



Optimizing Moments:  
What our customers are saying

Clairvia®

## United Regional Health Care System in Texas implements Clairvia® CVM solutions to establish an objective, clinically driven approach to providing quality staffing care and patient safety

Delivering optimal care in today's demanding, performance-driven healthcare environment leaves little room for guesswork or subjectivity. Each patient's clinical needs must be precisely assessed in order to provide the exact care required.

That's why United Regional Health Care System in Wichita Falls, Texas is leveraging a series of software solutions from Durham, N.C.-based Clairvia that calculate patient acuity and drive point-of-care nursing assignments based on patient-specific clinical assessments within its electronic medical record (EMR).

"We place patient care excellence and patient safety as our absolute priorities," says Pamela Bradshaw, RN, CCRN, NE-BC, CNO and Vice President of Nursing and Clinical Services at United Regional. "Achieving our goals in staffing care requires that we have an objective, accurate picture of each patient's clinical needs so we can precisely align and deploy caregivers according to patients' individualized requirements.

"By integrating Clairvia systems with our EMR, and measuring patient acuity directly from our real-time clinical documentation, there's no grey area in determining what type and level of staffing—and which particular nurse or other caregiver—will deliver the best and safest care for each patient."

United Regional has selected a suite of five offerings within Clairvia's Care Value Management (CVM) solution set. CVM solutions are based on the well-established tenet that patient-centric, clinically driven staffing care greatly determines care quality and safety, as well as other key operational healthcare indicators: patient throughput, staff productivity and satisfaction, and cost control and profitability.

At this stage in its implementation plan, United Regional is utilizing three primary CVM modules:

- CVM Outcomes-Driven Patient Acuity: Calculates workload for staffing levels and skill mix based on patients' outcomes assessments, focusing 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
- CVM Staff Manager: Delivers enterprise-wide, hour-by-hour command over staffing coverage, allocation, and deployment

### **By driving patient acuity on clinical documentation, United Regional matches staffing care to individualized patient needs**

"Clairvia's integrated CVM systems support our commitment to providing quality, safe patient care because the systems align staffing care directly with the real-time clinical status of patients," says Bradshaw. "CVM Patient Acuity is the foundation of this approach. Since it drives acuity measurements straight from our clinical documentation, we receive seamless patient acuity based on actual patient condition, and not on subjectivity or nurses' instinct."

With accurate patient acuity, United Regional relies on CVM Patient Assignment to match the specific clinical needs and requirements of each patient to the specific characteristics, skills, and workload of each caregiver.

"The integration between these two CVM systems helps support patient safety and quality care," says Bradshaw. "Our charge nurses rely on patient acuity when making assignments. The assignments reflect what is most clinically appropriate and needed for each patient."

In addition, "We're able to take better advantage of our staffing resources and align them more equitably and fairly while we meet patient needs," emphasizes Justin Keeter, one of United Regional's critical care unit managers and the organization's patient acuity implementation leader. "We no longer have one nurse significantly overloaded in caring for very sick patients when another, similarly qualified nurse has a very light workload.

"Also," he says, "nurses have more trust in the staffing process because they know they are being assigned based on actual, documented patient acuity. So beyond supporting safer, better care for our patients, Clairvia is promoting higher levels of satisfaction among our staff nurses."

## **Advanced, enterprise design and employee self-service tools deliver orderly, synchronized staff scheduling and management**

The role of automating United Regional's overall staff scheduling and management processes falls on CVM Staff Manager.

Fully integrated with CVM Patient Acuity and CVM Patient Assignment, CVM Staff Manager delivers comprehensive enterprise scheduling and staffing, real-time decision support, open shift management, advanced productivity management, and accurate, up-to-the-minute reporting.

With CVM Staff Manager, managers gain a complete view of system-wide schedules and staffing, from an enterprise perspective to the status of each and every facility, department, unit, shift, and employee. This single, central staffing viewpoint—with all variances distinguished by specific color guides—pinpoints over-staffing and under-staffing, in all care settings, at all times.

"The design of Staff Manager makes it easy and effective to manage our staff in a centralized, integrated manner," says Michael Gardner, United Regional's manager of Patient Care Services who is responsible for staff scheduling and staffing. "With the real-time employee availability tool, it's quick and simple to find the most suitable staff, based on skills and cost considerations, to work specific shifts. And because of the integration with Clairvia acuity and patient assignment, we can always place the right people in the right assignments according to the specific needs of our patients and employees."

No longer, Gardner reports, is the organization caught in a reactive mode because it's short-handed on near-term shifts. "Since we have an accurate, centralized assessment of our current and future staffing, we're much more proactive," he says. "We have a better overall picture of our staffing than ever before."

Also contributing to a more orderly, well-planned approach to scheduling at United Regional is Staff Manager's employee self-service functionality.

Through Staff Manager's personalized employee Web portals, hospital employees take an active part in developing their schedules, stay constantly aware of scheduling and staffing issues, and communicate and collaborate with colleagues. Staff members can submit schedule requests, sign up for "shift opportunities" (available open shifts), exchange assignments with co-workers, and view their current and future schedules.

"The shift opportunities feature supports more organized, proactive scheduling and staffing because available shifts are filled quickly," Gardner says. "Employees really like it because they can quickly and easily sign up for additional assignments. Before, they could get tied up for 20 minutes or more on the phone to inquire about any shifts that are still open. Now, they quickly go on the Web and directly find what they need in a matter of seconds."

## **Upcoming implementation of other CVM modules expected to deliver additional benefits**

United Regional expects to implement two other CVM modules in the near future:

- CVM Demand Manager: Continuously measures, tracks, and predicts each patient's highly specific and detailed care demands
- CVM Patient Progress Manager: Constantly monitors and compares each patient's expected clinical progress to actual progress, moment by moment, from admission to discharge

"I'm eager to fully implement all the Clairvia modules because, as integrated solutions, they do offer great potential in helping us reach higher levels of care quality, patient safety, and staff satisfaction," Bradshaw says.

In specific terms, Bradshaw expects CVM solutions will:

- Demonstrate to all levels of the organization that nursing resources are being utilized in the most effective manner possible. "While I believe we have been staffing very efficiently all along, it's great to have the documented clinical data to justify and support your staffing plans and resource deployment. Clairvia should not only provide evidence of how productive and effective we are now, it should give us the support needed to drive ongoing staffing initiatives."
- Make it easier and more organized to meet The Joint Commission standards and expectations. "Because we're capturing comprehensive workload data and have detailed, on-demand reporting, we are in a better position to comply with accreditation. In addition, The Joint Commission requires hospitals to trust and use valid acuity. By determining acuity based on clinical documentation, we know the acuity is accurate, seamless, and integrated. It also frees up nursing time so staff can focus on patient care."

## About United Regional Health Care System

Serving the residents of Wichita Falls, Texas and the surrounding areas for nearly 100 years, United Regional Health Care System is a comprehensive health care facility offering advanced technologies and a broad spectrum of medical and surgical services.

The healthcare organization, licensed for 325 beds, provides the area's only comprehensive cardiac care facility, and its only Level III trauma center.

For more information, visit [www.unitedregional.org](http://www.unitedregional.org)

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## 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](http://www.clairvia.com).

