




# THE IMPACT OF ACTIONABLE DATA

PATIENT CARE ANALYTICS-AS-A-SERVICE

Patient Care Alarm Analytics helps the Quality function to:

- 
- Understand your alarm environment.
  - Make better decisions, faster
  - Visualize (and model) potential changes for improvement

So you can:

- Reduce Alarm Fatigue
- Improve Patient Experience
- Uncover safety exposures

## Improve Patient Care and Satisfaction

“You can’t manage what you can’t measure...”  
It’s an old phrase, but there’s a lot of truth in it.

We have helped our customers to “see” their operations in a new light. Making changes without supporting data is risky, and tends to slow the pace of change.

Being able to visualize and model changes has proven to eliminate thousands of nuisance alarms and fine tune alarm routing to reduce the “chaos” and distraction that prevents the best possible patient care.

# Patient Care Analytics facilitates key initiatives:



Example:

Northwell Health formed an alarm committee supported by CareSight with the objective of reducing alarm fatigue and associated impacts:

**Quiet at Night** initiatives become much easier when nuisance alarms can be eliminated, and alarm thresholds can be modeled before making changes.

**Improving HCAHPS survey results** has a lot to do with baselining key performance areas and managing for improvement.

**Safety Initiatives** – like **fall prevention** programs benefit from correlating data on bed exits and response times, as well as identifying trends.

**Response time improvement programs** need information on various dimensions of alarm, workflow, and staff location data to derive action plans and monitor progress.

**Forensic – post event investigation** research needs a comprehensive chronology of events and other data sources to piece-together the conditions that led to an issue.

89%

Reducing Critical Alert Notifications to the wrong personnel

86%

Reducing Blasts to clinical staff to the wrong personnel

33%

Eliminating false alarms to clinical staff

18%

Lowered Call Volumes to RNs to eliminate distraction

As a resource to the alarm committee, CareSight presented the information needed to “turn down the noise”, helping the facility to confidently make the changes necessary for improvement.

# Big Picture:

## Having the right data at hand has wide ranging impact

### **Nursing Operations**

*Efficiency,  
Improved Care  
Safety*

### **Morale and retention**

*Performance,  
satisfaction,  
retention*

### **Quality Initiatives**

*Continuous  
Improvement  
Programs*

What if your nursing team had reports delivered every morning that covered alarm types, quantities response times, problem patients... basically the information they need to have productive shift change huddles and detect issues before they have an impact.

It's a crazy job. And the people that do it are amazing. So, anything we, as an industry, can do to help them do their job better, and easier, is a good thing.

Having data at hand for shift change huddles is a start. It results in a more structured and informed hand-off, so the incoming team can deliver better care, right from the start of their shift.

Staffing levels and coverage correlate with alarm management quite directly. With the right data, staff can be balanced properly against the workload.

Continuous Improvement isn't easy when you can't baseline the status of things.

