2018

INTEGRATE
Where Healthcare IT and Finance Converge

Powered by: **HiMSS** South Florida *Chapter*

Sam Nimah
Chief Executive Officer,
Special Care Providers

Measuring Caregiver Dwell Time At The Bedside, What We Learned & Earned And Why Nobody Complained That We Are Doing It!

Why Should We Measure Caregiver Dwell Time At The Bedside?

Because Patient To Nurse Ratios Matter

BUT…We Don't Understand How They Matter

Staffing Ratios

ICU	1:1
Stepdown	3:1
Med/Surg	6:1
Neuro	4:1
L&D	5:1
PostPartum	6:1

What is a Special Care Unit?

We are a 27 year old company, specializing in the management of acute hospital-based Special Care Units (SCU). Our program caters to the unique needs of the catastrophically ill, ventilator-dependent or medically complex patient. The SCU provides extended acute care in conjunction with acute neurological, pulmonary and physical rehabilitation.

So What Does That Mean?

- LTACH Alternative
- Weaning Rates Consistently Above 80%
- Decannulate 60% (Higher Than Others Wean)
- Reduced LOS by 20%
- Readmissions Below 10%
- Hospital ROI Exceeding 25%
- Discharges To Home Exceeding 20%

Opportunity and Goal

- When you make promises like that, you better be able to back them up.
- I can't rest on those results and need to continue to improve.
- Accountability
- How can technology help?

Collaboration

- RFID Too Expensive
- Low Cost Asset Tracking
- Who Needs RFID?
- Easy-to-install hardware and personnel badges
- Intuitive Dashboard with instant feedback on patients needing service
- Ease of use

