Upholding a 15-minute emergency room guarantee

Northern Nevada Medical Center has long sustained a reputation as a highly responsive and efficiently run institution — a reputation borne out in statistics and rooted in a long-standing policy of timely service. For many years, NNMC has issued and met a 15-minute emergency room guarantee, attending to patients within fifteen minutes of their arrival.

Continually delivering on its promise of responsiveness has earned the hospital an unheard-of 99% patient satisfaction rating — a number well beyond the multi-hour wait times of other area hospitals.

Maintaining such high levels of efficiency is a source of pride for NNMC, and the ethic for prompt, expert service has been adopted across the organization. But as ED census has risen steadily through the years (along with patient volumes across all departments), it has become more challenging to achieve the desired throughput, both in the ED and elsewhere in the hospital.

“From shift scheduling to code calling to incident tracking and reporting, LiveProcess permits us to easily and efficiently reach the right people, regardless of the need, location or communication device.”

Kathy Codman
Director of Support Services

Goals and Needs

• Maintain a 15-minute guarantee, limiting wait time in the emergency department despite higher ED census
• Improve clinical outcomes to time-critical medical conditions
• Continue to receive the highest scores in ED patient satisfaction
• Cost-effective notification solution that eliminates a second device
To ensure that patients move smoothly and efficiently through clinical departments — and that the hospital continues to attain its distinguished metrics for timeliness — it has become more important than ever to exercise a high degree of coordination and communication among hospital functions.

**Putting LiveProcess apps to work throughout the hospital**

NNMC’s director of support services, Kathy Codman, recognized an opportunity: technology once used exclusively for the management of situational emergencies could be effectively deployed in a variety of clinical and administrative operations.

An emergency management platform could be engaged to call codes, to alert department heads about incoming supply shipments, to cover staffing deficits, to prepare allied facilities for patient transfers, and to support operational uses.

When she learned about LiveProcess, she knew she’d found a way to sustain the standards of timeliness and excellence in patient caregiving that was so important to the hospital’s success and reputation.

**Versatile, fast, and accurate**

When NNMC’s previous notification system was acquired by a leader in the healthcare products field, renewal costs were raised to levels that made the solution unaffordable. NNMC decided not to renew its contract at the same time that a colleague of Codman’s in the engineering department was attending an emergency management conference, where he learned about LiveProcess.

A demo was arranged for NNMC decision-makers, and it became clear that, for a fraction of the cost of its former notification platform, the hospital could use a full-featured communication solution that would facilitate collaboration across all aspects of hospital operations.

“While we were first drawn to LiveProcess as an emergency management solution, we soon came to understand that its applications are varied and far-reaching.” said Codman.

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“Once you uncover the capabilities of a tool like this, you can apply it in ways you never stopped to consider. As you improve the processes that require fast and accurate communication across departments, you end up creating a closer-knit and better integrated organization.”

**Emergency management and much more**
Following the LiveProcess demo, NNMC selected and deployed LiveProcess Emergency Manager.

“Soon after we rolled out the system, we had a wildfire in the region,” Codman recalled. “It put LiveProcess to the test, and we were able to use it successfully for two-way mass communication, both within and outside the hospital. It kept us connected across NNMC and the region at large.”

With the prowess of the LiveProcess emergency management platform demonstrated, the wheels began to turn for Codman, who immediately envisioned multiple benefits and uses beyond emergency management, beginning with the opportunity to replace weaker-signaled pagers with cell phones as the hospital’s primary alerting technology. This meant that staff wouldn’t need to carry two devices, and could use their phones to generate a level of interactivity that pagers don’t support.

**Collaboration and communication apps for support services**
Codman sees a prominent role for LiveProcess in driving support services. She expects LiveProcess apps will assist in scheduling and staffing management and looks forward to its strong communication tracking and report-generation capabilities.

She has built all of the hospital’s codes into the LiveProcess system, and expects more will be instituted as users become more familiar with the interface.

“In areas like stroke, there are Joint Commission-mandated response times, and with LiveProcess we are exceeding those requirements,” Codman said. “When we call codes, LiveProcess automatically notifies managers and directors so they can track the incident and know that we have hit our metrics.

> “LiveProcess is the biggest reason we expect to continue meeting the on-time guarantees in the ED and delivering the timely, compassionate care our patients need and deserve.”
“We have come to embrace LiveProcess for a range of other capabilities. From shift scheduling to code calling to incident tracking and reporting, LiveProcess permits us easily and efficiently to reach the right people, regardless of the need, location or communication device.

“LiveProcess is the biggest reason we expect to continue meeting the on-time guarantees in the ED and delivering the timely, compassionate care our patients need and deserve.”

Born in the crisis-oriented world of emergency management, LiveProcess has more than a decade of success enabling large and complex networks to plan for and respond to critical, catastrophic and time-sensitive incidents. We now bring our proven logistics and coordination expertise across healthcare settings, within and beyond hospital walls. Our healthcare mobile apps enable personnel to take control of situations and collaborate to resolve operational disruptions, urgent health needs and routine transitions in patient care.

Headquartered in Chelmsford, MA, more than 600 healthcare organizations and public agencies rely on LiveProcess’ unmatched mobile, SaaS apps to effectively manage, analyze and respond to changing conditions.

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