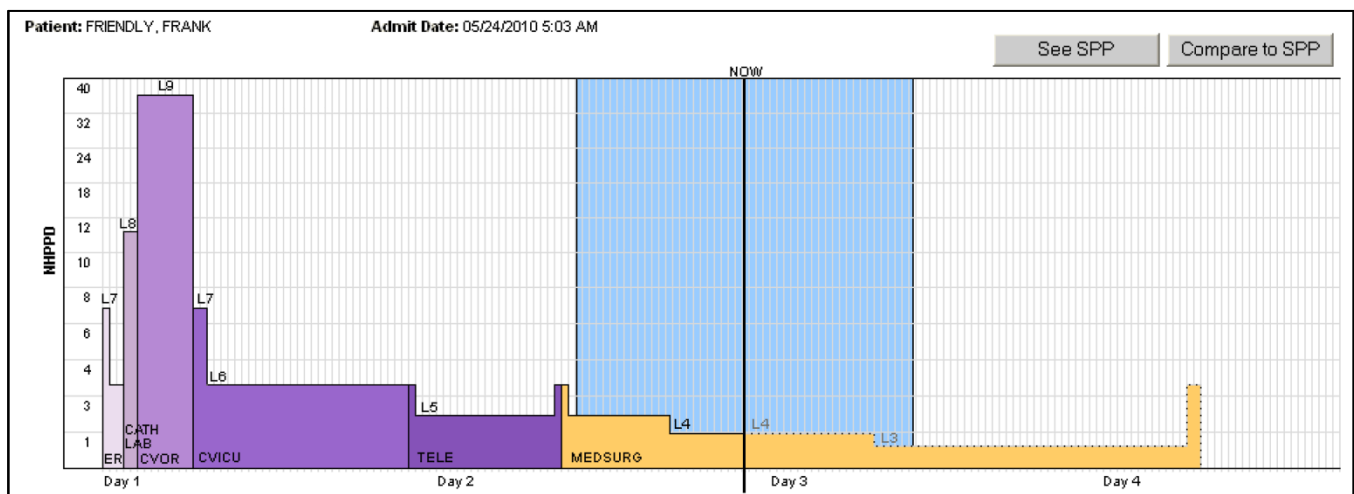


CVM™ Demand Manager

A Clairvia Care Value Management Solution

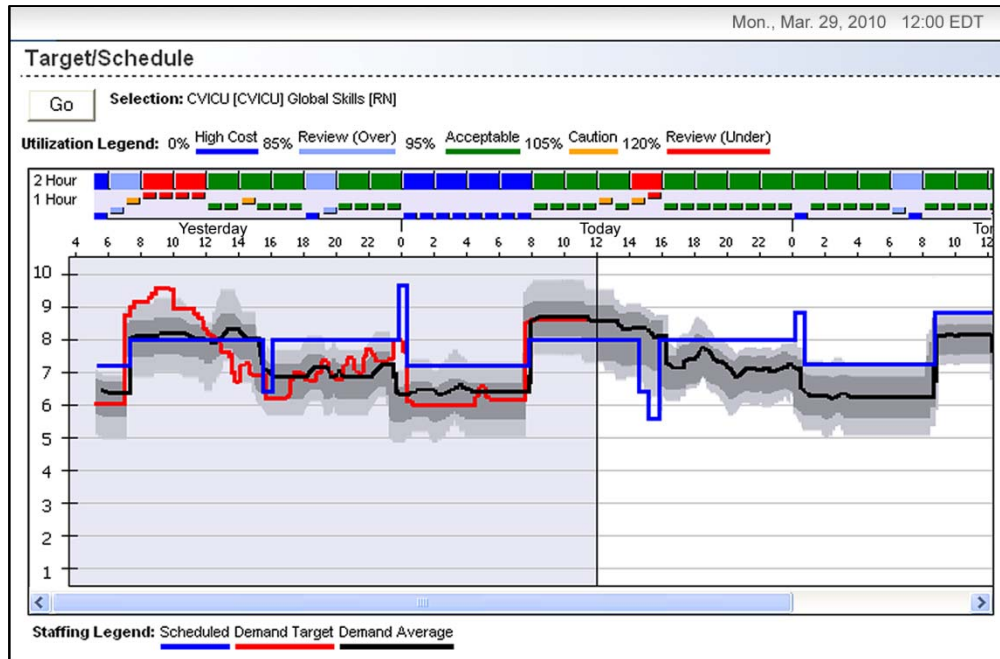
In the current hospital environment, the demand for patient care services rarely remains static for a 24-hour period, or even a single shift. It constantly fluctuates based on events such as procedures, admissions, discharges, and transfers, as well as changes to patients' clinical status. Clairvia CVM™ Demand Manager continuously measures, tracks and predicts patient-specific care demands, enabling healthcare organizations to allocate the correct staffing workload required to attain optimal clinical outcomes for every patient.

