

Picis ResourceView

Better resource utilization and communication

Picis ResourceView[®] is a hospital-wide resource utilization and communications tool that provides the immediate visibility necessary to address emergency department (ED) and hospital overcrowding. ResourceView is the first resource management tool to offer a two-way view and communication between hospital inpatient units — where hospital overcrowding begins — and the ED.

ResourceView is part of Picis ED PulseCheck[™] EMR (electronic medical record), a high-performance emergency department information system that addresses the clinical documentation, operational, and financial needs of the emergency department. By displaying the status of available beds and resources for each hospital department, ResourceView lets the ED, hospital administrators and department managers see bottlenecks as they occur and helps them proactively manage unit resources and throughput. The result: improved communication, decreased time on diversion and, ultimately, increased hospital revenue.

Key features

Hospital-wide communications

- Provides an enterprise-wide view of important resources such as available beds, staff and equipment

Automatic notification

- Departmental status changes can trigger notification to designated staff via pager or email, helping identify and address bottlenecks immediately

At-a-glance visibility

- Status of all units and departments can be viewed on a single screen
- Color coding quickly notifies users to the resource status of each department

Departmental scorecard

- The ED can assign its own departmental point criteria to ensure consistency among units

Robust analysis and reporting

- Trends, averages, totals and other statistics can be used for resource planning and decision-making

Fully secure and HIPAA compliant

- Staffing levels are tracked without identifying or naming individual employees

Web-native technology

- Easy to install and requires no specialized equipment

The status of beds and resources for all hospital departments is available at a glance from a single screen.

Current unit statistics

Department	Urgent Resource Request						Census	Beds Available NOW	Available Unstaffed Beds	On Call RN	Blocked Beds Maintenance	D/C Awaiting Transport	Department
Emergency	04/05 11:08	Staff	Environmental Svc	MD Round	Other	Restraints	33			1	2	Emergency	
3W	04/05 09:43	Staff	Environmental Svc	MD Round	Other	Maintenance	30	7	6			3W	
4N	04/05 11:12	Staff	MD Round				38	7	1	1		2 4N	
5W	04/05 09:43	MD Round	Maintenance	RN	LPN	PCT/Aids	32			1		5W	
ICU	04/05 09:44	Staff	Environmental Svc	MD Round	Other		18		3			ICU	
LD	07/28 15:44	Staff	Environmental Svc	MD Round	Other		20			2		LD	
Department	Urgent Resource Request						Census	Beds Available NOW	Available Unstaffed Beds	On Call RN	Blocked Beds Maintenance	D/C Awaiting Transport	Department
PACU	07/28 15:44	Staff	Environmental Svc	MD Round	Other		14	9	4			PACU	
PEDS	04/05 11:10	Staff	Environmental Svc	MD Round	Other		13	4	2			1 PEDS	
2North	04/05 11:10	Staff	Environmental Svc	MD Round	Maintenance	BEDS Sedation	19	1				2North	
2West	07/28 15:43	Staff	Environmental Svc	MD Round	Maintenance							2West	
5N	04/05 11:10	Staff	Environmental Svc	MD Round	Other		46	2	3		1	5N	
CCU	04/05 11:10	Staff	Environmental Svc	MD Round	Other		20	2		1		CCU	
PCU	04/05 11:10	Staff	Environmental Svc	Other			42	2	4		2	PCU	
Totals							325	34	23	6	5	3	

Color coding quickly identifies the status of each unit

Improving patient throughput

Emergency department overcrowding is a serious threat to hospitals nationwide. Not only can it cause treatment delays and patient dissatisfaction, but it can also force facilities to go into bypass or diversion mode, which can result in the loss of thousands of dollars in revenue for each potential admission that was turned away while the hospital was on diversion.

The primary cause of ED bottlenecks is log jams in hospital inpatient units and delays in taking ED admissions. Existing bed management systems allow administrators to evaluate the number of empty physical beds but do little to address resource constraints that may have an equal or greater impact on the ability of the ED to move admitted patients out of the department. ResourceView improves patient throughput by providing complete visibility into the status of key hospital resources that ultimately impact admissions from the ED.

Showing the total resource picture

An intuitive communications tool, ResourceView enables inpatient units to easily report their status within seconds without pulling charge nurses and clinicians away from their duties. Status reporting is based on staffing levels, bed availability, equipment availability, engineering/housekeeping limitations and other factors that influence an inpatient unit's ability to accept patients from the ED. This information provides a total resource picture for the facility.

“ED overcrowding is caused by a complex set of conditions that occur across hospital units and across the entire healthcare system. Inability to move admitted patients from the ED to the appropriate inpatient unit stands out as a major driver of ED overcrowding.”

Robert Wood Johnson Foundation Research Synthesis Report, July 2009, “Emergency Department Utilization and Capacity”

Tailored for your facility

ResourceView is designed to meet the unique needs of each facility. Easy-to-use administrator pages enable authorized staff in each department to set up their unit's resources, assessments and statistics without having to depend on hospital IT staff. Each department can also tailor and assign relative weights to the assessments on which it reports and maintains its own statistics regarding census, number of open beds and staffing.

