

27 THURSDAY
JULY 4:08 P.M.

One moment in real time

Optimize every moment™

George Miller is being transferred to the telemetry unit from the ER.

Moments earlier in the ER, George received a preliminary diagnosis of congestive heart failure. Based on his optimal care plan, he is being transferred to Telemetry. The unit has already received information to include George's care needs for the present and the near future.



4:08 P.M.



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Charles Owen's care team is planning the next phase of his treatment.

During the interdisciplinary rounding, the physician, case manager, and nurse, review Charles's current condition compared to his desired patient progress plan. The team reaches an evidenced-based conclusion that he can move out of the ICU five hours ahead of schedule.

Anita Wallace arrives for total hip replacement surgery.

Resources are already scheduled for this planned admission to the orthopedic unit, through a process that ensures Anita will be cared for by clinicians with the appropriate skill sets throughout the entire course of her stay.



Elizabeth Martin is going home.

Typically, a patient like Elizabeth would have spent another night in the hospital. But since her caregivers were able to coordinate the resources required to achieve the next desired care outcome at every moment of her stay, she has achieved a rapid recovery.



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Ellen Watkins, Nurse Manager, has just reviewed next week's schedule.

Based on a comprehensive, evidenced-based assessment of current patient needs, the desired courses of care for scheduled admissions and a forecast of unscheduled admissions built from historical data, her schedule reflects the most accurate allocation of nursing resources possible.



4:08 P.M.



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Jean Turner, RN is planning to spend Saturday with her grandson.

Moments earlier, Jean looked at staffing and patient assignments on the web for her unit. She's confident that she can relax and enjoy this afternoon, as staffing and assignments for her unit are based on a thorough knowledge of the skills required to help her patients return to their families, so she can spend quality time with hers.

Dr. West is scheduling two cardiac bypass surgeries.

Head of the area's leading cardiology practice, he knows from experience his patients will receive the highly coordinated quality care that ensures positive patient experiences and optimal outcomes.



Optimize every moment™



The executive team is meeting.

Sandra Barnes, CNO

Reports, for the third month in a row, that patients are recovering more quickly, overtime is down and nursing staff morale is high. Plus, resumes received for her most recent staff additions include some of the most accomplished and experienced nurses in the state.

Fred Nussbaum, CFO

Reviewing the year-to-date financials, he notes that, compared to this time last year, the hospital has achieved a six percent increase in reimbursements, a three percent drop in personnel costs, and a four percent increase in admissions. Monthly reports show that all three indicators are continuing to improve. Conversations with colleagues in other area hospitals lead him to conclude that this may be the only organization in the region that is consistently maintaining positive margins on patient care.

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Tim Wallace, CIO

Tim informs the team that, since the successful implementation of Clairvia Care Value Management, clinicians are finding the tool set easy-to-use with actionable data. In addition, other care areas are requesting access to the tool set, so that its principles can be applied to increasing collaboration, achieving continuous improvement of care outcomes, and gaining even greater operational efficiencies.

Susan Barthelme, CMO

Susan is using actual patient data from Clairvia's Care Value Management system to prepare a case study defining current best practices in patient-centric, outcome-driven resource management for their top 15 DRGs, to be presented at an upcoming conference for hospitalists.

Michael Atkins, CEO

Outlines his vision for the hospital:

- Maintain positive margins from patient care
 - Control costs via optimal resource management, and
 - Maximizing reimbursements through collaborative communication between physicians, nurses and case managers, centered on expected patient outcomes, patient throughput, and length of stay
- Achieve leadership in person-centered care by matching the needs of individual patients with the skills and knowledge of individual caregivers
- Maximize the value of care through real-time information and analytics about the quality, costs and outcomes of care
- Use this real-time quality, cost and outcomes data to set the standard for evidence-based practices
- Be the hospital of choice for the area's best physicians and the region's best nurses

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A moment transformed

Capturing patient data in real time and using that information to optimize care delivery, Clairvia Care Value Management creates the foundation for healthcare providers to achieve transformational change:

- Improve patient care outcomes at point of care by assigning the best caregivers to move the patient to the next desired level of wellness
 - Effective, timely care improves the patient experience
 - A better experience increases patient satisfaction
- Control costs by predicting near-future needs based on current patient conditions, scheduled events and trending analysis
- Maximize reimbursements through evidence-based, outcome-oriented collaboration between physicians, nurses and case managers
- Increase staff satisfaction by creating a proactive work environment in which caregivers can be confident that their skills are being applied to helping people get better faster
- Achieve sustainable performance by benchmarking new care delivery models that optimize quality, cost and patient outcomes

Clairvia is committed to advancing Care Value Management for all healthcare providers. In pursuit of this mission, we have devoted our website to creating a dialogue among healthcare professionals, centered on discovering and developing the best, most important and most promising ideas in healthcare delivery, as found in industry journals, expert opinions and conversations with our colleagues. We believe this dialogue is vital to the ongoing transformation of our industry.

To add your voice to the conversation, please join us at www.clairvia.com.

Clairvia Care Value Management is a comprehensive suite of software solutions:

Staff Manager ■ Demand Manager ■ Patient Progress Manager ■ Care Cost Manager
Outcomes-Driven Patient Acuity ■ Demand-Driven Patient Assignment



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