



PATIENT FLOW OPTIMIZATION PROGRAM

Driving Your Patient Flow Investment

Patient flow is an executive-level issue that requires thoughtful attention for hospitals to succeed in today's cost-conscious environment. The *Patient Flow Optimization Program* engages the C-suite by building relationships with Senior Executives to achieve a unified goal of operational success. Medworxx is committed to supporting the needs of the healthcare executive.

Establishing scheduled information flow using Medworxx reports at every level of your organization will help you to ensure the success and sustainability of your Medworxx investment. With the Medworxx *Patient Flow Optimization Program* you will own the organizational data required to make mission critical decisions.

DID YOU KNOW THAT MEDWORXX PROVIDES REPORTING DATA FROM EVERY LEVEL OF YOUR ORGANIZATION?

Senior Leadership & Boards	Weekly, Monthly, Quarterly hospital performance reviews
Management Team	Weekly program/unit level performance reviews
Patient Flow Team	Daily patient flow management
Care Team	Daily patient MDT rounds

Medworxx Patient Flow Platform allows healthcare organizations to actively respond to changes in internal and external environments. By pin-pointing root-causes of patient flow delays, Medworxx gives acute healthcare providers the ability to:

- Improve care coordination with a single integrated view
- Provide real-time information of a patient's readiness for discharge
- Track individual patient journeys to provide robust evidence; improving internal service delays
- Provide evidence of external service gaps across health systems
- Use an evidence-based approach to drive multi-disciplinary team (MDT) rounds
- Remove "data silos" and save time and wasted effort

"[Medworxx] is one of those initiatives that requires commitment and interest from the bottom to the top. If you are going to be successful, you can't just implement it walk away and wait for the data to come; you have to remain engaged and you have to live it just as much as the front line clinicians who use it do."

Tim Guest, VP Integrated Health Services & CNO, Nova Scotia Health Authority

WHY DO YOU NEED AN EXECUTIVE LEADER?

At Medworxx we believe that building a strong Executive Leader will help you to meet your business objectives and guarantee the sustainability of the program.

The Executive Leader holds the project team accountable, and is ultimately accountable to the CEO. Ideally, this is a Clinical Executive such as the Chief Nursing Executive or Vice President of Patient Care. The Executive Leader is responsible for:

- Reviewing the data every day and asking questions-creating a problem solving environment
- Working with managers/directors to address flow issues
- Working to resolve broader system issues that impact flow

HOW WILL THE PATIENT FLOW OPTIMIZATION PROGRAM ENGAGE THE EXECUTIVE LEADER?

A Medworxx Clinical Expert will be assigned to work directly with you and your team to help you achieve your patient flow goals.

PATIENT FLOW OPTIMIZATION PROGRAM

Approach:

- Executive Check In: includes high level data review, coaching on optimization, sharing of best practices, review of governance, reports strategy, operational performance, progress against targets.
 - Year in review (established customers), regular check-in
 - 3 month post go live, repeat 9 months (new implementers)
- Executive Data Dissemination:
 - Dashboards, real-time data, reports, alerts, mobile use
 - Benchmarking (through website, publications)

PATIENT FLOW OPTIMIZATION PROGRAM

Performance management is important both to evaluate and monitor change, but also to manage existing processes. A successful strategy ensures the right information is being shared with the right people at the right time. The reports strategy that you create at the beginning of the implementation should be used as a sustainability tool.

Executive Data Dissemination Strategy includes:

- Review the new or established Event Management Framework (EMF)
 - Dashboards, real-time data, reports, alerts, mobile use
- Benchmarking
- Aid with operational process improvement business case development

Patient Flow Optimization Program – Recommended Executive Data Dissemination Strategy

Who	What	When	Why
Unit Managers/Case Managers	Compliance	Daily	Audit
Charge Nurses Patient Flow Navigators (Case Managers)	Patient List by Bed/Unit	Daily	Operations
Charge Nurses Patient Flow Navigators (Case Managers) Unit Managers Escalation: Directors (# cons. RFD days) Sr. Leaders (overcapacity management/surge)	Readiness for Discharge/ Transfer	Daily	Operations
Unit Managers/Directors Share with Sr. Leaders Quarterly Community Partners, Government (eg.LHIN, CCG)	Avoidable Admissions Graph reports	Monthly	Management
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EASY ACCESS TO ENTERPRISE-WIDE DATA

The Medworxx Event Management Framework (EMF) is a single solution that monitors systems across the organization to provide a ‘big picture’ view of the events that affect your health system and alerting you to anomalies for swift resolution.

EMF delivers a 24/7 view of your hospital that you’ve never had before.

