Betting on Technology: Is it a Win, Lose or Draw?

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January 29, 2016
How does technology adoption occur?

“The first rule of any technology used in a business is that automation applied to an efficient operation will magnify the efficiency.

The second is that automation applied to an inefficient operation will magnify the inefficiency.”

-Bill Gates
Starting from scratch...

- This facility cannot be “business as usual”
  - Project provides opportunity to rethink how we deliver healthcare
  - How would we design healthcare if we could start over?

- “Start-up” company mentality
  - Incubator for innovative concepts
  - Lots of input from the beginning
    - Patients & families, caregivers, community

- Evidence-based design
  - Best-practice research

Patient and provider-centered care *not* hospital-centered care
The Texas Health Next Approach

• Utilize the wealth of experience, energy and varied perspectives within our existing employee base

• Compile best practice research

• Identify evidence-based proven business processes that will add value

• Integrate strategies to existing THR framework and strategy development
The Texas Health Alliance Creed

**Create a culture of collaboration and excellence**
We will do this through:
- Engaging the whole care team (physicians & hospital team members) through the Accountable Clinical Management (ACM) structure
- Hiring people who are passionate, driven and focused on achieving top decile performance because they live the Promise
- Setting clear expectations of performance and our approach to operations in service excellence, clinical care and optimized operations

**Use technology to enhance the human experience**
We will do this through:
- Leveraging RTLS to connect caregivers to equipment, patients and each other
- Engaging our technology partners to fully integrate systems and develop new tools that escalate human capacity
- Utilizing newfound data trends to make better decisions
- Allowing transparent and whole person care to patients and families through MyCare, SONIFI and other applications

**Being a true healthcare partner in the community**
We will do this through:
- Execution of the ACM structure
- Robust business health services for employers that improve health status and/or reduce overall benefit cost
- Keeping pulse with our community partners through community involvement
- School programs that result in improved health status, workforce engagement and increased loyalty
Utilizing Technology to Improve the Human Experience

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Real Time Location Sensing

- Care Team badge
- Patient badge
- Equipment badge
- Temperature badge
Leveraging RTLS
Real-time utilization reporting
Equipment Utilization Monitoring
The Impact of RTLS on Outcomes

- **Patient and staff safety**
  - Hospital impact area: Infection Control
  - Example: Fort Worth Measles Outbreak

  **Outcome**: Accurate identification of staff exposure

- **Resource Management**
  - Hospital Impact area: Operating expense and equipment management
  - Example: Mission Control
    - Designing hospital operations to leverage technology

  **Outcomes**:
  - Coordinated logistics management
  - Best in class transport/job rate
Using RTLS to improve patient flow

- **Patient Flow and Capacity Management**
  - Hospital impact area: Patient discharge, OR/OB workflows
  - Example: Automated, rules-based process

  ![Diagram]

  - Patients issued locator tag upon admission
  - Alerts fired to appropriate staff based upon rules built inside of the application
  - Automated discharge integrates two systems and reduces non-value added steps

🌟 **Outcome:** Improved staff efficiency and room turnaround time
Using Technology to Improve Patient Safety
Using Technology to Improve Patient Satisfaction
Are you compelled to donate?

The toll of malnutrition
Global deaths of children under 5 by cause 2008, % of total

- Pneumonia: 18
- Prematurity: 12
- Malaria: 9
- Birth complications: 3
- Other: 34
- HIV/AIDS/Measles: 3

Total deaths: 8.8m
(35% of which are associated with malnutrition)

AT LEAST
3.5 MILLION
CHILDREN YOUNGER THAN 5
DIE FROM MALNUTRITION EVERY YEAR.

#StealTheseStats