



Overview

Enterprise-wide digital transformation enables new levels of performance excellence.

Health First, one of Florida's leading non-profit health systems, is working with LeanTaaS to change the way they operate by leveraging intelligent automation to convert manual processes to digital. Multi-functional teams that traditionally operated independently are moving away from historical data analysis and siloed improvement initiatives to AI-enabled workflows and streamlined collaboration.

- Central Florida's only integrated delivery network
- 900+ beds and 50,000+ annual discharges
- 56 operating rooms and 22,000+ annual surgeries
- Over 1,200 nurses across 4 campuses
- Only Level II trauma center in the county

Serving as the center of gravity for their performance improvement initiatives, LeanTaaS is facilitating new levels of excellence and patient care across Health First that include:

Discharge Management

Using LeanTaaS's automated workflows and digital communication capabilities, the clinical care teams at Health First streamlined the discharge process through improving:

- **Patient Prioritization:** Automatic prioritization of discharges across all nursing units
- **Discharge Barriers:** Predict barriers to discharge (e.g. missing labs/test, post-acute care needs)
- **Team Collaboration:** Eliminated manual/paper processes and increased transparency across care teams

Nurse Staffing

Using LeanTaaS's Staffing solution, Health First improved collaboration across their health system and improved their daily staffing practices through:

- **Enterprise Transparency:** Real-time visibility to staffing needs, float history, and available resources across the health system
- **Streamlined Communication:** Direct communication between unit leaders and the staffing office for efficient staffing updates
- **Proactive Planning:** Insight into forecasted patient demand to ensure appropriate staffing in advance

Capacity Management

Using LeanTaaS's real-time, AI-enabled situational awareness capabilities, Health First digitally enabled nursing, hospitalists, and various supporting services (Radiology, EVS, transport, etc.) to proactively manage operational performance across their 4 hospitals. This included deploying LeanTaaS's tools across the following stakeholders for use in their daily huddles to improve planning.

- **Nursing leaders:** To proactively plan hospital-level throughput across the cross-functional team
- **Hospitalist teams:** To set priorities and ensure alignment across the team
- **Unit leadership:** To support the coordination and execution of daily activities
- **Support Services:** To support department leaders in ensuring adequate support for patients and clinicians across the organization

[SEE HEALTH FIRST'S RESULTS](#) 

CASE STUDY

HealthFirst



DISCHARGE MANAGEMENT RESULTS:

517 ▼

Reduction in avoidable days monthly

6 Hour ▼

Reduction in length of stay per patient

200 Hour ▼

Reduction of manual data collection and phone calls weekly

NURSE STAFFING RESULTS:

44% ▼

Reduction in core floating across the health system to different levels of care

45 Minute ▼

Reduction in communicating the daily staffing plan

500 Calls X

Eliminated monthly to deploy staff

ENTERPRISE RESULTS:

2600 Hours

Repurposed weekly due to streamlined communication

200

Employees engaged per shift through enhanced collaboration

35% ▼

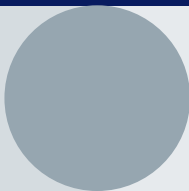
Reduction in ED hold times

30% ▲

Improvement in ancillary turn times

Outcome

By leveraging LeanTaaS's advanced analytics platform, Health First has fully embraced digital transformation and is realizing the benefits on an everyday basis. This has not only enabled them to achieve their performance goals and respond to crisis situations like COVID-19, but it has also provided them with the foundation they need to continue pushing the limits of performance excellence using the real-time data and predictive recommendations offered by LeanTaaS.



What Your Colleagues Are Saying



It is such a powerful capability since it connects the dots between the data, the insight and sophisticated algorithms to provide actionable guidance to the front line.”



Steve Hess
CIO



Our average daily census is now in the mid 800s and we have not gone on diversion or refused transfers. Every surgery, every procedure, admission and direct admit is accommodated. We do not back up the OR, or the Cath lab. This is enabled by the tools we have from LeanTaaS because we can see where the potential roadblocks are in advance and act.”

Susan Grimwood
Director of Logistics, Flow and Observation



As the healthcare environment continues to rapidly evolve, we must pivot to better meet the needs and expectations of those we serve as well as our own caregivers and healthcare providers. Data transparency and proactive data-driven decision making needs to be at the forefront of everything we do. LeanTaaS provides the advanced digital solutions and services that are an integral part of the everyday experience of those we serve.”

Patti Canitano
Divison Director Patient
Throughput



The real-time transparency into daily staffing needs and resources that LeanTaaS provides has enabled us to become more nimble. We now send staff to where patients are and move patients less to ensure the best care experience for each patient.”

Maggie Wolfred, MSN,RN
Director of Nursing



LeanTaaS has provided us with the tools and strategies to create daily patient flow efficiencies, resulting in measurable and sustainable improvements. As a result, we have been able to streamline discharges and create capacity to care for more patients.”

Jessica Connell, MSN,RN
ACNO Hendrick Brownwood