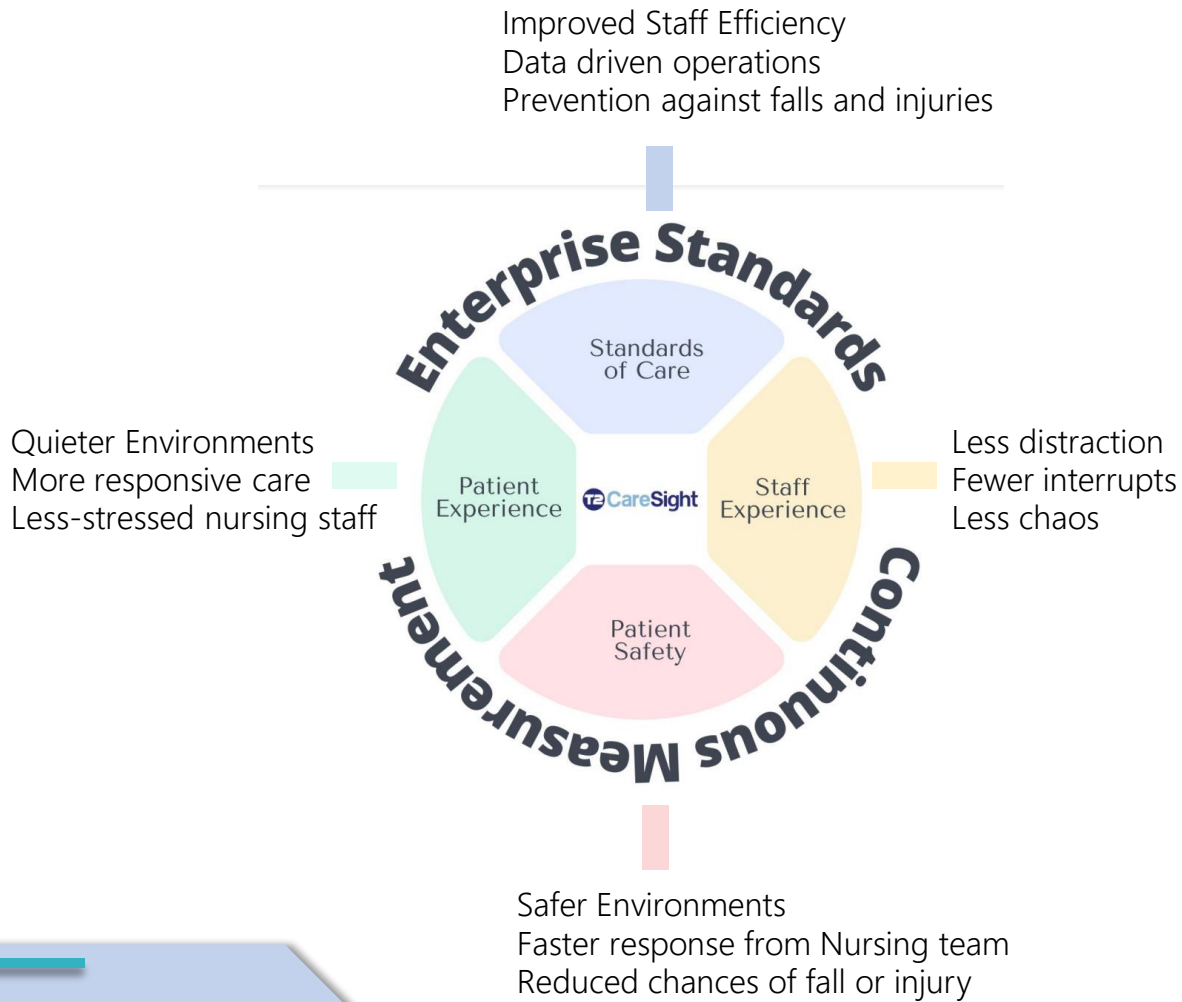
But, having the data at hand, and being able to make adjustments with confidence, any program can be on a fast track to success.

Here's a few of the programs we've supported. (Details are found later in this publication):

- Quiet at Night Initiatives
- Alarm Fatigue Reduction
- Nuisance Alarm Elimination
- Response Time Improvement
- Staff Performance
- Fall Prevention
- HCAHPS survey improvement
- Standards of Practice



# Overall, CareSight improves Standards of Care



## Having data 'at the ready' has positive impact:

### Standards of Care

- Operations become more efficient
- Continuous Improvement

### Patient Experience

- Better Survey Results
- Referrals and Repeat Business
- Enhanced Brand Perception

### Staff Experience

- Improved morale and retention
- Ability to provide better patient care

### Patient Safety

- Proactive measures quickly implemented
- Lower risk environment

As hospital organizations work to improve their operations and safety, having the visibility to raise overall standards is facilitated by continuous measurement and feedback.

