



Optimizing Moments:
What our customers are saying

Clairvia®

Clairvia solutions enable The Children's Hospital of Denver to assign patients to caregivers based on real-time patient acuity, improving focus on safety and outcomes, and distributing more balanced caregiver workload

At The Children's Hospital of Denver, a national leader in pediatric care, meeting the needs of its young patients is highly personalized.

In addition to its welcoming, child-friendly environment and all-private rooms, the hospital is implementing patient-focused technologies that automatically measure each child's clinical needs for care and then assign the individual nurse or caregiver team expertly qualified and skilled to meet those individualized care needs.

Through a phased-in implementation beginning in its critical care units and a 48-bed medical unit, The Children's Hospital is furthering its evidenced-based, patient-centric commitment through two Care Value Management (CVM) solutions from Durham, N.C.-based Clairvia:

- CVM Outcomes-Driven Patient Acuity – Calculates workload for staffing levels and skill mix based on patients' outcomes assessments, focusing care efforts on guiding patients to each, next level of wellness
- CVM Demand-Driven Patient Assignment – Matches each patient's current staffing needs, based on acuity assessments and other demand data, to each caregiver's precise qualifications, competencies and experience levels, making certain that patients receive the right care needed to help move them to their next desired clinical outcome

CVM solutions align patient-specific staffing care by leveraging real-time patient data from electronic medical record (EMR) and admission, discharge and transfer (ADT) systems.

Early results elicit positive feedback among nurses and clinical staff, reveal potential for improved patient outcomes and research initiatives

"While we're still in the early stages of implementing these two systems, I'm receiving positive feedback from our nurses and clinical coordinators," says Brenda Hyle, a clinical manager at The Children's Hospital directing the Phase I implementation. "We see the significance that integrating these systems have in improving care quality, patient safety, and patient throughput, generating more balanced staffing assignments for our staff, and gathering the data to conduct valuable outcomes research."

Since the Clairvia systems incorporate real-time patient assessments through integration with the hospital's EPIC clinical system as well as real-time ADT data, Hyle says she expects "they help us make evidenced-based, clinically documented staffing decisions. For example, when we're transferring patients to different levels of care, we want to make sure those actions are appropriate and in the best clinical interest of our patients.

"And, certainly, we look forward to capitalizing on all the specific caregiver and outcomes data we will be able to pull and analyze once the systems have been in place for some time," she continues. We're excited about the potential of conducting detailed outcomes research and pinpointing those decisions and caregiver-to-patient interactions that are the most clinically beneficial and safest for our patients."

The objective: Drive staffing decisions and patient assignments based on real-time patient acuity and staffing workload measurement

"The integration of Clairvia Patient Acuity and Patient Assignment will give us the opportunity, as an organization, to move staffing away from being based on nursing hours per patient day (NHPPD) to being based on real-time, documented patient acuity," Hyle explains. "We want to drive patient assignments directly from the outcomes-driven acuity data our patients are generating. This will allow us to more directly support patient safety and quality, and better address the overall needs of our patients and staff.

“Already, in our early Phase I implementation, the integration of the two software systems is helping us make more balanced patient assignments based on each patient’s acuity levels,” she reports. “By examining each patient’s acuity, we can better distribute staffing workload and make the best and most balanced caregiver-to-patient assignments.”

CVM Outcomes-Driven Patient Acuity

Since CVM Outcomes-Driven Patient Acuity calculates workload for each patient based on patients’ clinical assessments, a critical step in achieving accurate patient acuity is ensuring timely and complete clinical documentation, Hyle emphasizes.

As nurses enter patient assessments into the EMR at The Children’s Hospital, the assessments are sent to Clairvia Patient Acuity via HL7 connectivity. Clairvia Patient Acuity maps the assessments to standard nursing outcomes classifications, and converts them to acuity scores and associated staffing workload for each patient.

“Prior to the implementation, we conducted audits to make certain our nurses were entering clinical documentation completely and appropriately,” Hyle says. “This work has been worth the effort as we have greatly improved the quality, thoroughness and timeliness of our clinical documentation. This is translating to accurate patient acuity and outcomes data in our Clairvia system.”

It’s essential, she says, that in order for nurses to trust an automated acuity system, the acuity generated must be consistent with the actual workload being experienced by the nurses during their shifts.

“Our nurses are realizing that Clairvia Patient Acuity generates accurate acuity,” Hyle says. “Ensuring accurate acuity is critical to us because if we are to move away from staffing based on hours per patient day, the acuity has to be right on target.”

Nurses at the hospital, Hyle says, also highly value that Clairvia’s acuity solution is a by-product of clinical documentation, and does not require any additional caregiver work.

“Our staff really appreciate that Clairvia acuity doesn’t require them to do anything additional to generate acuity. The acuity is derived from their usual, customary clinical documentation and established nursing practices they handle every day.”

