Case Study

Managing the Environment of Care at University Medical Center – Las Vegas

CHALLENGE: IMPROVE EFFICIENCY OF THE ENVIRONMENT OF CARE ROUNDING PROCESS

UMC – Las Vegas serves as the anchor hospital of the Las Vegas Medical District, offering Nevada's highest level of care to promote successful medical outcomes. The UMC Safety Team prides itself on maintaining a safe environment for its patients, visitors, and employees and had developed a highly disciplined approach for conducting environment of care rounds. However, the processes in place for conducting the rounds and completing follow-up tasks were inefficient and labor intensive, requiring a significant amount of time for entering, tracking, and resolving deficiencies observed during the rounds.

In addition to seeking to reduce the time needed to document and follow up on identified deficiencies, UMC also wanted to establish a systematic, collaborative process that would include automated reminders for scheduled rounds, mobile devices for completion of rounds, and a robust reporting platform for data analysis and report-outs at Environment of Care Committee meetings.

SOLUTION: PERFORMANCE LOGIC'S ROUNDING CENTER

After evaluating several EOC rounding platforms, UMC chose to implement Performance Logic's Rounding Center, due to its ease of use, ability to use both iOS and Windows mobile technology, and intelligent EOC rounding workflow that allows for seamless completion of EOC rounds from scheduling to deficiency close-out and reporting.

Rounding Center allows UMC to implement standard checklists that can be easily updated, capture deficiency data (including photos) electronically during inspections, route all deficiencies to the correct areas, and employ easy-to-use web forms to close out deficiencies.

It also offers standard reporting, ad-hoc reporting, and dashboard capabilities, making it simple for UMC to spot trends within its EOC data and complete performance analysis as needed. All reports within Rounding Center can also be emailed or exported in user-friendly formats.

RESULTS: STANDARDIZED EOC ROUNDING PROCESS WITH SUPERIOR WORKFLOW

Performance Logic worked closely with the UMC team to complete the EOC configuration, integrate with the UMC Active Directory, and train both the Safety Team and the EOC inspectors within a four-week time frame. Implementing Rounding Center has enabled UMC to significantly improve its processes for managing EOC: Rounds are now scheduled online with automated notifications to the inspectors, deficiencies are sent out to responsible areas within hours instead of days, and deficiency close-out has been made simple with easy-to-use web forms to capture the corrective actions completed.

> "Performance Logic has been an outstanding partner for UMC. From day one, the PL team worked with us to understand our EOC workflow, complete the configuration of the platform, and provide in-depth training and support for the application. Our users were up and running within three hours of training. Performance Logic has not only met our needs but has exceeded our expectations in terms of their commitment to our success."
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> --Michael T. Langley, Hospital Safety Program Manager, University Medical Center

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