Case Study

Improved Times for Patient Discharge *with* Aionex Workflow and Automated Notifications

Fast Facts

Client: Southwest General Hospital, San Antonio

Challenge: Reduce the length of time associated with discharging patients and improve bed turnaround

Solution: Aionex Discharge Workflow

The Need: Discharge Patients Faster to Increase Daily Census

Southwest General Hospital in San Antonio, Texas, has been providing healthcare for more than 30 years, earning numerous industry awards along the way. The hospital discharges approximately 10,000 patients each year from its various units – cardiology, women's services, outpatient surgery and acute care – and is continuously looking for process improvement opportunities.

The Solution: Aionex FOCUS Bed Capacity and Throughput

Southwest General selected Aionex **FOCUS** Bed Capacity and Throughput, a suite of tools that ensures timely and appropriate task management. A key metric for the 327-bed facility was the length of time it took to discharge a patient once the physician had written the discharge order.

The first month that Aionex Bed Capacity and Throughput was installed, Southwest General discharged 254 patients in an average length of time of 2:18. Twelve months later, the hospital's average discharge length of time was 1:34 for 219 patients.

Discharge Process Awareness, Automation

The Discharge workflow within Aionex **FOCUS** includes timestamping the exact time a physician writes the order, as well as the requirements that must be completed before the patient can be physically transported off the unit and the room can be prepared for the next patient. Examples of typical requirements are discharge instructions, medication reconciliation and confirmation of transportation. The workflow also automatically changes each patient's icon in the Aionex application, so all unit and Bed Board staff instantly see on their monitors which patients are being actively discharged and which are expected to be discharged within the next 24 hours.

When the discharge requirements are completed, one click on the mouse timestamps the items and automatically displays a patient transport form. A second click documents when the patient is taken from the unit to the discharge location, which in turn automatically notifies the appropriate housekeeping staff that the room is ready to be cleaned. This real-time, ongoing task management produces faster bed turnaround, ultimately resulting in the opportunity for increased daily census.

The hospital's average length of time for patient discharges went from 2:18 the first month to 1:34 12 months later.

The Aionex suite is an efficiency and throughput tool that uses a rules-based engine to ensure that every patient-related or real-time task is handled appropriately and effectively to increase overall efficiency and productivity. For the first time, leadership has a vehicle that assigns and manages accountability, which enables hospitals to achieve new, higher levels of satisfaction, safety and quality. Aionex features a subscription agreement that includes all software, installation, training, maintenance and upgrades. By choosing Aionex, hospitals regain the **time to make a difference**.

AIONEX
Time to make a difference.