Asset Management

How it works

Beacon monitors location
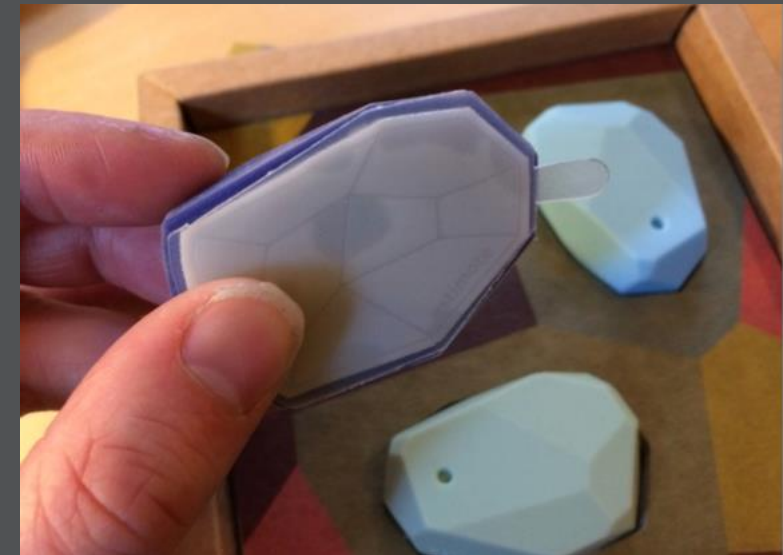and other information through
Beacon Gateway to Dashboard
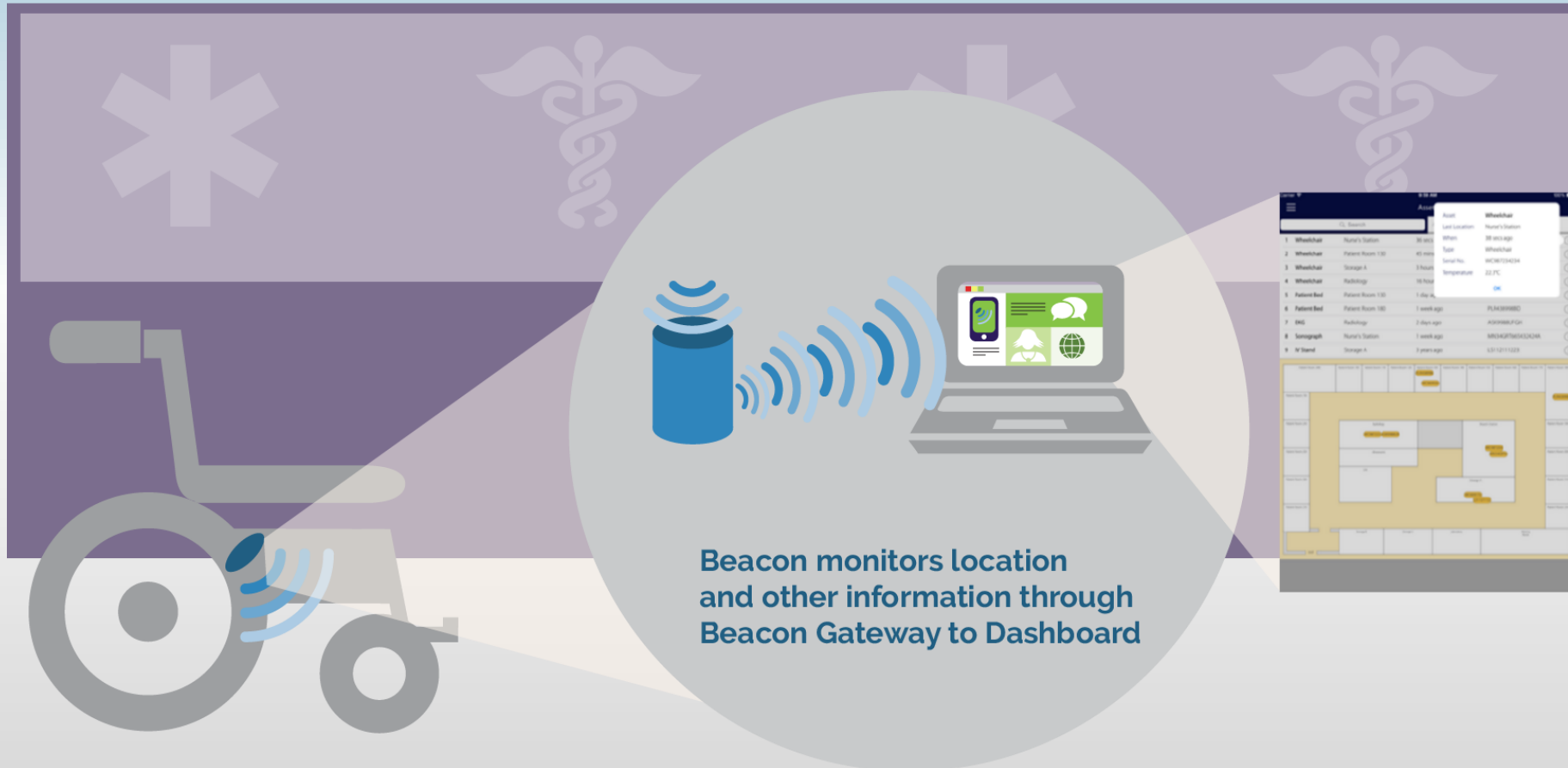
The Solution?
BlueBeak