Intuitive and easy to use

With an intuitive Web browser interface, ResourceView is easy to use and navigate. Status updates are quick and straightforward, minimizing the time and effort required by departmental users. In addition, information display is optimized so that users throughout the hospital can extract information efficiently. For example, ResourceView's color coding lets you understand, at a glance, the status of each department's resources.

"Coupled with hospital process improvements, ResourceView within ED PulseCheck can open that window of visibility between the ED and the rest of the hospital to help eliminate bottlenecks and improve patient flow and throughput."

Marian Moran, CIO, St. Mary's Medical Center, Langhorne, PA.

ResourceView provides a complete assessment of each department's resource utilization status

The screenshot displays the ResourceView interface for department 4N. At the top, there is a navigation bar with links for ResourceView, Mail, Main, My Patients, Chart, Display, Dispo, Allergies, My Charts, Orders, DCI, Rx, All, Help, and Logout. Below this is a status bar indicating '4N: Yellow' and 'Dept Color: Yellow (40)'. The main content area is divided into several sections:

- Assessments:** A table with rows for RN Staffing, HUC/MT Staffing, Occupied Beds, Anticipated Turnover, Acuties, PCT/Tech/Therapist Staffing, and LPN Staffing. Each row contains radio buttons for different assessment categories and their corresponding scores. For example, RN Staffing has 'Admitability (0)', 'Staff to Census (10)', and 'Down 1 (40)'. The total score for this department is 40.
- Urgent Resource Request:** A section with radio buttons for Staff (Green/Red) and MD Round (Green/Red).
- General Comments:** A text area containing the comment: '1 1:1 Pt getting more difficult to deal with. expecting 2-3 discharges and 6 post ops and 1 ERCP'.
- Statistics:** A table showing various metrics such as Census (38), Beds Available NOW (7), Patients Waiting MD Round (0), and Blocked Beds Maintenance (0).
- Legend:** A section at the bottom providing instructions on when to update the status: 'Update immediately for Red or Orange conditions, otherwise update every 4 hours beginning at 0001. Example 0400, 0800, 1200, 1600, 2000, 2400 within the hour (30 mins before to 30 min after.)'

Assessments for each resource category are used to calculate a score which determines status

Comments, next available beds and statistics shown on the main ResourceView tracking board are also managed here

Comprehensive resource visibility

ResourceView addresses the fragmented nature of hospital staffing, capacity management and communications. By providing a tool that lets the ED and administrators view all the resources that affect hospital throughput in one place, ResourceView delivers a near real-time snapshot of resource utilization throughout the facility. This visibility provides leadership with the actionable information they need to access and address bed availability, resource constraints and imminent hospital unit closings.

Proactive communications

Designated personnel can be automatically notified by email or pager when bottlenecks or potential bottlenecks occur. In addition, the system can be configured to issue escalation notifications if a unit's status persists beyond a preconfigured time interval. These notifications enable management to be more proactive in addressing patient-flow bottlenecks that directly affect ED throughput.

Performance measurement and analysis

In the busy and fluctuating care environment, it is a constant challenge to maintain appropriate staffing levels and bed capacities. ResourceView provides the metrics to measure your hospital's resource management performance: vital statistical information that can be captured, viewed, analyzed and reported by department. Totals, trends, averages and reports on key statistics at specific points can prove invaluable to decision-making, departmental optimization and resource planning.

Benefits that span the organization

ResourceView delivers significant features and benefits:

For the Director of the ED

- Optimizes the use of resources in the emergency department and other care areas and thereby helps improve ED throughput
- Helps reduce medical errors due to staffing constraints caused by ED overcrowding
- Improves both physician and patient satisfaction

For the Chief Nursing Officer and Unit Directors

- Proactively provides notification of potential delays and bottlenecks in time to take action
- Effectively eliminates the need for once-a-shift bed meetings by allowing that information to be shared as it occurs
- Provides information to department leadership so that they can better support their staff in the care of patients
- Ultimately, by improving resource utilization and patient throughput, helps to improve patient and clinician satisfaction

For the Chief Information Officer

- Reduces potential for financial losses to the hospital as a result of ED overcrowding
- Provides comprehensive data for reporting and analysis, helping to better manage ED bottlenecks and patient throughput
- Helps facilitate better communication among departments
- Requires no additional staffing or resources to operate system and very little support from IT. This web-native application is part of the ED EMR and requires no additional hardware or interfaces



About Picis

Picis, now part of Ingenix, is a global provider of innovative solutions that enable rapid and sustained delivery of clinical documentation, financial and operational results in the emergency departments, surgical suites and intensive care units of more than 2,200 hospitals in 19 countries. For more information about Picis, visit www.picis.com.