

# Implementing a Room Readiness Module using Allen Technologies IPS To Reduce Bed Wait Time and Improve Patient Satisfaction



Established in 1975, Henry Mayo Newhall Hospital is a 238-bed, not-for-profit community hospital and trauma center with a dedicated medical staff of over 400 and more than 1,650 employees. Located in Valencia, CA, Henry Mayo's mission is to improve the health of their community through compassion and excellence in health-care services with a vision to create the ideal patient-centered environment to surpass expectations.

Henry Mayo has received more than a dozen prestigious accreditations and recognitions in a multitude of specialty designations for excellence in medicine and healthcare delivery. Just a sample of these awards includes:

- Best Regional Hospital for neurology, neurosurgery, pulmonology and geriatrics as ranked by US News and World Report 2011/2012
- Joint Commission Accredited Hospitals Organization Certification
- Baby-Friendly designation from the World Health Organization and the United Nations Children's Fund
- American Heart/Stroke Association *Get with the Guidelines* Gold Performance Achievement Award for Stroke
- Certified Quality Breast Center of Excellence awarded by the National Consortium of Breast Centers
- Silver Medal of Honor awarded by the U.S. Department of Health and Human Services in recognition of Organ Donation Rates

In 2011 Henry Mayo selected the Allen Technologies Interactive Patient System (IPS) to enhance the comfort, engagement, and satisfaction of their patients. They also wanted to automate and streamline a number of the hospital's clinical and operational processes. Each patient room was equipped with a bedside touch screen computer to offer patients a wide variety of entertainment and education options. The Allen IPS system was also integrated with a number of the hospital's key information systems. After the system was deployed, Henry Mayo identified several opportunities to improve performance and increase patient satisfaction.

**Situation:** One area Henry Mayo identified for improvement was their existing "bed turn" process. At the time, the make-ready process for cleaning and reassigning a vacated patient room required a minimum of four steps and involved nurses, housekeeping, and an administrative supervisor. When a patient was discharged or transferred and their room vacated, there were two ways housekeeping could be notified that the room needed to be cleaned. Sometimes nurses would contact housekeeping and alert

them that a patient room was unoccupied and, in other situations an administrative supervisor would alert housekeeping to ready a room for reassignment. Occasionally, housekeeping would notice that a room had been vacated and would begin housekeeping tasks without being formally notified. The existing process was inconsistent and inefficient and made quality measurements difficult. After closely examining the existing process, goals were defined to improve the make ready/bed turn process.

**Goals:** Specific areas identified for improvement included:

- Patient Satisfaction
- Clinical Staff Efficiency
- Reducing Time Between Discharge/Transfer and Room Reassignment

**Solution:** The Allen IPS was integrated with the hospital's ADT system. Workflows and notification paths were identified to automate the bed turn process. Now when a patient is discharged or transferred, the ADT system automatically sends an email to the housekeeping supervisor's iPhone, immediately notifying her that a room needs to be cleaned. Housekeeping staff enters the empty room and, using the Allen IPS, enters an identifying code that records the time housekeeping begins cleaning for a new patient. When housekeeping has completed the room make ready, a second code is entered into the system which automatically notifies the administrative supervisor that the room is ready for reassignment.

**Results:** Since its deployment, the Room Readiness Module has helped Henry Mayo reduce their "bed wait time" by 30 minutes. Reducing the time that patients wait for a room to occupy when being admitted to the hospital has resulted in much improved satisfaction. In addition, the automated process has removed nurse involvement, allowing them to focus on the medical needs of patients. Finally, the more rapid reassignment and occupancy of patient rooms has resulted in a better revenue stream previously lost when rooms remained unoccupied.

## About Allen Technologies

Allen Technologies, the pioneer of interactive patient engagement solutions for nearly 40 years, transforms the way hospitals engage, educate and empower patients. Allen helps hospitals impact patient outcomes, improve patient satisfaction and achieve operational efficiencies. Allen's multiplatform interactive patient engagement system, delivered via television, tablet and bedside monitor, is a robust patient-centric portal for customized patient education, in-room comfort control, and entertainment. Allen's E3 Patient Engagement Solutions integrate seamlessly with electronic medical records and system platforms including HVAC, housekeeping and food service systems. Learn more at [www.engagewithallen.com](http://www.engagewithallen.com), [www.twitter.com/allen\\_E3](http://www.twitter.com/allen_E3) or [www.facebook.com/allentechnologies](http://www.facebook.com/allentechnologies).

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