



## Background

A leading healthcare organization of seven hospitals and over 6,000 medical professionals in Central Florida unite to bring state-of-the-art care to Florida's Gulf Communities.

## Solution

Prior to implementing CLARIFIRE HEALTH™, leadership rounds were performed on paper, leaving the hospital network with little ability to track, trend and respond. CLARIFIRE HEALTH automated and standardized their rounding process (including full EHR integration) in less than 30 days. The leadership team was able to define and design their own rounding views and associated workflow. Managers and assistant nurse managers were quick to adopt using their iPads and rounding screens with

interactive communications and survey buttons. With the click of a button, workflow launched and automatically distributed tasks in real-time. The robust dashboards centralized critical information so decisions could be made quickly. The software enabled them, for the first time, to have a consolidated view into the patient experience, to automatically assign issues to key stakeholders and ancillary departments, and to deliver robust reporting - right from the iPad.

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*"We love this application and hope to never stop using it. Rounding and manually entering data has been a large bottleneck for our managers, which is completely alleviated by this wonderful tool."*

- Nurse Manager

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*"I have loved CLARIFIRE HEALTH since the first time I saw it. The Kudos notes are helpful for our HR department to start the reimbursement and evaluation process."*

- Nurse Manager

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*“We were thrilled to see that the technology was directly impacting our patient experience scores so quickly.”*

- Director of Patient Experience

### Benefits:

- Increases the percentage of rounds completed on a day-to-day basis.
- Standardizes the process and quality of rounds creating one standard of care.
- Increases value-based reimbursements.
- Expands focus, visibility and accountability.
- Improves patient experience workflow.
- Builds consistency and ratings.

### Proven Results

- Boosted patient experience scores.
- Within the first 45 days of the CLARIFIRE HEALTH pilot, the hospital network experienced a 5% increase in Nurse Communication.
- Four selected units averaged a baseline of 60% rounds completed. After implementing the pilot, they reported 90% rounds completed.

### The Experience

The quality and delivery of nurse communications is proven to have the most significant impact on a hospital’s overall hospital patient rating. (International Journal of Management and Human Resources, Volume 2, Number 1, Summer 2014)

As a result, participating facilities that improved their nurse communications were also able to increase their overall composite patient experience score, and in turn, increase their overall value-based reimbursements.