EMF Key Features:

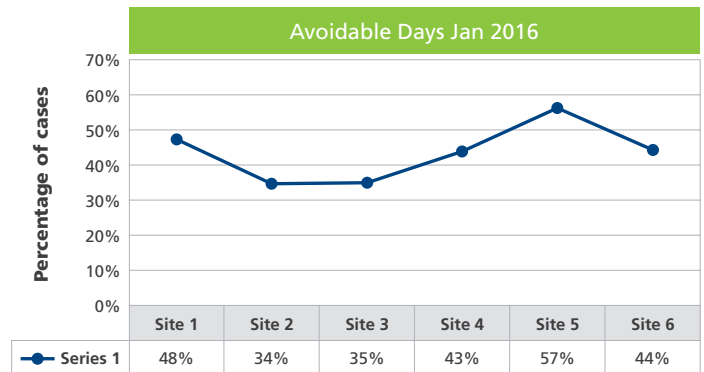
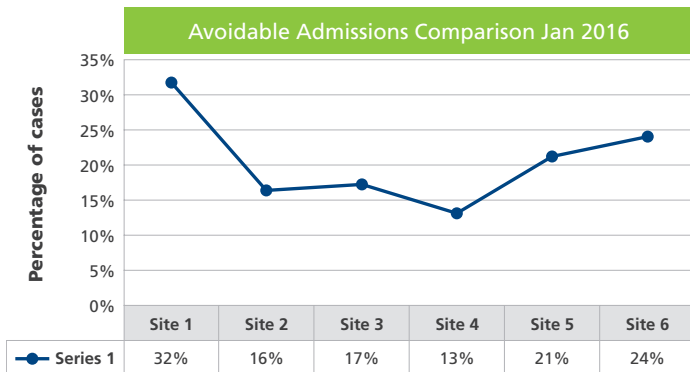
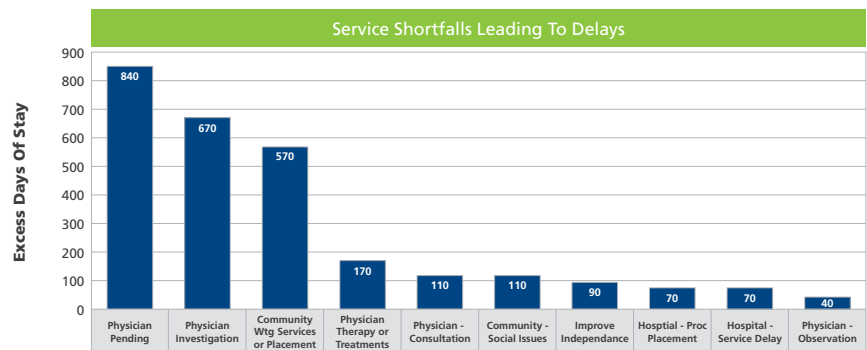
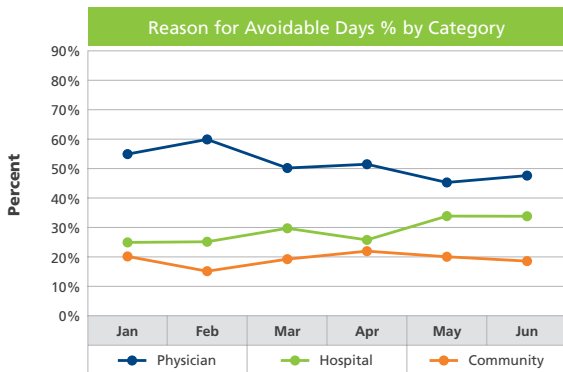
- Real-Time Notifications via Dashboards, Text Message, and More
- Automation of Manual Reporting Processes
- Execution Triggering and Notifications
- Response Tracking
- Automatic Rules-based Escalation

INTEGRATED SYSTEM LEVEL ANALYTICS

Medworxx provides executives with system level analytics. Executives leverage operational and system management insight.

Operationally	System Management
<ul style="list-style-type: none"> Identify and minimize barriers, delays and interruptions in care concurrently Enhance interdisciplinary/physician communication regarding Patient Flow Provide real-time and trending data Use data to support Real-Time Demand Capacity management Anticipate and proactively manage overcapacity Emergency Readiness Plans (RFD) 	<ul style="list-style-type: none"> Perform data and trending analysis Integrate Utilization Management (UM) data/reports with current health system level performance reporting Integrate UM data/reports into Quality Improvement Plans (QIP) Effectiveness Access to Care Identify areas for improvement and evaluate impact of improvement (patient flow) efforts Support other patient flow/pay for performance and UM initiatives Support Organizational and Regional/Provincial approach to UM

Executive Level KPI reports currently available (not exclusive)



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