



## Background

A leading not-for-profit healthcare system that is innovative and consistently strives for the highest level of care throughout its organization sought after workflow and mobile technology to standardize their approach to patient experience. The state of their leadership rounds was performed on paper and left the organization with little ability to track, trend and respond.

## Solution

CLARIFIRE ROUNDS™ automated and standardized their rounding process (including full EMR integration) in less than 30 days. Nurse leaders were able to define and design their own rounding views and associated workflow. Managers and assistant nurse managers were quick adopters using their iPads and rounding screens with interactive communications and survey buttons. With the click of a button, workflow was launched and automatically distributed in real-time. Dashboards centralized the critical information so decisions could be made quickly.

The application enabled them, for the first time, to have a consolidated view into the patient experience to launch issues to key stakeholders and ancillary departments right from the iPad, and to deliver robust reporting.

## Benefits:

- 📊 Increases the percentage of rounds completed on a day-to-day basis.
- 📊 Standardizes the process and quality of rounds creating one standard of care.
- 📊 Increases value-based reimbursements.
- 📊 Increases focus, visibility and accountability.
- 📊 Increases patient experience scores.
- 📊 Improves patient experience workflow.
- 📊 Increases consistency and ratings.

**“Great continuity of care throughout our units, and even our hospitals, is achieved with the help of this application.”**

- Chief Nurse Executive

**“CLARIFIRE has provided our units with real accountability, we have seen a dramatic increase in our scores related to Nurse Communication”.**

- Nurse Manager

**“The best thing about it, is that it invigorates me to participate in purposeful rounding.”**

- Nurse Manager

## Proven Results

- “Since using CLARIFIRE ROUNDS to automate our rounding processes, key areas of our Nurse Communications have increased from the 77<sup>th</sup> percentile to the 98<sup>th</sup> percentile”
- “Our overall percentage of rounds completed increased on an average of 30% across each unit of all facilities”



The quality and delivery of nurse communications is proven to have the most significant impact on a hospital's overall hospital patient rating. (*International Journal of Management and Human Resources, Volume 2, Number 1, Summer 2014*)

As a result, participating facilities that increased their nurse communications were also able to increase their overall composite patient experience score, in turn increasing their overall value based reimbursements.

### For More Information

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