



## Optimizing Moments: What our customers are saying

Clairvia®

### Midland Memorial Hospital in Texas leverages Clairvia® Demand Manager software and process improvement to forecast patient demand, optimize staff utilization, eliminate agency staffing and improve employee collaboration

To Robert Dent, Vice President of Patient Care Services at Midland Memorial in Texas, monitoring and anticipating fluctuations in patient demand—on a real-time, patient-specific and moment-to-moment basis—is vital to providing quality, cost-efficient healthcare.

“Everyone involved in patient care today knows that demand for staffing care is highly dynamic, sometimes changing within a shift and hour,” says Dent. “Tracking and measuring our patients’ demand for staffing care—at every moment and interval of time—gives us the means to assign role-specific staffing workload throughout each patient’s hospital stay, more efficiently use our staffing resources, and estimate future staff scheduling needs and trends,” says Dent.

By implementing Care Value Management (CVM) Demand Manager software by Durham, N.C.-based Clairvia along with staff management process improvements, Midland Memorial, a 320-bed facility with more than 1,400 employees, has achieved three significant operational objectives:

- The elimination of agency staffing, reducing labor costs by as much as \$6 million a year
- Improved staffing productivity (benchmarked to the 25th percentile with Solucient Action O-I data)
- Precise monitoring and reduction of overtime use

Fully integrated with Midland Memorial’s ADT system via HL7 interface, CVM Demand Manager provides real-time tracking of patient admissions, discharges and transfers. Each patient’s demand for care is monitored on an individualized demand pattern. Staffing managers can pinpoint how patients’ evolving demand for caregivers compares with available staff supply and can counteract any foreseen instances of over-staffing and under-staffing.

CVM Demand Manager, Dent says, supports a range of Midland Memorial’s recent process improvements that include:

- Creation of an internal resource pool to optimize supplemental staff deployment according to patient demand dynamics
- Establishment of a Fatigue Management Policy to prevent excessive nurse work hours and shifts, increase patient safety, and improve staff satisfaction
- Conducting weekly Nursing Leadership Roundtable meetings to evaluate the day-to-day effectiveness of staffing care, improve collaboration and process transparency
- Conducting bi-monthly Nurse Staffing Advisory Council meetings to review overall patient care and staffing issues, initiatives and results

The combination of CVM Demand Manager, which Midland Memorial has used since early 2008 and the hospital’s process improvements has instilled a best-practice staffing environment, says Dent.

“We’ve been very successful in achieving our initial objectives,” he states. “By managing patient demand and deploying our internal float pool, we have eliminated our dependence on agency staffing and significantly reduced staffing costs. Our past external agency costs have ranged between \$4.5 million and \$6 million a year.”

To highlight Midland Memorial’s improvements in staff productivity, Dent cites specific results within two of the hospital’s units. In Ortho/Neuro, staff productivity (as measured by hours worked per equivalent patient day) exceeded the 75th percentile during the second quarter of 2006. By the fourth quarter of 2008, staff productivity in the unit benchmarked to the 25th percentile. In Oncology, staff productivity also surpassed the 75th percentile in the second quarter of 2006. By the first quarter of 2009, staff productivity in the unit benchmarked to the 25th percentile.

“I expect that as we continue to explore and leverage the Demand Manager technology and continually monitor and evaluate staffing effectiveness throughout our organization, we’ll further improve our patient care and staffing metrics,” Dent predicts.

As an example, he says by analyzing historical demand trends with CVM Demand Manager, Midland Memorial will be able to estimate future staff scheduling needs by the month and season of the year.

“Predicting patient demand helps us not only provide better patient care, it enables us to provide our employees with more predictable, dependable and well-organized work schedules,” Dent says. “We want to take a comprehensive approach to improving our operational effectiveness, which involves better meeting the needs of both patients as well as our staff.”

---

### **About Midland Hospital**

For over 50 years, Midland Memorial Hospital, the only not-for-profit hospital in Midland County, Texas, has delivered high-quality, accessible healthcare for citizens of central Texas.

Over the decades, Midland Memorial Hospital has changed dramatically to meet the needs of the dynamic community it serves. The hospital has undergone numerous physical expansions and introduced many innovative programs, such as the Heart Institute and various rehabilitation programs.

Today, Midland Memorial is a 320-bed healthcare organization employing more than 1,400 employees and offering the professional medical services of over 200 admitting physicians. Supplementary programs and services include treatments for cancer (Allison Cancer Center), women’s and children’s health care services and the various outpatient programs offered at both Main Campus and West Campus.

For more information, visit [www.midland-memorial.com](http://www.midland-memorial.com)

---

### **About Clairvia®**

Clairvia, headquartered in Durham, N.C., serves more than 1,200 healthcare organizations, medical facilities, nursing departments, and group practices with advanced software solutions for patient and staff management.

Clairvia Care Value Management (CVM) is a comprehensive software suite that empowers healthcare providers to deliver the right caregivers to each patient—at the right time—to achieve the next, desired level of wellness. In more than 200 successful implementations, Clairvia CVM has driven measurable improvements in quality of care, patient safety, patient throughput and financial performance, as well as patient, staff, and physician satisfaction. The complete Clairvia CVM solution includes the following software products:

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

For more information, visit [www.clairvia.com](http://www.clairvia.com).

