cancelling a low-priority request (if enabled), or calling the requestor back for clarification. All four reply options are available directly on their wireless device at the touch of a button.

## Reporting

Included in the core of Connexall is robust management reporting capability, providing management teams with data relevant to their specific departments, and allowing for precise fine tuning of workflow processes. Managers can leverage this tool to improve overall operational efficiency and manage workload.

## Additional Integration

Easily integrate new devices and monitoring software, or adapt new tools and procedures in your facilities. Connexall integrates with virtually any business system including: wireless phone systems, HL7, paging controllers, patient monitors, telemetry, security systems, fire alarms, access control, PBX, network equipment, HVAC and many more. At one central location, staff can manage and monitor events from different business systems.

## Simple to Use, Easy to Learn

Connexall's user interface is intuitive - so staff training is easy. With one touch of a button, supplies can be requested, staff can be contacted, calls can be forwarded, and reports can be generated. Acknowledging requests, signing in or out, and escalating calls takes mere seconds – ensuring efficiency. With improved communication, patient flow, staff accountability, and data measurement, clinicians can spend more time on what matters most - quality patient care.

- ✓ Reduce overall Emergency Room wait times, by reducing waits for consults, porters, and housekeeping
- ✓ Eliminate noisy overhead paging
- ✓ Single touch service and supply requests with confirmation
- ✓ Improve communication between departments and speed up notification of diagnostic test results
- ✓ Update staff in real time through dashboard displays
- ✓ Leverage existing communications infrastructure – no need to purchase expensive new systems