- Badges for Everyone
- Beacon Readers at the bedside
- Multi faceted technology for multiple purposes
- Real time monitoring/visualization of results by team
- Integration capabilities
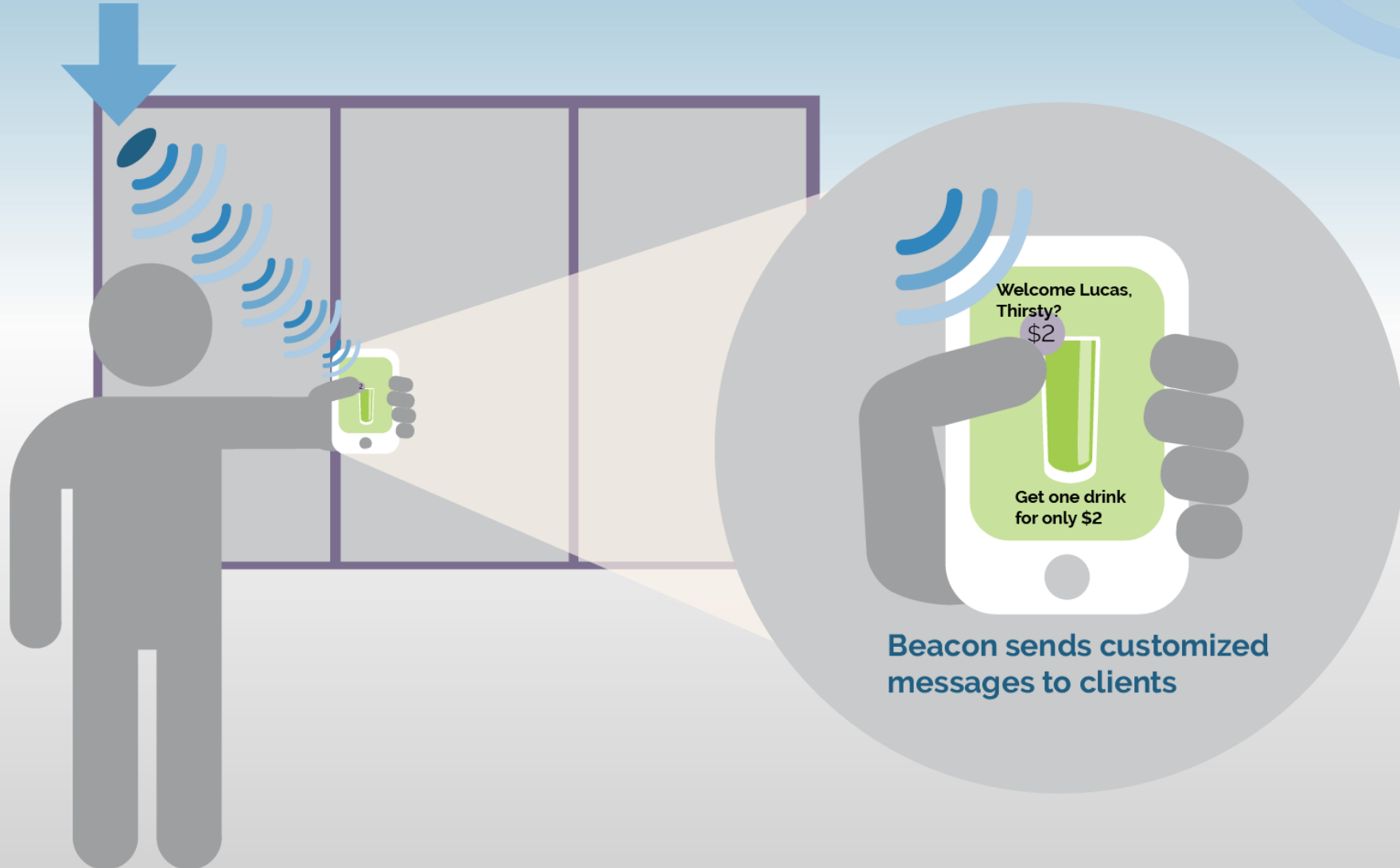- Foundations for future improvements in monitoring patient care

WHAT ARE BEACONS?

A beacon is a small sensor that operates on very low battery power and has a range of less than 100 meters or about 325 ft. Beacons are attached to people, buildings, things or any item of interest. The beacon creates a connection with nearby smart phones or other intelligent devices, and once you're within a few meters it "talks" back and forth.

Industries such as retailers, healthcare, sports venues and tourism destinations are using beacons to deliver personalized, contextual information and services to users via their phone.

What Are Beacons?

Example of Wall Mounted Beacon

Welcome Lucas, Thirsty?

