

CONNECTING THE DOTS IN HEALTHCARE

For healthcare environments in which information immediacy significantly increases patient quality of care, patient safety and healthcare provider effectiveness, Connexall delivers integrated communications that optimizes workflow, decreases cost-of-care and leverages investment in current systems.

What is workflow collaboration?

Workflow collaboration occurs when you break down the cross-departmental silos in your organization and rebuild processes so that the right information gets to the right person at the right time.

Hospital departments function very well when they are the only area involved in a specific process. Include two or more departments, however, and the overall process tends to get bogged down because of missing or unclear information, a lack of prioritization, and poor inter-departmental communication. In a hospital environment, this is a significant issue, because there are very few – if any – processes that only require the participation of a single department.

Connexall-enabled workflow collaboration fills in the gaps between departments, allowing you to break down silos, and improve processes that cross departmental lines. This saves time and money, while increasing both patient and staff satisfaction.

The key to enabling workflow collaboration is Connexall's ability to build predictability into the system. There are certain processes in the hospital that should take the same amount of time, no matter who is responsible for them. But because of different levels of experience, expertise, and workload, these "standard" processes are anything but. Connexall automates those processes to give you the predictability you need to make your organization run smoothly.

What can Connexall Workflow Collaboration do for you?

Depending on your specific needs, processes, and equipment, we will build a custom solution for you. Here are some of the more common examples of Connexall enabled Workflow.

ER Patient Flow

In the ER, Workflow Collaboration ensures that information gets to the right people at the right time to minimize the amount of time patients, staff, and assets are waiting for the next step in the process to occur. A

typical example is the wait time required in ordering a diagnostic test: locating a porter, waiting for the porter, waiting for the test to be completed, waiting for the results, and waiting for the doctor and consulting physician to be notified that tests are ready.

With Connexall Workflow Collaboration, waiting can be minimized if not eliminated altogether. At the touch of a button, the ER physician orders a test - a porter is notified and acknowledges, and DI is informed a patient is en route. When the test is complete, the ER physician and the consulting physician are notified, and they can discuss the results with the patient and make the decision to admit immediately.

Meanwhile, hospital-wide bed availability information is updated in real time and accessible to the ER staff so they know exactly which beds in which units are available and accepting patients, freeing up ER beds for new patient arrivals.

Patient Wandering

As Real-Time Location Systems (RTLS) become prevalent in healthcare, hospitals need to find ways to maximize their investment in these technologies.

Connexall lets you leverage these systems for optimal workflow by making each step in the process passive. When a patient wandering alarm is triggered, the assigned nurse can be notified in real-time, doors in the area will be automatically locked, and security will be notified. After a pre-defined period, the patient's name and picture can be automatically broadcast across the hospital. Once the patient is located, the alarm only has to be cancelled once, and Connexall will reset everything automatically. Connexall's positive acknowledgment and closed loop system ensure that everyone who needs to be kept up-to-date always knows what's happening.

Telemetry & Patient Monitoring

When alarms are triggered on patient monitors, Connexall can reduce response time by notifying clinicians immediately on their mobile devices. As with nurse call alarms, automatic and manual escalation

WORKFLOW COLLABORATION

is customized to your specific needs, processes, and best practices.

By utilizing Connexall's filtering ability, you can eliminate nuisance alarms and ensure that only alarms that require immediate attention are sent, eliminating alarm fatigue. You can also set a persistence threshold - ensuring alarms aren't sent to staff unless they persist for more than a pre-defined amount of time.

Connexall even allows you to take the next step and maximize staff utilization by sending alarms to staff based on their severity. You can ensure that only your most highly-experienced and trained staff are alerted for the most serious alarms, while junior staff deal with routine matters.

The real-time reporting that comes built-in with Connexall lets you examine response times and workloads so that you can understand the precise staffing requirements that a given number of patients require for optimal care and acceptable response times.

Nurse Call

When a nurse call alarm is activated, Connexall will capture it, and based on the business rules you define, send it to the nurse assigned to that specific patient. The nurse complete the request, call back into the room to get more information, or manually escalate it to the secondary caregiver. If the primary nurse doesn't acknowledge the alarm in a pre-defined time, it is automatically escalated to the secondary care-giver. This alone can reduce response times by up to 50%.

As a next step, Connexall can pull in information from other HIS systems to deliver to the nurse along with the alarm - patient name, recent activity, reason for admit,

medication allergies, and other relevant information. Alternately, you can place a touchscreen beside a patient's bed with icons for each request. Depending on the level of the request, it can be routed to the correct caregiver.

Benefits

Centralized – since Connexall can handle workflow across the entire spectrum of your processes, technologies, and departments, you can create workflow collaboration in one central place, taking into account the needs and requirements of your entire organization.

Reporting – everything that Connexall touches is time-stamped, allowing you to review – in real-time or after the fact – step-by-step details of each process. These reports allow you to identify bottlenecks and specific areas that are weak links in a process, enabling continuous improvement.

Satisfaction – increase patient satisfaction as requests are dealt with faster and more accurately, and shorten wait times. Increase staff satisfaction by pushing information to the right staff at the right time, instead of having them constantly search for what they need to do their job.

Cost Savings – Connexall's workflow collaboration reduces the cost of care, and the granular reporting feature allows you to examine your staffing needs across shifts and at peak and lull periods, allowing you to reduce overtime and overstaffing.

Human Error - By automating processes, reduce the human error component of workflow, increasing patient satisfaction and reducing the cost of care.



Connexall is Enterprise Middleware. We are experts in reducing the cost of care and improving the overall quality of patient care and patient satisfaction. Our goal is to increase revenue and reduce the cost of care by leveraging a hospital's current technology infrastructure and resources. We can dramatically enhance the performance of technology that the hospital already owns while improving communication and optimizing processes.

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