Using Technology to Facilitate a Patient-Centered Care Delivery Process

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Situation
• The St. Louis metropolitan area population was shifting to the south and west
• This area was underserved by existing hospitals
• Financial and demographic data supported a decision by BJC HealthCare to build a new, 72 bed, full service, greenfield hospital in the southern corridor of St. Charles County
Background
BJC HealthCare

- One of the largest non-profit healthcare organizations in the United States

- Delivers services to residents in the greater St. Louis, Southern Illinois, and mid-Missouri regions

- With net revenues of $2.6 billion, BJC’s scope of business includes 13 hospitals and multiple community health locations
Progress West Healthcare Center
The Vision

• Create a differentiated patient experience anchored by the following:
  – Guiding Principles for Patient and Family Centered Care
  – Service Theme
  – Service Priorities

• Heavily integrate technology in building design and process development
  – Charter a dedicated team to oversee the I.T. implementations and the development and implementation of patient and family centered processes
Assessment
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Recommendations
Challenges:

- Plan and build a new facility with no resident experts
- Hiring and on-boarding of staff
- Training
  - Staff had six weeks to learn policy/procedures and all new technology
  - No “real” patients
- Medical Staff unknown; undeveloped relationships between medical staff and hospital staff
- No real idea of the number of support staff needed for opening
- Integration and interfaces of technology and processes
- Unproven technology; alpha code in some cases
**Successes:**

- New facility, new employees facilitated the creation of a patient-centered culture
- Medical Staff new to facility; electronic systems rather than paper systems expected
- Successful integration of multiple systems
- Electronic access to patient record available on-site and remotely
- Increased time spent with patient
- Communication tools well received
- Quiet environment
- Movement toward goal to decrease FTEs/AOB
- Increased patient and employee satisfaction
- Improved safety
“A Brand New Hospital~
A Whole New Approach!”
Appendix and Supplemental Reference Guide
Guiding Principles

- The patient is the source of control for their care.
- Care is based on continuous healing relationships.
- Care is customized and reflects patient needs, values, and choices.
- Families and friends of the patient are considered an essential part of the care team.
- All Team Members are considered as Caregivers.
- Care is provided in a healing environment of comfort, peace, and support.
- Knowledge and information are freely shared between and among patients, care partners, physicians, and other caregivers.
- Transparency is the rule in the care of the patient.
- Patient safety is a visible priority.
- Systems are designed to anticipate patients’ needs.
- All Caregivers cooperate with one another through a common focus on the best interests and personal goals of the patient.
- Patients are not “discharged” but rather transitioned to another level of care.
Vision

• Service Theme:
  – “Together We Make Progress”

• Service Priorities:
  – Safety
  – Courtesy
  – Expertise
  – Efficiency
Vision (continued)

• Service Behaviors:
  – **ACT** in the best interest of our patients, visitors, and each other

    **A** – Acknowledge and greet
    Ask how the person would like to be addressed
    Ask how you may help

    **C** – Carefully listen and take ownership to see situations through

    **T** – Take time to ensure satisfaction
    Thank them for using Progress West HealthCare
Workstation On Wheels (WOWs)

- Mobile bedside computer
- Tethered bar code readers
- Secured patient medication bins

Registration WOW

- Mobile bedside registration device
- Thermal armband printers
- Document scanners
Wearable Voice Communication Device

- Hands free communication device
- User friendly; recognizes names or titles
- Ability to send broadcast messages
- Stores messages, both voice and text
- Attachable headsets provide privacy and protection patient-sensitive information
- Interfaces with patient call and physiological monitor systems
**Portable/Wireless Phlebotomy Device**

- Wireless hand-held PC with associated wireless printer
- Wireless printer allows patient-specific labels to be printed at bedside
- Gives an error when patient has no lab orders
- When used properly, you will always draw the right patient for the right lab at the right time
Bedside Flat Screen Monitors

- System allows clinicians to assign educational material to patients
- Patients and families view education material at the bedside when convenient for them
- Facilitates ordering and receiving meals at times designated by the patient
- Provides searchable, helpful tips for leading a healthy, well-balanced lifestyle
RFID and Biometrics

- Sign-in once per workstation and fingerprint authentication is automatic for all covered applications
- No need to remember multiple passwords
- Centralized encrypted storage of application credentials means it works on any hospital within the organization
Pharmacy Applications at Point-of-Care

- Decentralized the pharmacy resulting in Pharmacists working at the patient’s bedside

- Pharmacists review medication history with patient and physician to create a drug therapy plan

- Computer-aided analysis and entry of all physician medication orders are done in the patient room by pharmacist