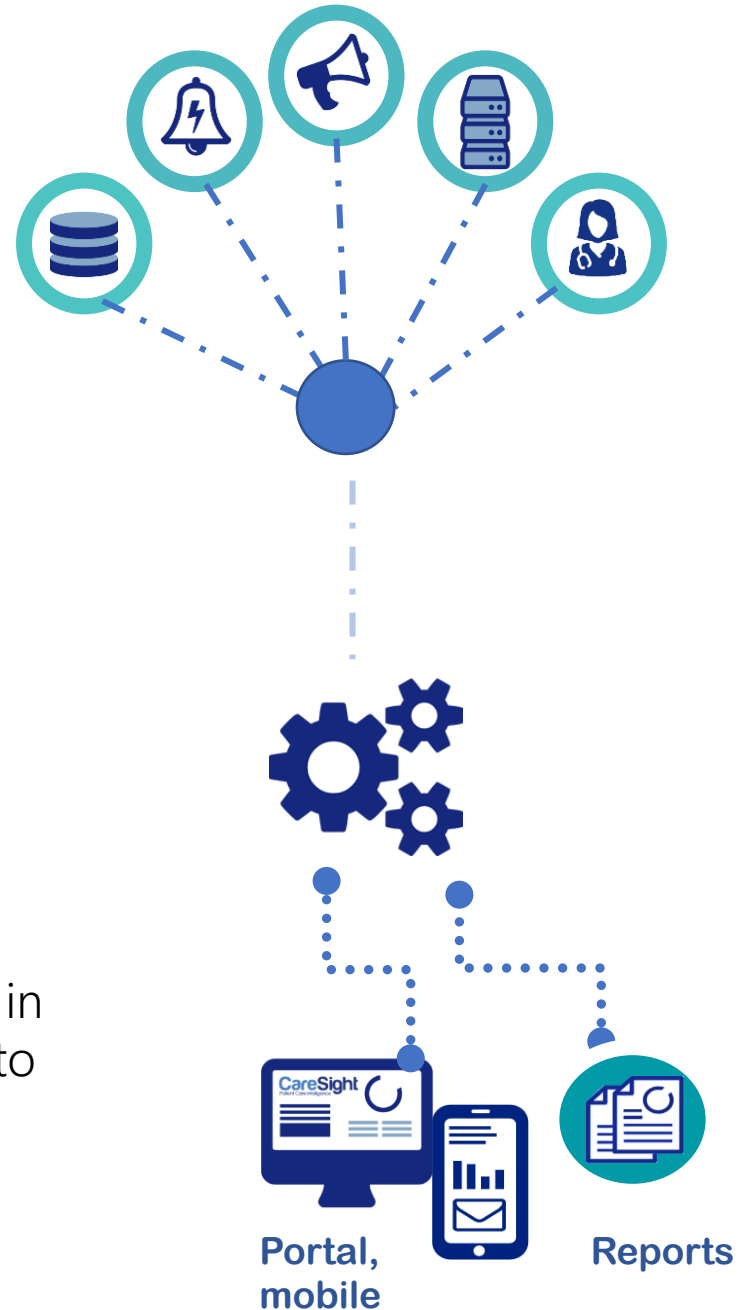
# What does CareSight do?

By capturing information from multiple sources, data can be 'sliced and diced' to provide critical insight, uncovering latent issues and highlighting opportunities for improvement

CareSight collects data from alarm and other sources

It normalizes and synthesizes the information

and Presents data back in a digest-able way, to help hospitals improve patient care and safety

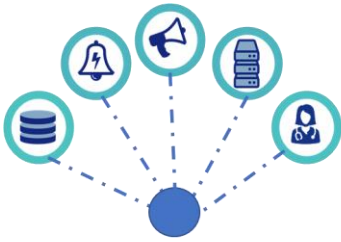




# The CareSight Difference

To meet our customer's needs, we've reverse-engineered the data structures of many different "client systems" (basically different alarm sources, data types and middleware).

Expertise in Extracting and Securely transferring Data



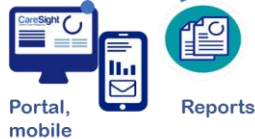
Wide variety of "translator" agents that normalize data fields for data correlation

Smooshing – turning data into gold



Artfully synthesizing to Deliver the maximum insight and value

Data Visualization: Role-based data organization and display



Bringing to light the most important data. Turning data into actionable information

Most importantly, CareSight delivers data that is pertinent to the different roles in clinical care settings. Data is organized and presented to improve operations or enable successful initiatives, supporting continuous improvement.

## Information Security

The importance of data security has been on an aggressive, upward trend over the past decade. From encryption to authentication, we make all engineering decisions with the fewest possible attack surfaces

To assure maximum uptime, we leverage the world's most established cloud services partners. In other words, we do what we do best, and leverage the world's best to do what they do best.

## Our solution has a heart and a soul

CareSight brings clinical workflow expertise along with the data analytics and presentation technology to help your organization get the most out of your data.



By helping other teams to achieve their goals, we've amassed a valuable body of knowledge on the best approaches to delivering actionable information for most common initiatives and operational norms.

We're not too big to care

Our team shares common goals with our customers to deliver a utility that offers critical vision to help them run their operations.

# The Benefit of Insight

**“By collecting and correlating data from multiple systems, CareSight delivers data visualization that makes a clear difference...”**

Run your business more efficiently

Get better, faster

Visibility helps with day-to-day operations as well as making long-term improvements. From shift change huddles to quiet-at-night initiatives, having the right information at hand is important in running a quality organization.

Proactively eliminate issues before they become big problems.

Latent problems can cause significant impacts when they accumulate or surface. With the right reports, problems come to light before they negatively affect staff or patients.

Decision Support

With the right information at hand, your team can confidently make changes without the fear of creating other issues. Being able to model the effect of changes is a core feature of CareSight.

Lightweight Implementation

CareSight uses a cloud services model to minimize the impact and footprint in our customer's facilities. In less than a month, without significant effort, your team can have the data it needs to make a difference.

**Contact CareSight or one of our Partners to learn more about how CareSight can improve your patient care environment**

**This is what it looks like when nursing loses access to CareSight data:**



**It's like losing your headlights at 70 mph.**