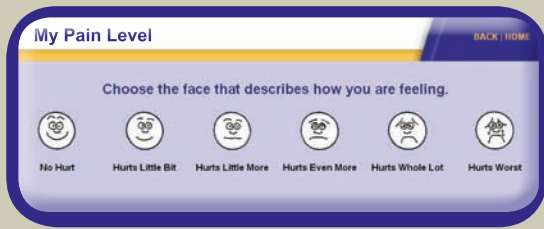
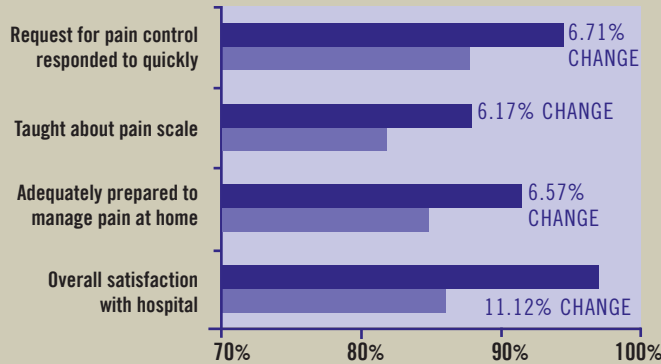


Driving Measurable Results

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 & SERVICE



On-screen tool allows patients to submit their pain level

Patient Satisfaction: Pain Control

ST. ROSE DOMINICAN HOSPITALS, LAS VEGAS, NV

Objective

Increase overall patient satisfaction in several key areas including pain management.

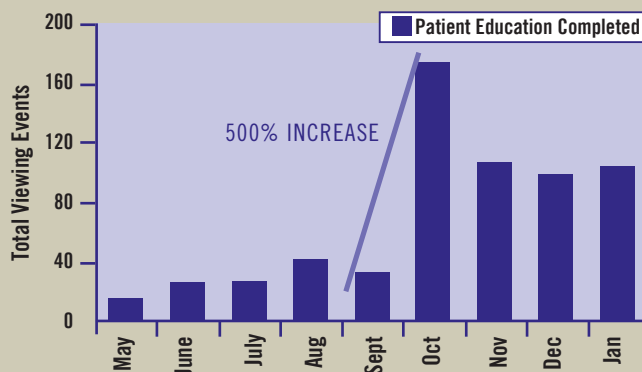
Solution

The “My Pain Level” assessment tool was added to the system, allowing nurses / patients to pull up the Wong-Baker Pain Scale to rate and communicate pain levels. This tool, along with other communication tools on the system, allow patients to submit real-time feedback and gives staff the opportunity to immediately respond.

Outcome

Post-discharge survey results show marked improvements in satisfaction with pain control and staff responsiveness.

QUALITY



Management Console allows nurses to select education for patients

Prescribing Education

ST. JOSEPH MERCY OAKLAND, PONTIAC, MI

Objective

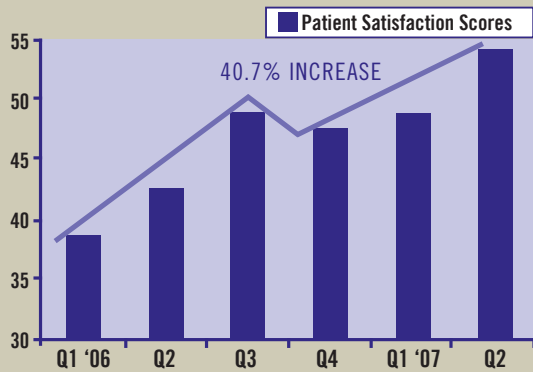
Customize and increase the completion of patient education.

Solution

Through the GetWellNetwork Management Console, nurses have the ability to “prescribe” select videos to particular patients. A list was created matching video content to diagnosis codes. Upon admission, nurses refer to this list to prescribe education to patients. The system then automatically invites the patient to view the education material via an on-screen message and documents all activity back into the patient record.

Outcome

Educational viewings increased 500% when the initiative launched in one unit in October and have since averaged 300% above previous levels.



On-screen survey provides real-time feedback

Patient Satisfaction: Staff Responsiveness

INOVA FAIR OAKS HOSPITAL, FAIRFAX, VA

Objective

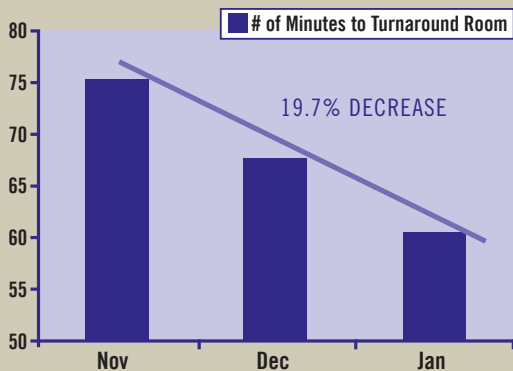
Obtain real-time feedback on patient satisfaction “hot spots” to support a rapid, strategic response by staff.

Solution

Patients were prompted on the second day of their hospital stay to complete a survey providing feedback on the hospital’s “hot spot” areas. When feedback fell outside an acceptable threshold, a message was automatically sent to the nurse manager via a pager or email. Nurse managers then used the data during daily Service Rounds, visiting each patient to acknowledge the feedback and provide service recovery. Patients were also encouraged to use the Instant Response menu to submit service requests. Requests were automatically routed to the appropriate department who was responsible for following-up with the patient within 15 minutes.

Outcome

The hospital achieved a 40.7% increase in “excellent” ratings from patients who said their nurse was responsive to their needs. As a result, the hospital was recognized by the 14th Annual *Modern Healthcare* “Spirit of Excellence” awards for Service Excellence.



Staff utilize buttons to indicate room status

Capacity Management

SAINT JOSEPH'S HOSPITAL EAST, LEXINGTON, KY

Objective

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

Solution

Two buttons were added to the service menu for staff to utilize. Nurses click a *Clean Room* button once a patient is discharged, automatically notifying Housekeeping. Housekeeping staff click a *Room OK* button once the patient room is cleaned, automatically notifying Admissions.

Outcome

Average bed turnaround time was reduced by 29%, from 83 to 59 minutes in just two months. As a result, the number of patients with wait times less than 60 minutes in PACU was reduced by 8.5%. 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 PACU to the inpatient setting.

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.