CVM Demand-Driven Patient Assignment

Once they gain, in CVM Patient Acuity, the accurate workload needed to optimize care and move patients toward desired outcomes, nurses at The Children’s Hospital are utilizing CVM Patient Assignment to match the unique characteristics and merits of each caregiver to the unique clinical needs of each patient.

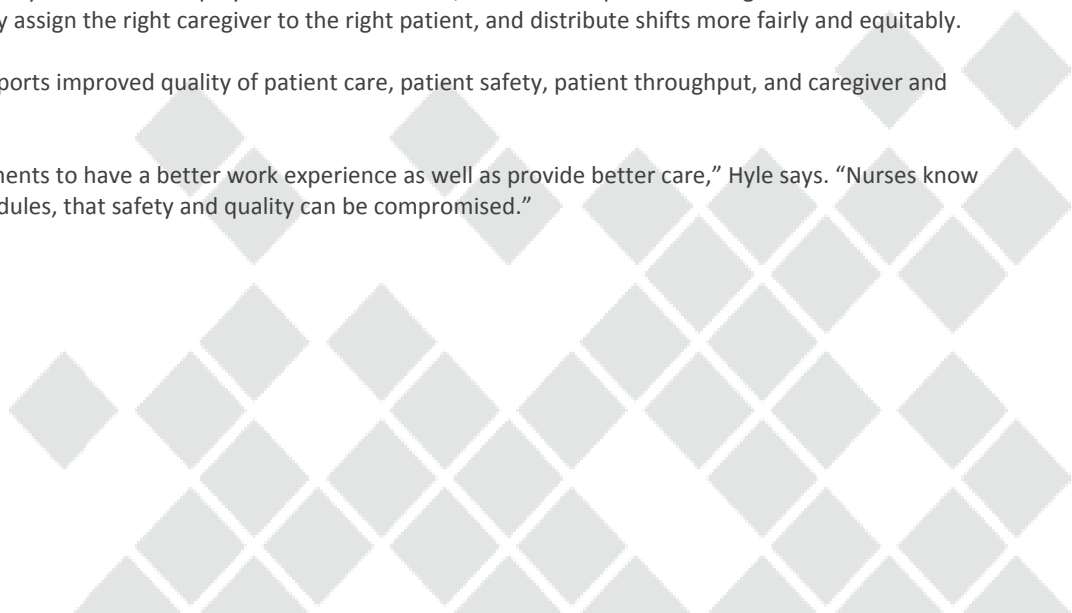
Controlling caregiver-to-patient assignment and placement supports patient safety, quality, continuity of care, and more balanced, equitable workload for healthcare providers.

“Clairvia Patient Assignment provides the means to control individual assignments so that the care we provide is safer and more balanced,” says Hyle. “The fast-changing patient data we can now access through our EMR, ADT and Clairvia acuity systems help pinpoint and document those areas that are experiencing particularly active patient activity and workload, and will allow us to coordinate and align care more efficiently, precisely and more equitably within each care unit and during each shift.”

Because CVM Patient Assignment precisely tracks each employee’s workload status, the software provides charge nurses with the tools and information needed to quickly assign the right caregiver to the right patient, and distribute shifts more fairly and equitably.

More balanced caregiver workload supports improved quality of patient care, patient safety, patient throughput, and caregiver and patient satisfaction.

“Nurses want to have balanced assignments to have a better work experience as well as provide better care,” Hyle says. “Nurses know that when they have overly heavy schedules, that safety and quality can be compromised.”



About The Children's Hospital

A private, not-for-profit pediatric healthcare network providing comprehensive pediatric care, The Children's Hospital of Denver is dedicated to caring for children of all ages and stages of growth.

The hospital's network includes more than 1,000 pediatric specialists and more than 3,000 full-time employees helping to carry out its mission of providing the best healthcare outcomes for children.

Founded in 1908, The Children's Hospital is consistently ranked as one of the top 10 children's hospitals in the nation. For 2008, the America's Best Hospitals report published by U.S. News & World Report ranked The Children's Hospital of Denver as the 7th best hospital for children.

The Children's Hospital of Denver includes a range of leading pediatric care facilities, including:

- The only dedicated Level 1 trauma center in a seven-state region, handling the most challenging emergencies.
- Two additional emergency locations, three urgent care locations and nine specialty care centers and clinics.

For more information, visit www.thechildrenshospital.org

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
- CVM ShiftAlert Mobile
- CVM MobileConnect

Clairvia's Physician Scheduler software automates the demanding, time-intensive task of creating an equitable schedule based on the complex rules of individual physician groups, while ensuring an equitable share of call and adequate coverage.

For more information on all Clairvia products, visit www.clairvia.com

