Streamlining Patient Transfers

AdvocateAuroraHealth

Case Profile

Health System
Advocate Aurora Health

Location
Downers Grove, IL
and Milwaukee, WI
(Headquarters)

Implemented Solution
PerfectServe Clinical
Communication &
Collaboration (CC&C)

Integrations
Epic, Cerner, FirstNet,
CoPath, MobiCall, Alcatel,
OmniRecord

Advocate Aurora Health is
one of the 10 largest not-
for-profit, integrated health
systems in the United States.
A national leader in clinical
innovation, health outcomes,
consumer experience,
and value-based care, the
system serves nearly three
million patients annually
across 27 hospitals, five
Level I Trauma Centers, and
500 sites of care throughout
Illinois and Wisconsin.

Challenges

In 2016, leadership at Advocate Aurora Health sought to overcome growing capacity challenges, which were causing care transition delays and volume restraints. To ensure the safe, timely placement of patients within the system and reduce the potential for outmigration, Advocate Aurora sought to alleviate patient placement gaps and prevent delays across care settings.

Advocate Aurora Health needed to standardize patient access workflows across the enterprise to bring continuity to the admissions process and remove silos for all facilities. A program was needed to improve the efficiency and transparency of patient flow, protect revenue, enhance patient safety, and increase patient satisfaction.

Solution

Advocate Aurora Health implemented PerfectServe's CC&C solution systemwide as one of the communication platforms of the Patient Command Center (PCC), a centralized hub that fosters the safe management and timely placement of patients across 3,500 total beds. Launched in March of 2019, the PCC handles over 1,000 patient transfers/admissions per month, ensuring every patient is in the right bed at the right time to get the best care.

> Advocate Aurora Health's Patient Command Center now serves as a centralized hub that cultivates the safe management and timely placement of patients across the health system's 3,500 beds.

29%
decrease in "Ready to Move to Assigned Bed' time*

164
additional patients per month, on average*

89.8%
acceptance rate for direct admissions*

*Results attributed to the Patient Command Center as a whole, with CC&C an important enabling technology.

About PerfectServe

PerfectServe's unified platform for clinical communication and collaboration helps physicians, nurses, and care team members improve patient care. The PerfectServe and Telmediq solutions automate communication-driven workflows, eliminate non-clinical tasks, promote nurse mobility, and engage patients in their own care, resulting in quicker time to treatment and enhanced patient safety. The Lightning Bolt provider scheduling solution automatically generates optimized shift schedules to reduce burnout and increase patient access.

PerfectServe's scalable, cloud-based solutions allow **135,000 physician users** and **230,000 nurse users** to focus on delivering the best care experience for more than **20 million patients** every year. Headquartered in Knoxville, Tennessee, PerfectServe has been impacting healthcare delivery since 1999.

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To learn more or schedule a demo, please contact us:

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Or Visit Us Online:
perfectserve.com

Implementation

Advocate Aurora Health partnered with PerfectServe to address the nuances of managing and updating each physician's schedule, then consolidated schedules and created an escalation plan to reinforce accountability. Escalation pathways and algorithms were standardized and automated within the system.

Communication workflows were optimized using Dynamic Intelligent Routing®, PerfectServe's proprietary rules-based technology that ensures each message reaches the right clinician at the right time. One standardized dashboard for analytics and reports was created to best understand communication response times, evaluate escalations, and support quality improvement efforts.

Advocate Aurora Health's leadership promoted the PCC internally by developing multidisciplinary teams including physician, nursing, ED, transportation, and care management representatives. They also held PCC open houses, private tours, and scheduled visits to build trust between clinicians and command center staff.

Results

The Patient Command Center's multi-pronged approach, with PerfectServe's CC&C solution as a core component, has achieved the following since launch:

- 109 high-level patient transfers have been prevented from leaving to seek care at competing facilities.

- 7 of 10 sites saw a quick decrease in patient flow times within the first two months.

- 29% decrease in average "Ready to Move to Assigned Bed" time (from 68 to 48 minutes).

- 89.8% direct admission rate for placement; 10.1% redirected to the ED for immediate care.

- 164 additional patients placed per month, on average.

Conclusion

The Advocate Aurora Health Patient Command Center (PCC) improved the patient experience to prevent patient leakage, strengthen outcomes, and protect revenue. The program improved patient care by standardizing patient access workflows, bridging communication silos across facilities, facilitating clinical collaboration on one central platform, and implementing a failsafe technical infrastructure to support patient placement.

PerfectServe filled a critical role in supporting the PCC's success by helping ensure that the correct on-call physician would be reached the first time every time with automatic message escalation when appropriate. Unifying and standardizing communication across facilities empowered Advocate Aurora's leadership to monitor accountability and move the needle on patient access.