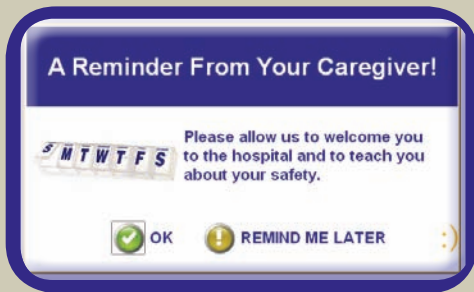
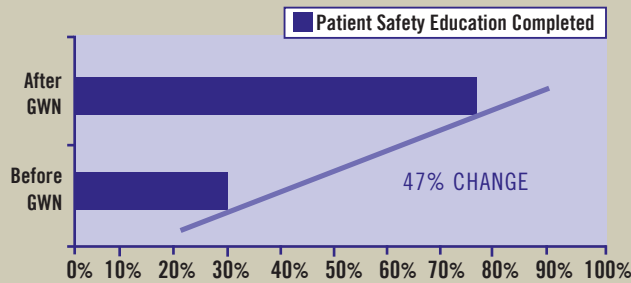


Driving Measurable Results

Recent Outcomes Achieved with Client Partners

Healthcare organizations are increasingly discovering that a key to advancing outcomes is greater patient engagement. To drive patient participation, organizations are investing in Interactive Patient Care (IPC) technology such as the **GetWellNetwork® PatientLife System®**. The GetWellNetwork system is able to drive significant results by actively involving patients through interactive, on-screen messages that display on the patient television. The technology can also be configured to reflect hospital processes to meet specific quality, cost and service objectives. Below is a selection of recent success stories.

QUALITY



On-screen message invites patients to learn about their safety

Patient Safety Education

SENTARA CAREPLEX HOSPITAL, HAMPTON, VA

Objective

Increase completion of patient safety education in compliance with National Patient Safety Goal #13: “Encourage patients’ active involvement in their own care as a patient safety strategy.”

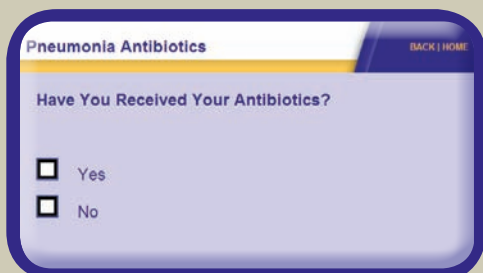
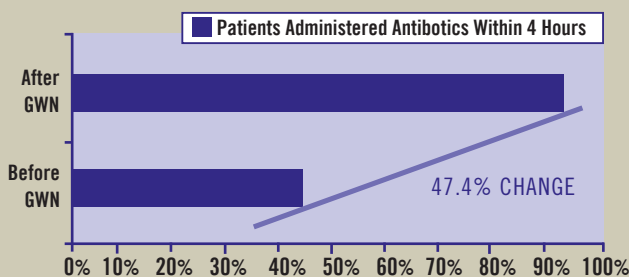
Solution

Patients are invited to view the “Speak Up!” and “It’s Okay to Ask” videos. The videos encourage patient engagement in order to prevent medical error and inform them of proper hand hygiene procedures.

Outcome

Prior to implementation of the GetWellNetwork system, patient safety education was limited. Today, 77 percent of all patients are completing patient safety education.

QUALITY & COST



On-screen message asks patients about their medication

Core Measures Performance

ST. JOSEPH’S HOSPITAL EAST, LEXINGTON, KY

Objective

Improve compliance with the Core Measure that supports administration of antibiotics to pneumonia patients within four hours* of admission.