$2

Get one drink for only $2

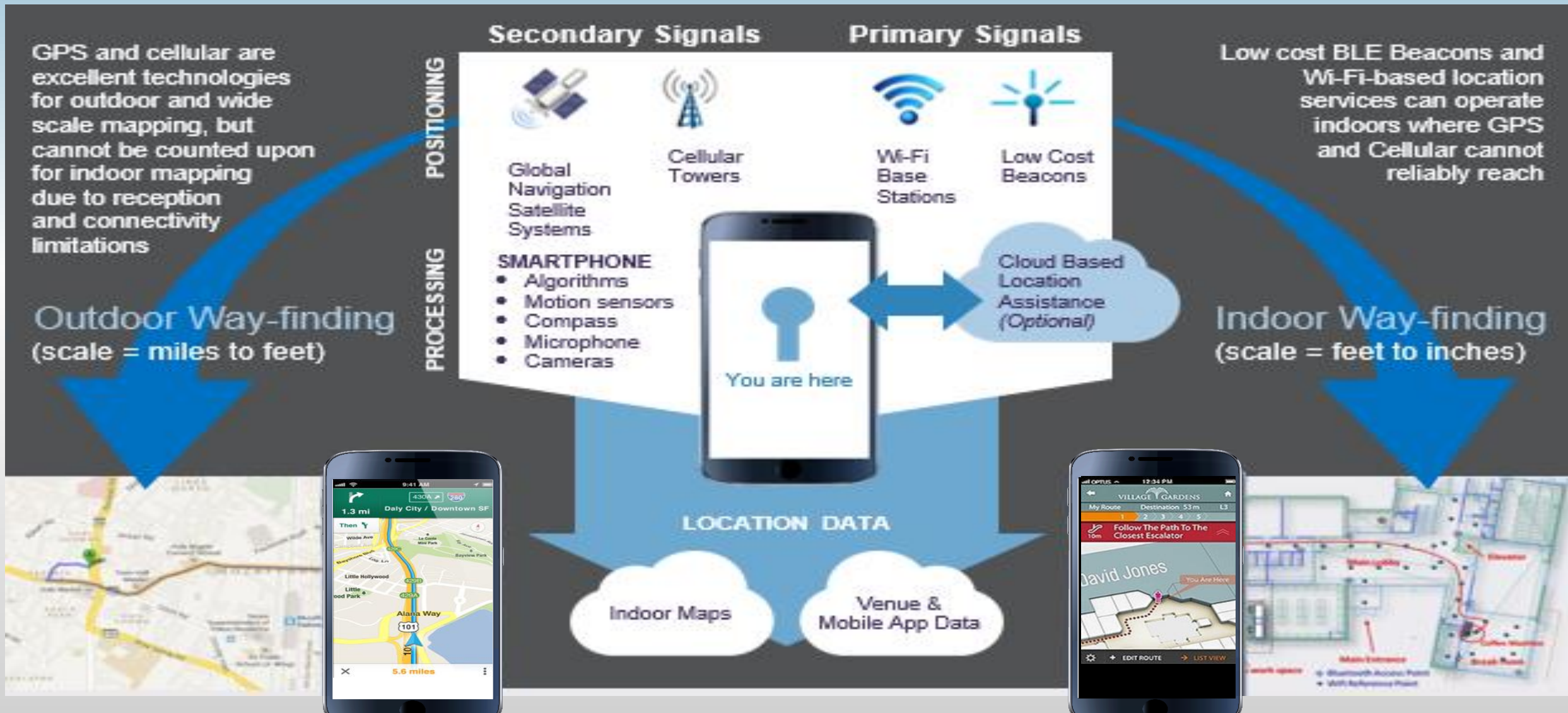**Beacon sends customized messages to clients**

BEACONS *DO NOT*:
- Collect or download ANY data from passing devices
- Capture, store, transmit ANY data other than their OWN identity

Macro vs Micro Location

Different technologies required within building structures and facilities

How does Beacon Technology Work in SCU's?

Provider Dashboard

Room	PATIENT ROOM (6 18)		# Visits/Avg Time	47/4m

User Name	Date/Time Entered ▼	Date/Time Left	Duration	Status
POWELL, JULIA	2/9/17 2:33 PM	2/9/17 2:34 PM	55s	CLOSED
POWELL, JULIA	2/9/17 2:29 PM	2/9/17 2:30 PM	58s	CLOSED
RITCHIE, FRANCIS	2/9/17 2:13 PM	2/9/17 2:17 PM	4m	CLOSED
RITCHIE, FRANCIS	2/9/17 2:02 PM	2/9/17 2:03 PM	52s	CLOSED
COX, VIRGINIA	2/9/17 1:55 PM	2/9/17 1:57 PM	2m	CLOSED
COX, VIRGINIA	2/9/17 1:50 PM	2/9/17 1:54 PM	5m	CLOSED
COX, VIRGINIA	2/9/17 1:46 PM	2/9/17 1:48 PM	2m	CLOSED

