



Epic Grand Central Optimization

Meeting the Challenges of Patient Workflows Head-On

As we know, healthcare is constantly changing. Hospital systems need to meet these challenges head-on. Patient satisfaction is critical to the longevity and vitality of any care system. Long delays between discharge orders being placed and clean bed status can significantly **decrease potential revenue and patient satisfaction**. HealthBPM's team of experts can assist in implementing a more efficient use of Grand Central to achieve faster turnaround times.

- Are you experiencing long delays between discharge orders being placed and the physical discharge of the patient?
- Do patients wait too long for a transport team member at discharge?
- Do rooms remain dirty after discharge for extended periods?
- Are patients waiting too long in the emergency room for an available bed?

If you answered **yes** to any of the above questions, your patient satisfaction is most likely being impacted. Patient satisfaction is not simply smiles and good cafeteria food, but is rooted in every aspect of the patient's experience. Good patient satisfaction will continue to bring in patients, but it will also give your facility a foundation in the community (Worthington, 2004). HealthBPM brings an integrated approach to improving patient movement workflows.

Longer wait times have also been seen to negatively impact the patient's trust of the physician and the perception of quality of care.

- (Bleustein, et al., 2014)

Bleustein, C., Rothschild, D., Valen, A., Valatis, E., Schweitzer, L., & Jones, R. (2014, May). Wait times, satisfaction scores, and the perception of care. *The American journal of managed care*, pp. 393-400.

Worthington, K. (2004, February). Customer satisfaction in the emergency department. *Emergency medical clinics of North America*, pp. 87-102.

Our Integration Approach

By integrating these three operations, care facilities have seen improvements in workflows, communication and reporting metrics.

- Bed Planning – Helping staff have the most up to date information to be able to assign and place patients efficiently.
- Transport – Creating streamlined workflows and integrating mobile devices to enhance communication between transport staff and the sending and receiving units.
- Environmental Services (EVS) – Increasing awareness of needs and readiness and decreasing lag time for room turnover allows for decreased wait times and confusion.



When these three components are utilized to the maximum potential, the patient movement cycle becomes not only less frustrating for your staff, but it will also help increase patient satisfaction and benefit the organization.

With our integration approach you will see:

- Increased revenue through faster turnaround times;
- Faster discharge-times; and
- Improved patient satisfaction survey scores.

HealthBPM can help facilitate the change you need! Our expert Epic consultants have years of experience with Epic optimization. If your organization needs assistance with improving its workflows, give HealthBPM a call.



HealthBPM — Better Performance Management

If interested in learning more about our Epic Grand Central Optimization and HealthBPM please contact **Neil Rolland** at nrolland@healthbpm.com or 952-239-5733.