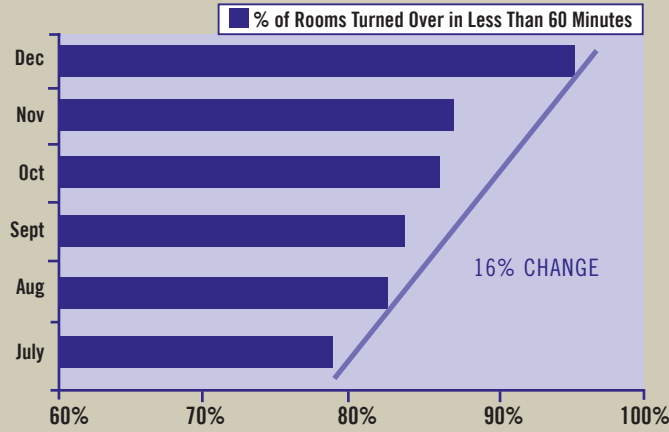
Solution

The GetWellNetwork system receives a trigger from the hospital’s ADT system upon admission of a pneumonia patient, and the charge nurse and unit manager are notified via pager/email. Three hours after admission, the patient receives an on-screen alert asking if they have received their antibiotics. If the patient answers “no,” the charge nurse and unit manager are notified. If the patient does not answer at all within an hour, a third notification is sent.

Outcome

Within two months of implementation, the compliance rate increased from an average of 46 percent over the prior 12-month period to a year-to-date average of 93.4 percent.

*Core Measure requirement to change to six hours in March 2008



Patient welcome screen

Capacity Management

ST. VINCENT HEART CENTER OF INDIANA
INDIANAPOLIS, IN

Objective

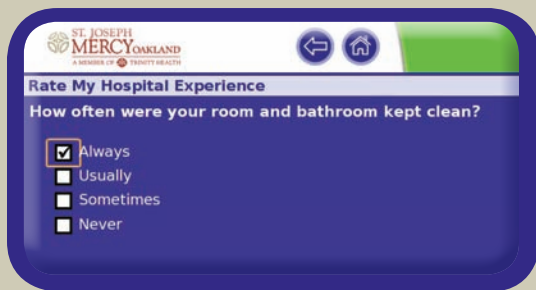
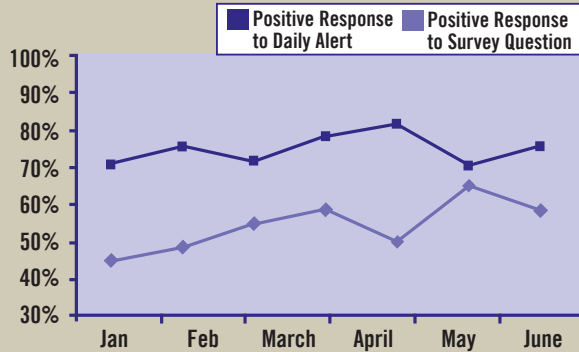
Reduce the bed turnaround time from patient discharge to next patient admission.

Solution

A “room cleaning” button was added to the patient welcome screen. The staff member who discharges a patient clicks this button when their room becomes available. A page is then sent to housekeeping staff. Housekeeping clicks the button when they start cleaning, and again once they finish. A page is then sent to the nursing supervisor.

Outcome

Bed turnaround time is now less than 60 minutes, 95 percent of the time. This has led to a reduced wait time in post operative areas and for patients in the ER during times of peak census. A reduction in bed turnaround time provides available capacity for volume growth and a reduction in cost when patients can be transferred more quickly from the ED, Cath Lab and SSU to the inpatient setting.



On-screen survey asks patients about room cleanliness

Patient Satisfaction: Room Cleanliness

ST. JOSEPH MERCY OAKLAND, PONTIAC, MI

Objective

Advance patient satisfaction through improved room cleanliness.

Solution

Two solutions were implemented:

(1) Twenty-four hours after admission, each patient is prompted to answer a five-question survey that includes a question addressing EVS satisfaction.

(2) A daily alert asks patients if they are satisfied with their room and hospital environment. If they answer “no” a page is sent to EVS and a supervisor visits the room.

Outcome

The hospital achieved a 14% increase in satisfaction.

Learn More

Find out how you can leverage Interactive Patient Care technology to achieve your hospital's objectives. Contact us at 877.MEET.GWN or visit www.getwellnetwork.com.

