



SUCCESS STORY -  
ALBERTA HEALTH SERVICES

“Two key reports - daily action list and patient list by bed/unit - are viewed on a daily basis to assist charge nurses and staff in prioritizing activities to move patient care plans forward to an efficient, effective, safe discharge. These reports are also used at daily bed huddles thus allowing site managers to understand, at a site level, where all ready for discharge patients are currently utilizing an acute care bed.”

Jamie Jones  
Clinical Practice Improvement  
Calgary Zone, Alberta Health Services

CHALLENGE

In 2008, Foothills Medical Centre, part of Alberta Health Services, began implementing the Medworxx Utilization Management System. Foothills was looking to eliminate care delays, improve patient flow, and reduce patient Length of Stay (LOS). Foothills Medical Centre is the largest hospital in Alberta covering 85.05 acres, with 700 beds that would be tracked using the Medworxx Utilization Management System. By September 2009 the system was fully implemented, front line staff were assessing patients and key stakeholders were educated about the operational reports.

In October of 2009 the second wave of the H1N1 Pandemic hit the area. Bed demand grew significantly and quickly outgrew the capacity of the hospital creating gridlock. The Medworxx Utilization Management System (UMS) was pushed to the forefront to help staff cope with this surge in demand.

SOLUTION

On a daily basis, the Medworxx UMS is used to assess patients and identify those that are appropriate for admission, continued days of stay, or readiness for discharge. It also identifies barriers and delays to care allowing for real time decisions based on quality care and patient safety. These discharge planning capabilities provided by the system were used heavily during the H1N1 Pandemic.

On October 22nd, 2009, the SWAT Rounds began. “SWAT Rounds” consisted of daily multi-disciplinary team meetings. All units were expected to have their Daily Action List and Patient List by Bed (Unit) reports, two standard reports in the Medworxx UMS, available for these meetings. These rounds identified patients that were ready for discharge (RFD) and also those no longer meeting specific clinical criteria, and allowed hospital staff to see and remove barriers to discharge.

Without having to leave their offices, directors and managers at the hospital were able to pull reports from the Medworxx UMS. This allowed them to escalate the needs of certain patients and assist with the removal of barriers in the “difficult to discharge” rounds. The increased involvement of management during the pandemic has greatly improved awareness of Medworxx UMS at the hospital and is substantially helping to improve the accuracy of assessments.

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The Medworxx Utilization Management System monitors patient stay, highlights care delays, assesses discharge readiness, and provides consistency in the care process and an understanding of when the patient should be discharged with no compromise to patient safety. This is especially important during a pandemic when beds and resources are in even higher demand.

Foothills Medical Centre found that by using the Utilization Management System as the basis of information for their SWAT Rounds they were able to proactively manage their overcapacity situations created by the H1N1 pandemic. They were also able to increase the early identification of repatriation (out of zone) patients.

With increased use of the reports, staff were more engaged with the system on a daily basis and data entry and UMS assessments have become more accurate. "Medworxx Tips" have been created by front line staff; in a true display of collaboration, they are shared, promoting continual learning and understanding of the system.

## RESULTS

Even though the UMS system was already implemented at Foothills Medical Centre, the H1N1 Pandemic encouraged staff to realize the full potential of the system. Compliance of assessments completed by front line staff grew to approximately 95%!

"The Medworxx Utilization Management System has had a fantastic response at Foothills Medical Centre. The management staff have discovered the value of UMS operational reports in capacity management with improved ability to know where patient is 'at' in their journey of care.", said Jamie Jones, Clinical Practice Improvement, Alberta Health Services, "The Operational Reports have become a vital part of unit meetings at the hospital, and staff are now looking forward to developing the Management Reports to use on a monthly basis at the unit and site levels. They are also exploring ways in which support staff can utilize the reporting capabilities of the UMS."

## ABOUT ALBERTA HEALTH SERVICES

Alberta Health Services is the provincial health authority responsible for planning and delivering health supports and services for more than 3.5 million adults and children living in Alberta. Its mission is to provide a patient-focused, publicly-funded quality health system that is accessible and sustainable for all Albertans. For more information about Alberta Health Services, visit [www.albertahealthservices.ca](http://www.albertahealthservices.ca).



## ABOUT MEDWORXX

Medworxx provides an integrated suite of software solutions for patient flow, and compliance and education. Combining software with clinical consulting and best practices to serve the hospital marketplace, the integrated product suite allows hospitals to leverage the power of knowledge to increase competency, improve quality, reduce costs and simplify distribution of information to staff.

Founded in 2004, Medworxx products are now used by more than 500,000 people at over 300 hospitals across North America. Medworxx is committed to excellence and optimizing hospital performance through knowledge management. Creating software that improves the level of hospital care and safety is our focus. Through innovation and our close working relationship with our customers, the Medworxx product suite is continuing to evolve and play an increasingly strategic role in the hospital environment.

