



PE Tours Case Study

Background

Barnes-Jewish Hospital is one of the largest health care organizations in the United States. Their mission is to improve the health and well being of their communities through leadership, education, innovation, and excellence in medicine. Their system operates over 50 locations throughout Missouri and Illinois.

The Challenge

Barnes-Jewish Hospital employ's nearly 10,000 employees across numerous departments. Prior to Soleran's Rounding solutions, their paper-based process led to accountability issues. With no particular group or department in charge of EOC Tours, extensive man hours were spent determining the schedule of rounds, printing documents, and getting the appropriate team to show up. As a result many areas were overlooked or delayed each year. The hospital shined when it came to the actual tour process. Their teams were knowledgeable and conducted a thorough inspection of each area. Any findings were diligently recorded to provide valuable information to the department director. The frustrations returned when it came to closing the loop. Each round required multiple hours per day to compile paper checklists into a single spreadsheet, send deficiency emails to the appropriate parties, and generate work orders. Once this tiresome process was complete, they realized it was impossible to monitor whether deficiencies were ever closed out.



Quick Facts

- ✓ Location: St. Louis, Missouri
- ✓ Beds: 1,303
- ✓ Ownership: Non-Profit
- ✓ Type: Adult Teaching Hospital
- ✓ Solutions Used: PE Tours, Above Ceiling Permits, Infection Control Risk Assessments
- ✓ Client since 2015





The Solution

Upon a thorough evaluation of multiple software applications, Barnes- Jewish Hospital chose Soleran's PE Tours rounding solution. The flexibility of PE Tours allowed BJH to focus on areas of improvement through automation while the software adapted to their strengths. With the powerful rounding solution, they were able to cut down the labor hours spent on Environment of Care rounds and significantly shorten the lifespan of open deficiencies.

From Paper to Mobile

Prior to the transition, all documentation was printed, compiled, and stored in binders. With Soleran, BJH now only has to worry about the team showing up for a tour. Once assembled, the team has access to their discipline specific questions and numerous features to track comments, readings, or photos on any mobile device. With around 250 tours completed this year, it was estimated that the transition to mobile solution eliminated at least 6 hours of work each week to prepare documents and reports. But the benefits did not stop at time savings. BJH now has access to more reporting tools and metrics that are updated in realtime. Since implementation, countless other processes have reduced labor hours as the electronic solution automatically manages accreditation, dashboards, and notifications.

Closing the Loop

Once Soleran's PE Tours went live, BJH quickly realized that better process management and reduced labor hours were just the beginning. Soleran's tools come with unlimited users. Every individual has access to the same tools to improve performance, but with permissions that suit their level of responsibility. Now when a tour is completed, the BJH team does not need to spend time aggregating checklists, sending emails, and following up with departments. The responsible party for a deficiency only has to click a button in their email to access and close out a deficiency. If the deficiency was not completed by the deadline, Soleran's PE Tours escalates the record and sends notifications to an escalation contact.

Performance

Pay for performance and reimbursement uncertainty requires hospitals to do more with less. Every facility faces limited resources and improving performance indicators is a top priority. For Barnes Jewish Hospital, Soleran PE Tours is an essential tool to reduce inefficiency and eliminate repetition.

"The time spent on preparation of our quarterly reports has dropped four-fold." **-Hans Trefny**

Employees jobs become easier as they navigate a powerful, yet intuitive mobile app. Because ease of use and flexibility means Soleran's PE Tours can be deployed in multiple departments, address multiple processes, and be customized for unique processes in a matter of weeks.

Quick Facts

Deficiencies Closed in
Under 2 Weeks

60%

Tours Completed
Each Year

245

Users Supporting
a Safer Hospital

341