enter user name | All | Open | Closed | ✉ Email Report | ↺ Room History

Provider Metrics

Hours at Bedside
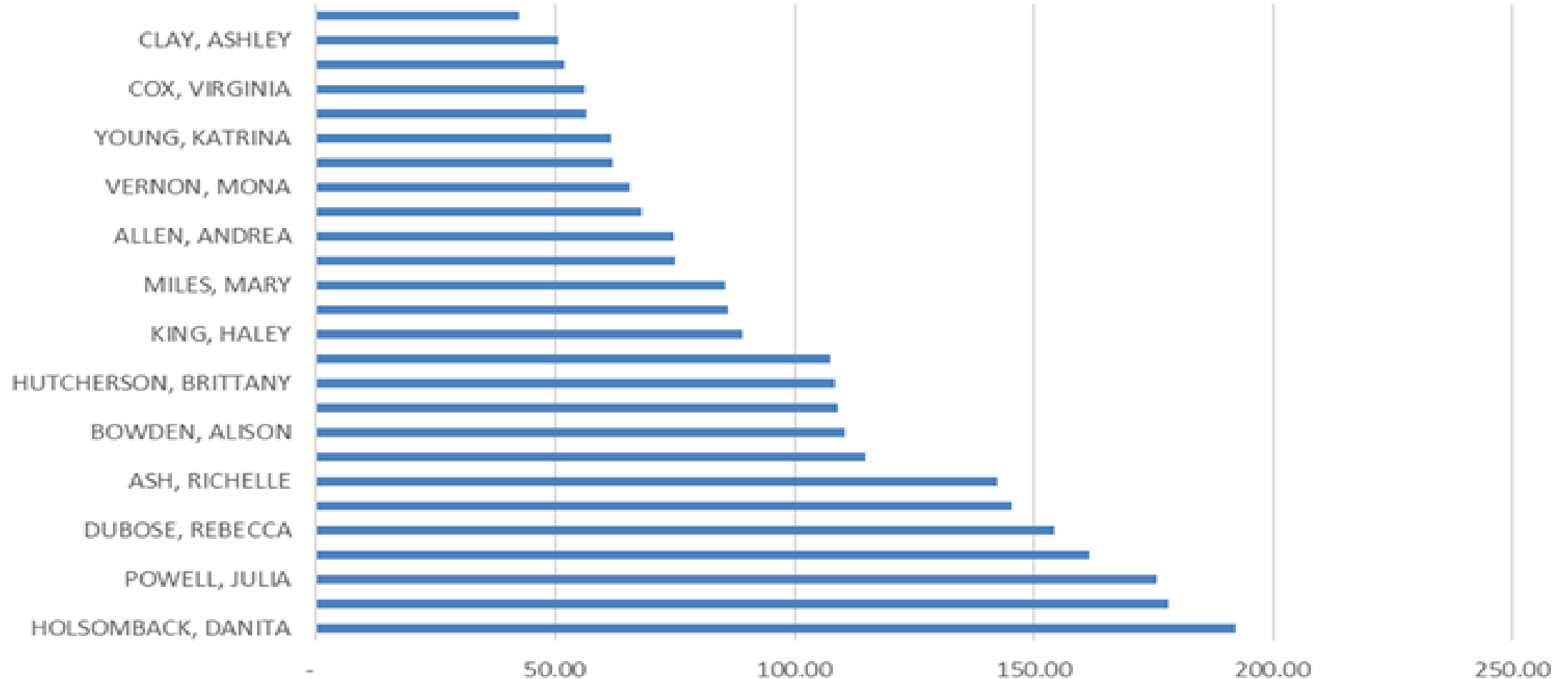
What Are The Limitations?

- Our Imagination

Early Results

- Weaning Rates Exceeding 82% vs 80%

- Reduced LOS – Down to 20 Days

- Readmissions Below 6% vs 15%

- Discharges To Home Exceeding 25% vs 5%

MSPB, Bundling & Reimbursement Changes

One last suggestion from a user/implementer/innovator/disruptor

- New Level of Hospital Accountability

- Moving Patients Along The Continuum Isn't Enough

- Use Technology to Enable Change

The Path Forward

- Pick Your Partners Wisely

- Lay a solid foundation in an area with immediate results

- Branch out to other uses as you achieve comfort with the technology

Thank You!

Questions?