SPACELABS HEALTHCARE

Using Technology to Improve the Quality of the Patient Experience



Overview

Improving an organization's patient experience requires a thorough understanding of the care that is being delivered.⁽¹⁾ To this end, healthcare systems are constantly evolving to gather more data and are tracking clinical and financial information over time and across settings, to help better understand the care that is being delivered and how technology can be used to improve the patient experience and clinical efficiencies.

This paper discusses:

- 1. The emphasis on patient experience
- Helping care teams improve the quality of patient care delivery
- New technologies that can improve the patient experience and care team performance

Patient experience is at the center.

Patient experience is at the center of quality care and is a key goal of healthcare delivery. The HCAHPS survey is a tool that has been designed to help measure the patient experience.⁽²⁾ The Quadruple Aim, expanded from the Triple Aim, encompasses improving the patient experience as one of its four goals.

Patient experience includes all the interactions that patients have with their care teams both inside and outside the hospital setting, before, during, and after care is provided. More specifically, it includes the healthcare environment itself, communication, responsiveness of staff, quietness of the hospital, as well as processes and policies that drive the care delivered. These interactions are an essential element of healthcare quality and provide an overall picture of performance. Today patients are seeking superior engagement and experiences that lead to the best clinical outcomes. The value of customer satisfaction cannot be overlooked. Understanding the patient experience is a key step in moving toward patient-centered care.⁽³⁾



Helping care teams deliver the best care possible.

As life expectancy increases and as a global nursing shortage continues, new technologies will need to be evaluated by healthcare systems to determine the positive quality impact such technologies could have on their organization. Hospitals need to consider reexamining their processes while looking for ways to streamline and optimize their workflows.(4)



A survey of over 600 professional nurses found that 82% agree that new technology and equipment innovation will positively impact patient care.⁽⁵⁾



Examples of new technologies that improve the patient experience and outcomes.

While new technologies can improve patient care, they should not take away from the care team relationship with the patient. Patient interaction is critical for patient healing and for the optimal patient experience. But, having the right technology in place can change the way nurses and other care team members work, allowing them more time to interact with patients when it is most critical.



Several technologies that advance patient care are:

Centralized Command Centers

Centralized command centers focus on improving patient experiences and offer better ways for care team members to manage patients, clinical technology, and capacity of their units. This is accomplished through central locations for patient information as well as software applications that provide near real-time or real-time updates and streamline communication between care team members. Being aware of patient changes, location, device location, and alarms allows everyone to do their job more efficiently, and patients benefit as a result.⁽⁶⁾

Dashboards

Dashboards are analytics software tools which enable care team members to make near real-time, data-driven decisions, by compiling information from numerous sources (devices, databases, and other resources) into one view.⁽⁷⁾ This allows the care team to access patient data in an easy-to-understand format that can be used to make informed decisions regardless of their physical location.⁽⁸⁾

Mobile Apps

Communication and seamless access to information are vital for quality patient care, and technology is expanding to provide solutions that make communications more effective. Integrating a mobile app allows healthcare providers to manage patient monitoring information, coordinate care, receive alarm information, and track metrics aimed at improving quality, throughput, and efficiency, all in an easy-to-use format.

Electronic Medical Record (EMR) Integration

EMRs provide care team members simplified access to vital patient information, such as vital signs measurements, diagnoses, other physician notes, medications, immunizations, allergies, and lab results to name a few. But there is continued interest in having even more patient information integrated into the EMR so that care team members don't need to access multiple devices in multiple locations to locate crucial patient information.

Device to Patient Pairing

Data integrity is essential in providing safe and quality care. Technology that reduces the likelihood of errors in logging patient information can provide significant improvements in care while reducing risks. Scanning a monitor and the patient ID at admission and as a patient moves through the hospital helps eliminate manual errors during the patient care journey. And it brings new efficiencies to patient throughput processes.



