



Optimizing Moments: What our customers are saying

Clairvia®

Blessing Hospital integrates Clairvia outcomes-based, acuity-driven staffing solutions and its EMR to optimize patient care throughout each patient's hospital stay, and improve clinical and financial outcomes

As a Chief Nursing Officer, Jill Mason knows that each moment and interaction between caregiver and patient can determine how well and how quickly a patient improves and moves toward discharge.

"In healthcare, each moment can be vital," emphasizes Mason, MS, RN, Chief Nursing Officer at Blessing Hospital in Quincy, Ill., which has earned national Magnet® status in recognition for the quality of its nursing care. "From a routine nursing assessment to an emergency intervention needed to save a life, a single moment can be critical in affecting a patient outcome."

The key, she says, in improving patient outcomes lies in continually monitoring, assessing and predicting –in real time through all hours of the day and night–patients' clinical needs so that caregivers can precisely and optimally meet each patient's individual clinical requirements.

"At Blessing, we want to ensure that at every moment of a patient's experience, and at every phase and location of care, we have the right number and type of caregivers at the bedside to deliver the best possible care and achieve the best outcomes for each patient," Mason says. "To help us fulfill our commitment to round-the-clock quality care, we're relying on Clairvia Care Value Management."

Care Value Management (CVM) software solutions from Durham, N.C.-based Clairvia are based on the well-supported principle that patient-centric, outcomes-based staffing care greatly determines care quality and clinical outcomes, and significantly impacts all other key operational indicators in healthcare: patient throughput, staff productivity and satisfaction, cost control and profitability.

Results at Blessing Hospital, a 367-bed, not-for-profit community hospital and regional medical center with more than 2,000 employees, highlight CVM's potential to improve healthcare organizations' clinical and financial performance.

"By implementing Clairvia solutions and integrating them with our electronic medical record, we're not only sharpening our focus on patient care, but we're improving staff utilization, lowering RN turnover, reducing staffing costs, and increasing staff satisfaction," Mason reports.

Since 2006, Blessing has implemented three CVM solutions:

- CVM Demand Manager - Leverages real-time patient-tracking and flow management technology to measure, monitor and predict patient-specific care requirements
- CVM Outcomes-Driven Patient Acuity - Calculates workload for staffing levels and skill mix based on patient-specific outcomes
- CVM Staff Manager - Delivers comprehensive, hour-by-hour command over staffing coverage, allocation and deployment

Alignment of clinical and financial objectives through integration of outcomes-driven patient acuity and online clinical documentation

A core objective for Blessing was integrating CVM Outcomes-Driven Patient Acuity with its Eclipsys EMR to drive patient acuity and staffing workload directly and automatically from its existing clinical documentation.

As nurses complete patients' clinical documentation in the Eclipsys EMR, CVM Patient Acuity simultaneously calculates the workload for staffing levels and skill mix needed to move patients to each, next level of wellness and progressing toward discharge.

The patient assessments, sent to CVM Patient Acuity through HL7 connectivity, are mapped to standard nursing outcomes classifications and seamlessly converted to an acuity score and an associated staffing workload for each patient. Patient acuity levels are updated continuously as patient assessments are entered into the EMR.

"Because we have the real-time means to track and predict patients' demand for care throughout their stay and provide outcomes-based, acuity-driven staffing at the point of care, we're achieving improved clinical and financial results," says Mason. "Our nursing leaders have the innovative demand and staffing tools to drive optimal decision-making, and improve staff utilization and productivity."

Improved Staff Utilization and productivity

CVM Demand Manager and the integration of CVM Patient Acuity with Blessing's clinical system allow staffing managers to precisely align staffing resources to meet current and anticipated patient volume and workload requirements.

“Since we have documented evidence of our patients’ clinical requirements, both in real time and in projected time, we have accurate patient acuity levels and can drive accurate staffing adjustments as patients progress,” Mason explains. “Resource deployment decisions by our staffing office are now made days in advance, avoiding last-minute crisis calls and reducing costs.”

“Deploying staffing according to evidenced-based need also enables us to adjust our staffing plans and use our nurses more efficiently,” she says. “For instance, in our cardiovascular unit, our budgeted staffing—one nurse to every two patients—has historically been based on feel. However, the evidenced-based data verified that our CVU patients were less acutely ill than expected.”

Cost savings through efficient staff deployment and turnover reduction

Gaining accurate, clinically focused measurement and prediction of patient demand have allowed Blessing to decrease RN contract hours and bonus pay. In addition, since the implementation of CVM solutions, the hospital has significantly reduced staff turnover and turnover expenses.

- At the end of September 2008, Blessing’s turnover rate was 4.68 percent. Just one year later, at the end of September 2009, its turnover rate dropped to 1.87 percent. And Blessing’s turnover continues to fall. At the end of March 2010, the hospital’s turnover rate was down to only 1.04 percent.
- Turnover reduction translates into significant labor expense savings. For instance, in the period from March 2008 to September 2008, the total cost due to its RN turnover—based on the Labor Management Institute’s turnover calculations—was \$3,605,659.20. In comparison, using these same calculations, its total RN turnover cost from March 2009 to September 2009 was \$1,114,289—a savings of nearly \$2.5 million.

Mason surmises that the hospital’s patient-centric, outcomes-driven care environment has helped to increase staff satisfaction and retention.

“Since we started recording nurse satisfaction scores in 2007, the level of satisfaction among our RNs has increased steadily.”

Best-practice approach to clinical documentation

Another important benefit gained through the integration of CVM Patient Acuity and Blessing’s EMR is a best-practice approach to clinical documentation.

“Achieving accurate acuity measurement and workload calculations in CVM Patient Acuity requires more accurate and complete patient care documentation,” says Mason. “The improvements we’ve made in clinical documentation position us to better meet state regulations and Joint Commission standards.”

Some of the improvements made to Blessing’s clinical documentation include:

- More complete clinical documentation since CVM Patient Acuity requires documented assessments to be at least 70 percent complete to calculate a new acuity score
- A reduction in free texting and the addition of new fields to ensure more complete acuity assessment
- The identification and filling of certain documentation gaps in such areas as patient education and family participation
- The identification of and elimination of lag times in entering nursing documentation
- Improved staff awareness of the need and value of complete clinical documentation

About Blessing Hospital

Established in 1875, Blessing Hospital provides high-quality, patient- and family- centered medical care for an agricultural region composed of nearly 400,000 people living in West Central Illinois, Northeast Missouri, and Southeast Iowa.

As the largest and most advanced medical center within a 100-mile radius of Quincy, Ill., Blessing has a medical staff of more than 240 physicians and a team of more than 2,000 employees.

A not-for-profit, not-tax-supported, independent hospital, Blessing has earned Magnet® status from the American Nurses Credentialing Center (ANCC), designating it as one of America’s finest hospitals. Only six percent of the hospitals in America hold this recognition of nursing quality.

The hospital is fully accredited by the Joint Commission on Accreditation of Healthcare Organizations, licensed by the State of Illinois, approved by all third-party payors and designated a Sole Community Provider by the federal Medicare system.

For more information, visit www.blessinghospital.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

For more information, visit www.clairvia.com.

