



Overview

Real-time insights create daily efficiencies, improve patient flow and drive sustainable process improvements

Hendrick Health has:

- 3 hospitals
- 850 beds
- 475 staff members
- 37,628 discharges.

Problem

Limited visibility to discharge barriers and bottlenecks resulted in inefficient patient flow across the health-system, impacting their ability to care for more patients and create sustainable process improvements.

Units were managing daily discharges in a siloed and reactive manner:

- Unit specific projects were impacting upstream and downstream patient flow
- Unidentified discharge barriers reduced capacity

Strategic goals were not being met:

- Lack of data made it difficult to identify key opportunity areas
- Scattered focus made it hard to sustain process improvements

Manual communications lead to delayed decision making:

- Limited visibility to when or why decisions were made delayed care progression
- Leadership had no way to obtain quick updates on patient care progress

Solution

LeanTaaS's Inpatient solution provided visibility to daily discharge inefficiencies across the health-system, helping their Throughput Committee create an action plan to improve patient flow, resulting in:

Standardized patient flow processes across units:

- One source of truth enabled teams to work towards a unified goal
- Shared access to real-time data created daily efficiencies and collaboration

Sustainable process improvements and accountability:

- Automated metric monitoring made it easy to identify opportunity areas
- Units were given the tools to consistently track patient flow performance

Improved communication and collaboration across teams:

- Built-in communication platform enabled teams to escalate patient flow issues
- Leadership had a central location to review care plans and decision-making

RESULTS:

22% ▼

Reduction in order to discharge time

49% ▼

Reduction in ED boarding time

39% ▼

Reduction in left without being seen

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