



NEBRASKA MEDICINE

Case Study

About Nebraska Medicine:

Nebraska Medicine is the most esteemed academic health system in the region, consisting of 809 licensed beds at its two hospitals, more than 1,000 physicians and 40 specialty and primary care clinics in Omaha and surrounding areas. Nebraska Medicine and its research and education partner, the University of Nebraska Medical Center (UNMC), share the same mission: to lead the world in transforming lives to create a healthy future for all individuals and communities through premier educational programs, innovative research and extraordinary patient care.

Nebraska Medicine traces its roots back to 1869 with the founding of Omaha's first hospital. In the decades since, it has built an international reputation for breakthroughs in cancer care, organ transplantation and treatment of infectious diseases.

In 2016, Nebraska Medicine earned the Bernard A. Birnbaum, MD Quality Leadership Award from Vizient, Inc. which recognizes it in the top ten quality academic health systems in the United States. For three straight years, Nebraska Medicine has also been named to Becker's Hospital Review's list of 100 Great Hospitals in America.

Before Connexall

Though Connexall was being successfully utilized for nurse call and patient monitoring notification at Nebraska Medicine since piloted in June 2016 with a house-wide roll-out in January 2017 (February-NICU); patient throughput was in need of improvement - specifically regarding pending discharges.

When a physician entered discharge orders into the EMR, there was no way to send a real-time alert to the assigned RN and Lead RN concerning these discharge orders. Due to this inability, the discharge process was quite long. The baseline median discharge time on some units was 3 hours and 30 minutes which was frustrating for the patients, their families and staff.

The Connexall Solution

One of the unique benefits of Connexall's software platform is the ability to grow system utilization across different technologies. In the case of Nebraska Medicine's pending discharge alarms, their System Analyst created a workflow within Connexall that searches for a pending discharge message in a specific field of the incoming ADT message. If that discharge message is found, Connexall then searches for the bed name in another field. If that bed is an inpatient bed, Connexall triggers a callpoint. The callpoint is tied to the room where the associated bed is located within the Connexall Notification Server (CNS). The callpoint is set to notify the Primary RN and the Lead RN with a unique ring tone. Simply put, when a physician enters a discharge order for a patient in the EMR, the Primary and Lead RNs are now notified with a distinctive ring tone within a short amount of time, allowing for a much more expedient discharge process.

"If I had to sum up Connexall in one word, that one word would be: powerful. Connexall is a very powerful system and the capabilities are endless as far as integration and alarm management options."

Ben Greska
Systems Sr. Analyst

Connexall Results Summary

The pending discharge alarm project was piloted on two units at the beginning of June 2017. Within the first month, Nebraska Medicine verified that patients on the units utilizing the pending discharge alert had an average discharge time of 2 hours and 30 minutes (60 minutes less than the discharge times prior to implementation). This surpassed the goal of reducing discharge time by 30 minutes. If Nebraska Medicine is able to decrease discharge times by 30-60 minutes throughout the facility, it will greatly impact patient satisfaction and overall patient throughput.

In general, since implementing Connexall throughout the facility, system stability and uptime has improved significantly. From a technical perspective, Nebraska Medicine has found Connexall to be very administratively-friendly and likes the ability to make big changes in a short amount of time. Troubleshooting has been simple as well according to staff. From a user perspective, Connexall has been very well-received and easy-to-use.

“I think one of the reasons this project has been going so well is because Connexall allows the front line staff to continue about their normal activities while being updated on their patient’s discharge status. No need for them to drop everything and log on to a computer to get needed information. It’s always a plus when you implement something new and it fits seamlessly into a current workflow!”

Meg Peters, BSN, RN
Clinical Informatics Lead

INTO THE FUTURE

The pending discharge alarm configuration will be implemented on all inpatient units throughout the facility. Nebraska Medicine is considering expanding its Connexall footprint by utilizing the platform in one of their other hospitals. RTLS integration is also being contemplated for the future.