98% of physicians and 97% of bedside nurses expect to be using mobile devices.⁽⁹⁾ **0** 35%

35% of healthcare providers and hospital leaders

said they believed that "a lack of medical record integration among providers results in a limited exchange of patient history and information".⁽¹⁰⁾

These are just a few examples of technologies that make a difference in delivering patient care. All options – centralized command centers, dashboards, mobile apps, integration to EMR, and more – should be considered as they can positively impact the patient experience, expedite care team efficiencies, and improve financial results.⁽¹¹⁾

Enterprise software that provides the support to elevate patient care.

Data is everywhere - at centralized command centers, at bedside vital signs monitors and transport monitors, on tablets, phones, and other handheld devices, as well as on desktop monitors.

Our Enterprise Software is designed to manage patient monitoring information, coordinate patient care, and track metrics aimed at delivering quality care and improving throughput, on whatever devices are required to support your patient care.

Here are some examples of how our Enterprise Software makes a difference:

Centralized Command Centers

Centralized command centers provide patient data where it is needed most, allowing access for all care team members. Not only is this information viewable outside the specific department or hospital, but it is also customizable to fit specific unit needs.

- Multi-patient waveform viewer
- Latest vitals
- Alarm review
- Quick link buttons for direct access to communication
 and documentation features
- Alarm history
- · Alarms and tasks notifications
- Patient location and sticky notes

Communication Dashboards

Our Enterprise Software offers a caregiver communication dashboard. It identifies which patients need care and which notifications have been acknowledged and maintains detailed information about caregiver intercommunications.

The text-to-voice feature allows a monitor tech to contact any caregiver with a quick two-click process. Common notifications such as 'Low Battery' or 'Leads Off' can be quickly communicated to reduce phone calls and distractions. Closed-loop communication provides confirmation that the message has been received.

The click-to-call feature automates the process of contacting the right caregiver. Simply select the patient and click "Call" next to the caregiver name. All records of the call are tracked and recorded for further review as needed.





Mobile Apps Travel with your Care Teams

Mobile features are designed to manage patient monitoring information, coordinate care, and track metrics aimed at improving quality, throughput, and efficiency, all in an easy-to-use format no matter where your care team member is located.

Mobile app features include:

Dashboard

Provides an overview of current patients and historical alarms with the ability to manage tasks and access secure messaging.

LiveView

Provides a near-real-time view of the patient's heart rate, blood pressure, respiratory, and SpO_2 vitals along with up to four waveforms.

Bedside

Allows a user to admit and discharge the patient to and from a Spacelabs device along with managing the patient's temporary location if they go to CT, surgery, or other departments.

Waveforms

Allows a user to view up to 14 days of retrospective waveforms, all saved events, and approval of those saved events.

Caregivers

Displays a list of all caregivers associated to the patient with links to send a direct message or call the caregiver via an app.

Device to Patient Pairing

Preventing duplicate records and ensuring the right patient is on the right device with the data going to the right patient chart is not as easy as it seems. Patient identification errors can disrupt care and harm patients in virtually every facet of clinical medicine, including diagnostic testing, medication administration, billing, even transplants. Recognizing the significance of this problem, The Joint Commission has named improving the accuracy of patient identification as the most crucial National Patient Safety Goal since 2014.⁽¹²⁾

Our Enterprise Software protects against the possibility of the wrong patient being associated to the wrong device by automatically discharging a patient from a previous device when admitting to a new one. This avoids the problem of duplication or confusion of data that results when a patient is accidentally or temporarily associated with two devices at the same time.

Waveform Integration

Patient records become more complete with the addition of patient waveforms. Our Enterprise Software can be launched from any PC and the caregiver can approve waveform strips within the system, which then sends a copy directly to the EMR. Not only does this eliminate the need to locate strips, but it also does not require taping, pasting, or manual scanning into the EMR. Another advantage is improved care team efficiencies as data is more readily available to the care team for patient assessments.





Greater efficiencies using Enterprise Software.

As healthcare organizations increasingly seek technology that facilitates evidence-based, data-driven decisions, caregivers are turning to Spacelabs Enterprise Software. Enterprise Software offers much more than alarm management and reporting, with real-time reports on communications and throughput management as well as detailed retrospective information on patient events, providing valuable insights to care team members.

If you are interested in learning more about our Enterprise Software, please contact us at 1-800-522-7025. We can arrange an on-site discussion or video conference at your convenience.

References

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