



Optimizing Moments:
What our customers are saying

Clairvia®

Central Washington Hospital integrates three Clairvia® software systems to improve clinical and financial results in staffing, and strengthen trust and support among its caregivers

In seeking to deliver safer, higher-quality healthcare within budget, Central Washington Hospital in Wenatchee, Wash., has found that good things do come in threes.

The hospital implemented three enterprise-wide Clairvia® Care Value Management (CVM) software modules: CVM Demand Manager, for measuring each patient's real-time demand for staffing workload; CVM Patient Progress Manager, for tracking each patient's care progress toward discharge; and CVM Staff Manager, for deploying the staffing resources needed to meet patient-specific demand.

"As a patient-centered healthcare organization, it's essential that we're constantly aware of the clinical needs and staffing workload requirements of our patients, and are continually prepared to deliver the right care necessary to achieve positive outcomes," says Tracey Kasnic, Chief Nursing Officer at Central Washington Hospital, the major medical facility and referral center for north-central Washington state. "The integration of these three Clairvia systems supports these critical healthcare efforts while helping us staff in a financially sound manner and address the vital workplace needs and expectations of our employees."

Central Washington Hospital is relying on Clairvia's CVM systems to achieve these specific objectives:

- Sharpen focus on patient safety by ensuring that patients receive the clinically appropriate level and type of patient care.
- Operate within budgetary targets for staffing, based on Hours per Patient Day, by preventing over-staffing.
- Improve patient throughput and patient satisfaction, beginning with faster bed assignment for ER admissions.
- Comply with union contracts that require adherence to specific employee scheduling and staffing rules.
- Facilitate care continuity, staff satisfaction and administrative efficiency by filling open shifts through online shift availability signup for employees.

Delivering the right amount and type of staffing workload to meet patients' needs for safe, effective clinical care

By defining and tracking its patients' demand for staffing care—at any moment and interval of time—Central Washington Hospital delivers accurate, patient-specific staffing workload and gains the clinically documented evidence to either increase or decrease staffing levels.

CVM Demand Manager monitors ongoing, hospital-wide intensity and fluctuations in patient demand—as driven by admissions, discharges, and transfers as well as changes in patients' clinical status. The software assigns a demand pattern for each patient that calculates workload demand from admission to discharge. As care events and health status changes occur, each patient's demand pattern and corresponding workload requirements automatically adjust up or down.

"Demand Manager gives our nursing directors and managers, case managers and our staffing office a true, real-time picture of patient volume at all times of the day and night," asserts Kasnic. "We've moved beyond staffing on a midnight census since, as we all know, patient needs can fluctuate significantly throughout a 24-hour period."

To counteract emerging instances of under-staffing, Central Washington leverages rapid-response teams, through a program called Collaborative Staff Intervention (CSI).

"If a nurse sees something that may evolve into an unsafe staffing situation, she or he can call a CSI team, which is comprised of both nurse leaders and staff nurses," explains Kasnic. "The CSI team relies on Clairvia's Staff Manager to quickly allocate and deploy the necessary staffing to meet the foreseen increase in patient demand."



Leveraging real-time patient demand data to make financially sound staffing decisions

“Because we can swiftly spot any foreseen instances of under- and over-staffing, from admission to discharge, we’re better able to meet budgetary targets,” says Kasnic. “In fact, all of our units using Demand Manager are either on or under budget.”

With Demand Manager’s Target/Schedule graphing, nurse managers can continuously analyze how real-time demand compares to past, current and predicted workload. Color-coded measurements of actual demand, demand target and demand average identify variations within acceptable ranges as well as instances of over-staffing and under-staffing.

“The Demand/Target Schedule graph was used recently to open the eyes of one of our D/E (day/evening) charge nurses on our medical unit,” reports Bernadette Such, Central Washington’s Clairvia Application Administrator. “This nurse had been at times putting the unit over budget without the data to support it. After the clinical manager showed the charge nurse the Demand/Target Schedule, it was like a light bulb went off. The real-time demand and staffing data in the graph allowed him to clearly recognize the financial and clinical impact his decisions were having, and to better utilize staffing resources moving forward.

“In addition, his knowledge and use of the application also created an opportunity for him to improve his leadership skills and create trust with employees.”

When Central Washington needs to staff above its HPPD, CVM Demand Manager provides “the patient-centered data we need to support our increase in nursing hours. We can capture distinctions in patients’ needs, based on their condition, using the software’s Patient Exceptions feature. By tracking specific patient acuity needs, we have some clinical documentation to support an increase in nursing hours beyond our budgeted HPPD.”

