



GRACE HOSPITAL



SPOTLIGHT ON GRACE HOSPITAL

Transforming Patient Flow

THE BOTTLENECK BUSTER | A new bed-management software system, Oculys Performance, rolled out at the Grace Hospital in February 2016 is paying off.

The software is designed to track bed usage and patient activity in various departments at the Grace in real time, allowing staff to better manage the flow of patients through the hospital. This, in turn, leads to enhanced delivery of care in various departments, including emergency, says Krista Williams, Chief Nursing Officer for the Grace.

"Oculys is a visual tool that shows staff what's happening in the hospital," says Williams, one of several leaders for implementation of the software program.

Prior to its inception, staff would spend a lot of time making phone calls and looking at various data sources to determine patient activity, admissions and discharges. By the time this information was collected to make decisions, it was already outdated.

But with the new system in place, staff can access key information including emergency wait times, admissions, discharges, bed availability and more into a simple data set that provides real time information.

"Very quickly, you can see how busy the hospital is, which allows us to shift resources around to match the demand," she says. "The result is bottlenecks in the system are eliminated and people get the service they need in a more timely way."

For example, data indicate that the wait time for an inpatient bed at the Grace in April 2016 was 57 per cent lower than the same month in the previous year. In addition, the average length of stay in the emergency department in April improved by 20 per cent, when compared to the year previous.

Staff members at the Grace say Oculys has been so useful, they don't know how they functioned prior to its introduction.

"We were managing our resources without having all the information we needed to make timely, effective decisions," says Rachel Ferguson, Chief Administrative Officer at the Grace and one of the project's leaders.

"Oculys allows us to see exactly what's going on in the hospital now – even if we're not there. I couldn't imagine not having it now."

The Region decided to pilot Oculys at the Grace working closely alongside project leads Williams and Ferguson with change agents Pat Biglow and Shelley Keast. Oculys works by collecting data from three key databases: Medworxx, the Emergency Department Information System, and the Admission, Discharge, and Transfer System. The system can be accessed via desktop and laptop computers located throughout the hospital in every department. Hospital management is also able to access the program on their handheld devices, so they can keep an eye on what is going on at the hospital when they are off site or on call.

While the software is developed by Ontario-based Oculys Health Informatics, staff at the Grace configured the user interface and determined what type of data would be collected, says Williams. "The challenge was trying to make it as user friendly for staff as possible. Engaging the right staff during the development was key to our successful implementation."

The process of implementing Oculys wasn't without surprises, says Ferguson. For example, prior to the implementation of Oculys, management thought they knew where certain bottlenecks in the system were occurring. "But with Oculys, we discovered many new issues that we were unaware of," says Ferguson.

One of the main benefits of Oculys is that it has empowered staff to work more collaboratively to address issues dealing with patient flow, says Williams. "In the past, everyone worked in silos," she says. Oculys helps integrate critical information into one source and helps us gauge big picture performance of the patient journey.

"Oculys has empowered staff to work more collaboratively to address issues dealing with patient flow. It helps integrate critical information into one source and helps us gauge big picture performance of the patient journey."

HARMONIZING COMMUNICATION THROUGH TRANSPARENCY



VITAL STATISTICS

2,100+

beds across six acute hospital sites

300,000

annual ED visits

16,000

staff



Regional tertiary, academic and community hospitals

THE CHALLENGE

- No access to real-time data from various systems in a single consolidated view
- Lack of needed visibility of real-time demands, discharges, and census
- Increased emphasis on improving patient safety and accountability while reducing risk

THE SOLUTION

Oculys Performance

- An award-winning cost effective software solution that tracks patients in real-time throughout their hospital journey – accessible anytime from anywhere. In use at Grace General, Seven Oaks General, Health Sciences Centre, Concordia, St. Boniface, and Victoria General Hospitals, the software flags bottlenecks and gives users unprecedented clinical insight and operational views of their hospitals by displaying unconnected data in a meaningful way.
- At the regional level, Oculys provides an aggregate view with key performance indicators to ensure leaders have consistent common data and information in real-time. The 'big picture' regional view delivers powerful visibility across the entire system.

THE BENEFIT

- Transparency and visibility with the ability to see and address barriers quickly
- Enhanced communication to expedite discharges, identify wait times, and track the patient journey
- Transparency between all departments with a clear view of bed allocation needs at all times – enhanced team alignment
- Real-time, anytime, anywhere, on any device

GRACE HOSPITAL

First year results

↓ **14%**

Decreased ED length of stay

↓ **23%**

Decreased wait time from decision to admit to inpatient bed

↓ **5%**

Decreased average inpatient length of stay