The core of the solution is the individual demand pattern for each patient, captured from actual activity at the individual level, from time of admission to the present moment, and forecast, based on current condition, to the moment of discharge. As care events and health status changes occur, each patient's demand pattern and corresponding workload requirements are automatically adjusted up or down. As a result, the right number and type of caregivers are accurately aligned to patient demand, moment-by-moment, person-by-person.



Each patient's demand for care services is tracked in real time. Colored areas identify the unit the patient is on; current clinical condition is reflected by level codes (e.g., L7 = Level 7). The "NOW" line (middle of screen) separates actual progress (on the left) from predicted future progress (on the right). The height of the blocks indicates caregiver resources required to move the patient to the next desired level of wellness. Each patient's pattern is automatically updated via interfaces to ADT and the EMR.

At the unit level, staff managers are able to look "within the shift" at moment-by-moment changes in demand for caregivers, and compare demand with available supply to identify pockets of under- and overstaffing. These pockets can be minimized by adjustments to staffing and/or demand (via transfers or procedure changes), thereby maximizing quality and safety while reducing costs. This orderly, predictable approach to staffing empowers managers to avoid the last minute, crisis-mode decisions that typically limit options for quality and cost control.



CVM™ Demand Manager Target/Schedule analysis clearly shows how moment-by-moment demand for caregivers (red line) deviates from current supply (blue line). When red is above blue, the unit is understaffed; blue over red indicates overstaffing. Such pockets of under-and overstaffing offer opportunities to increase productivity by adjusting supply and/or demand. The colored "safety bar" (at the top) shows times when staffing is within acceptable limits (green), periods of unacceptable overstaffing (blue), and two levels of understaffing (orange and red). Managers can quickly see where attention is needed. The NOW line divides the recent past (to the left) from the predicted near future (to the right).

Benefits:

- Captures moment-by-moment caregiver demand, in detail, based on individual patient needs
- Allows precise, real-time matching of caregiver supply to patient demand, minimizing over-and understaffing
- Increases caregiver and patient satisfaction by significantly reducing instances of understaffing
- Cuts costs by minimizing pockets of overstaffing

Return on Investment:

- Significantly improves productivity by matching caregiver supply to real-time patient demand
- Dramatic cost reductions achieved by eliminating pockets of overstaffing
- Caregiver turnover decreases as satisfaction increases

Integration to existing HIT systems:

- Fully integrated with hospital’s ADT system via HL-7, for real-time patient tracking
- When implemented with Clairvia CVM™ Outcomes-Driven Patient Acuity, each patient’s clinical condition can be automatically captured from the Hospital’s Patient Documentation System

Optimize CVM Demand Manager with the following integrated modules:

- [CVM Patient Progress Manager](#)
- [CVM Staff Manager](#)
- [CVM Outcomes-Driven Patient Acuity](#)
- [CVM Demand-Driven Patient Assignment](#)
- [CVM Care Cost Manager](#)