Improving patient throughput and patient satisfaction by facilitating bed assignment for ER admissions

To expedite patient tracking and care monitoring in CVM Patient Progress Manager, Central Washington seeks to transfer each ER admission to a hospital bed within 45 minutes of the bed request.

By getting patients to beds as soon as possible, the hospital can improve its focus on quality care and patient satisfaction, and take better advantage of the patient flow management technology within CVM Patient Progress Manager. CVM Patient Progress Manager provides moment-by-moment tracking of actual patient progress against evidenced-driven benchmarks. As a result, caregivers can continuously evaluate how each patient is progressing toward established outcomes and refine care resources and care plans accordingly.

“Bed availability is a big challenge for us so being able to anticipate a patient’s discharge allows us to accept new patients with the confidence we will be able to place them in a bed on arrival,” says Such.

Adhering to union provisions through advanced, rules-based scheduling automation and comprehensive reporting

Through its rules-based scheduling engine and comprehensive staff management and reporting capabilities, CVM Staff Manager enables Central Washington Hospital to satisfy requirements of its union contracts.

In addition to enterprise-wide staffing and scheduling, CVM Staff Manager incorporates personalized Web dashboards, real-time decision support, open shift management, productivity management, employee self-service, and customized reporting.

“With its rules-based design and conflict checking, Clairvia Staff Manager precisely controls how each staff member is assigned and works,” says Such. “Because all this data is captured and accessible in the software, it’s easy and convenient for me to generate specific reports that demonstrate the hospital is complying with all union rules.”

For instance, to meet budgetary targets during times of low census, the hospital needs employees to take Mandatory Low Census (MLC) days. However, union rules limit the amount each employee’s work hours should be reduced in a six-month period.

“Our staff members trust that Clairvia accurately tracks and documents their MLC hours,” Such says. “This has significantly improved trust between management and staff.”

CVM Staff Manager enables Central Washington to comply with many other union rules, including those that ensure each employee:

- Receives a 10-hour rest period between each 12-hour shift
- Gains overtime if the period between 12-hour shifts is less than 10 hours
- Avoids floating if he or she has worked more than 12 years at the hospital
- Collects paid leave for the first 16 hours of disability

Filling open shifts and improving employee satisfaction with personalized, interactive self-service dashboards

With CVM Staff Manager's employee Web portals, staff members throughout more than 30 departments at Central Washington stay constantly aware of scheduling and staffing priorities and issues, sign up for available open shifts (Shift Opportunities feature), submit schedule requests to managers, and exchange assignments with co-workers.

"We did not realize, when we purchased Clairvia Staff Manager, how valuable it would be in helping us fill open shifts and improve staff trust, satisfaction, communication and convenience," emphasizes Such. "For instance, by offering the Shift Opportunities online feature, we're able to fill 95 percent of open shifts prior to the schedule start date. This helps us better meet the needs of our patients and employees while improving administrative efficiency and reducing back-and-forth phone calls.

"The Web accessibility also allows managers and directors to assess staff availability and their skills in relation to patient needs and budgetary issues from any location."

Such says employees particularly value the ease and convenience of Web connectivity and interactive functionality "from the comfort of their homes, at any time of the day or night."

About Central Washington Hospital

Located in Wenatchee, Wash., Central Washington Hospital is the major medical facility and referral center for North Central Washington state.

With 1,200 employees and 159 licensed beds, Central Washington Hospital is home to many centers of excellence and specialized services, including its Heart Center, Orthopedics Center, ER & Trauma Center, Neurosurgery Center, and Family Childbirth Center.

Services include inpatient and outpatient surgery, cardiac program, coronary and intensive care, respiratory care, oncology, dialysis, neonatal nursery, home health and hospice, regional trauma emergency department, skilled nursing and rehabilitative services such as cardio-pulmonary, physical, speech, and occupational therapies.

The origins of Central Washington Hospital date to the early 1900s with the establishment of Central Washington Deaconess Hospital and St. Anthony's Hospital. The two organizations merged in 1974 to form Central Washington Health Services Association. The St. Anthony's facility was renamed Rosewood Hospital in 1978 and the facilities combined their operations at the remodeled and expanded Rosewood Hospital site under the name Central Washington Hospital.

For more information, visit www.cwhs.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
- CVM ShiftAlert Mobile
- CVM MobileConnect

For more information, visit www.clairvia.com.

