

**What's good for the patient  
is good for the hospital...**





## A simple observation with far-reaching consequences.

**The core principle of Clairvia Care Value Management – what’s good for the patient is good for the hospital – creates the foundation for a solution that can transform the efficiency, effectiveness and profitability of your organization.**

With Clairvia in place you continually collect—in real time—the right amount and the right kind of data. Clairvia shapes that data into a powerful tool that dramatically improves your patients’ experiences and the outcomes of their care—which has the effect of improving the performance of your entire organization. Your resulting record for quality care and optimal operation attracts the loyalty of patients and, crucially, the physicians who refer them.



Optimize every moment™

## Nothing this potent just drops out of the sky.

Clairvia is the fruit of nearly 30 years of innovation and evolution. It began when company founders Michael Warner and Beth Pickard surveyed the old, inefficient methods of staffing and set about creating a comprehensive solution.



*“Our own experience in healthcare, as well as extensive research, points irrefutably to a strong correlation between adequate nurse staffing, patient outcomes and patient safety.”*

*- Beth Pickard, President & CEO*



*“We set out to create the optimal healthcare management solution—one that enables high-quality, safe patient care with the goal of having the patient leave the hospital in the shortest amount of time and at the lowest cost.”*

*- Michael Warner, MHA, Ph.D., Chief Science Officer*

## We knew that a real solution would affect not just nurse supervisors, but the whole organization.

Experience in developing the first nurse scheduling system led us to realize that because staffing decisions affect patient care, they are powerful determinants of optimal outcomes.

### Clairvia's power derives from a few simple principles.

- Staffing decisions should come from patient-specific, evidence-based care requirements
- Monitor the progress of every patient in real time and compare it to norms
- Modify plans as new data comes in
- Optimizing every moment of the patient's experience leads to faster recoveries, greater staff satisfaction and superior financial performance

*"Just one of many metrics that Clairvia improved: we enjoyed a four-to-seven percent reduction in overtime."*

*- Robert L. Dent, Chief Nursing Officer, Midland Memorial Hospital*

*- Stephen Bowerman, Chief Financial Officer, Midland Memorial Hospital*



*“Like many hospitals, we’re in a highly competitive environment. We must deliver high-quality care while, at the same time, manage costs and increase revenue. The key is effectively managing patients throughout every phase of their care.”*

*- Ron Stahl, MD, Chief Medical Officer, Crouse Hospital*

## From those core principles flow sweeping benefits.

- Greater patient satisfaction
- Maximized reimbursement
- Increases in overall productivity
- Reductions in overtime
- Superior financial performance
- Improved patient outcomes
- Increased staff and physician satisfaction

*“As soon as I saw what Clairvia can do, I realized it provides unprecedented power to measure and maintain sustainable improvement.”*

*- Derrick Suehs, Chief Quality Officer, Crouse Hospital*

*“It’s very powerful to forecast both high census and high-care patients. Because of this, we have utilized Clairvia to help with patient throughput and manage daily operational budget at the bedside.”*

*- Tracey Kasnic, Vice President of Patient Care Services, Central Washington Hospital*

*- Steven Jacobs, Chief Financial Officer, Central Washington Hospital*



*“Clairvia calculates workload for staffing levels and skill mix needed to move patients to their next level of wellness. These valid and accurate workload measures contribute to our overall strategic goals of improving patient and staff satisfaction while demonstrating strong fiscal stewardship.”*

*- Maureen Kahn, Chief Executive Officer, Blessing Hospital*

*- Jill Mason, Chief Nursing Officer, Blessing Hospital*

## **It's not magical. It's empirical.**

The central driver of Clairvia Care Value Management is the Individual Patient Progress Pattern. Based on empirical data, it outlines expected progress, hour by hour, allowing detailed tracking against a known standard. As patients deviate from their patterns, Clairvia alerts caregivers and staff managers, empowering rapid, accurate responses that ensure superior care outcomes with minimal disruption to the overall schedule.

*“Clairvia solutions provide our organization with the right nurse, at the right place, at the right time, and at the right cost.”*

*- Mary G. Nash, Ph.D., Chief Nursing Executive, Ohio State University Health System*

*- Peter Geier, Chief Executive Officer, Ohio State University Health System*



*“By combining an innovative, team-oriented approach with the real-time staff management capabilities of Clairvia software, nursing leaders at Mount Sinai Hospital’s medical service have significantly reduced overtime costs while supporting safer, higher-quality staffing and increasing staff satisfaction.”*

*- Carol Porter, DNP, Chief Nursing Officer, The Mount Sinai Hospital*

## Hospitals using Clairvia see dramatic improvements across the organization.

With Clairvia assessing staffing needs far more accurately and frequently—in terms of both the number of caregivers and the required skill set for this particular patient population—schedules become more reliable and more effective.

As schedules become more predictable, caregiver satisfaction and performance increases. Your staff gains control of their schedules, and gains confidence in the knowledge that their skills are being applied to helping patients get better faster.

*“Clairvia is acutely focused on creating innovative software and moving nursing ahead for the future.”*

*- Janet Spunt, Chief Nursing Officer, University of Illinois Medical Center*

**Clairvia**<sup>®</sup>  
Optimize every moment<sup>™</sup>

## Before it transforms your organization, see how Clairvia has transformed others.

Clairvia puts a premium on evidence. So should you. With compelling case histories from the 200 hospitals currently using Clairvia Care Value Management, we can show you just how powerful this solution can be – by showing you what it has already done.

Healthcare delivery is inherently complex and difficult to manage. Looking at the landscape ahead, it promises to get even more so. The organizations that succeed will be the ones with the robust, comprehensive systems in place that can absorb and adapt to the coming transformation of healthcare.

The Clairvia team has created a powerful solution—and we're still coming up with new ideas. We continue to engage the issues of healthcare management at this ever-shifting time, and invite you to participate in our exploration of the ideas that are shaping our industry, today's best practices, and the evidence upon which real solutions can be built by visiting our lively, thought-provoking blog:

[www.clairvia.com](http://www.clairvia.com)

*"We've seen Clairvia improve virtually all critical healthcare indicators: from patient care quality and safety to patient throughput and productivity—as well as staff and patient satisfaction." - Michael Warner, MHA, Ph.D., Chief Science Officer*

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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