Improve Efficiency, Safety, & the Patient Experience with Location Technology

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Off-Label Use Disclosure(s)

I do not intend to discuss an off-label use of a product during this activity

Financial Disclosure(s)

I have not had any relevant financial relations during the past 12 months to disclose

Conflict of Interest Disclosure

I have no real or apparent conflicts of interest to report.
Learning Objectives

- Identify points of patient satisfaction, safety and quality that can be enhanced with RTLS
- Explain how RTLS uses rules-based automation to support safety and quality initiatives
- Recognize how LFCC uses RTLS rules-based automation to drive patient flow

EMMC Cancer Care

- New building in 2009
- 135,000 sq. feet, 3 floors
- 250+ patients per day
- 160 staff and physicians
- Medical Oncology
- Radiation Oncology
- Pediatric Oncology
- Breast Surgical Specialists
- Research
- Rheumatology
- Anemia and Blood Management

Measures longer than a football field
Multi-Disciplinary Appointments

Complex “If/Then” statements based on location information and button-presses drive automated alerts.

For Example…

It All Starts with RTLS Badges

Assigned to both:
• Patients
• Staff
Clinical-Grade RTLS Allows Us To…

- Monitor patient alone time
- Monitor exam room and Treatment chair utilization
- Cue staff when it’s time to check on patient or begin the next treatment interval
- Record accurate data for historical reporting

The RTLS must be accurate, timely & reliable for locating to bed- and chair-level

Certified Medical Assistant (CMA) Notification
Provider Notification

IF CMA is in patient room with a patient AND presses her badge button, THEN signal ready for provider

Alone Time Alerts

IF patient is seen in waiting room, exam room, treatment chair, etc. AND a caregiver has not been seen in that location for 20 minutes THEN send alert
Ensure Timely Medication Mixing

**IF** nurse is in treatment area with patient **AND** she presses her badge button **THEN** signal to pharmacy that patient is ready for chemo

**Nurse notification to pharmacy of patient’s readiness for treatment**

Ensure Timely Medication Mixing

Reduces phone calls or time spent walking to/from pharmacy
Mixing meds at the correct time reduces potential for waste

**Pharmacist simply clicks the screen to acknowledge**
**Ensure Timely Medication Mixing**

Nurse does not need to walk back-and-forth to pharmacy to check
Reducing trips to pharmacy = efficiency for treatment nurses

Pharmacist clicks again to signal chemotherapy pre-meds are ready

**Meaningful Use Depart:**

Patient’s Overall Length of Stay
Timer stops but allows for the Depart Paperwork to be completed
Ensure Timely Medication Mixing
Fewer interruptions for pharmacist reduces potential errors
Pharmacist remains focused on order processing

Pharmacist clicks to signal chemotherapy meds are ready

Ensure Timely Patient Communication
“Order clarification required” communication to RN.
RN communicates order delayment to Patient

Pharmacy clicks to signal order processing delayment
RTLS Reporting — Infection Control
RTLS reporting shows all staff or patients who came into contact with an infectious patient.

![Degree of Exposure Table]

Telephone Directory

![Telephone Directory Image]
Wait Times Related to New Computer Program Implementation

A Review of Benefits Realized for the Value of Health IT

Improved Patient Satisfaction
Consistently > 96.78%

Improved Staff Satisfaction
Saves nurses 1 mile/day
Saves CMAs 4.1 miles/day
Efficiency for Providers

Improved Treatment Efficiency & Safety
Reduces patient alone time

Reduced Potential Errors
Related to interruptions (CMA / Provider interaction and RN / Pharmacy interactions)

Historical Data
Infection Control Reports
Process Improvement Reports

Infection Prevention
Exposure Reporting
A Review of Benefits Realized for the Value of Health IT

Improved Patient Satisfaction
1 Breast Cancer Chemo Patient = $40,000

Efficiency Savings
3 FTEs saved = $114,000 annually
Saves nurses 1 mile/day = $22,600 annually
Saves CMAs 4.1 miles/day = $5,325 annually

$181,925 Annual Savings

Association of Community Cancer Centers (ACCC)
The leading education and advocacy organization for the multidisciplinary cancer team
Top 5

- RTLS Education/Lead by Example
- Eliminate “Crutches”
- “What’s in it for me?”
- Make Convenient
- Proper Patient Scripting

Countless Reasons:

- Efficiency
- Patient Flow
- Patient Satisfaction
- Safety
- Reimbursement

- Infection Control
- Federal Regulations
- Meaningful Use
- Passive Data Collection
- Automated reports
- Etc. etc. etc...
Together We’re Stronger

Patient

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Thank you
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