



Case Study

# Clinical Staff Accepts *and* Champions Aionex Tracking Tool

**Fast Facts**

**Client:** Huntsville Hospital, Alabama

**Challenge:** Streamline and automate communications across the organization to improve patient outcomes

**Solution:** Aionex Patient Response Platform

**The Need: Streamline and Automate Communications Processes**

Since 1895, Huntsville Hospital has provided advanced healthcare to citizens in northern Alabama and southern Tennessee. Today the hospital is an 881-bed acute care, not-for-profit facility governed by the Health Care Authority of the City of Huntsville. Each year more than 650 physicians and 5,400 staff members serve nearly 500,000 patients through the hospital, its Level 2 Trauma Department, its university teaching program, and several specialty and outpatient services programs.

Supporting this volume of patients and their related tasks is challenging for any healthcare facility, especially one such as Huntsville Hospital, whose mission has always been to improve healthcare while simultaneously operating efficiently and cost-effectively.

**The Solution: Aionex Patient Response Platform**

Huntsville Hospital chose to streamline and automate numerous communications processes using the Aionex Patient Response Platform (APRP), a suite of software and hardware that ensures that the **right request** is delivered to the **right person** in the **right amount of time**. Huntsville Hospital installed several APRP workflows that affected departments campuswide including:

- |                |               |
|----------------|---------------|
| Nursing        | Lab           |
| Bed Management | Pharmacy      |
| OR             | Dietary       |
| Emergency      | Environmental |
| Cardiology     | Facility      |

In each workflow, tasks are automatically assigned based on hospital-defined roles and time rules. Tasks not completed within the allotted time are escalated, and dynamic reporting capability assures administrators and clinical staff that patient requests are handled accurately and promptly.

**Broad Staff Acceptance and Adoption**

So how did nurses, technicians and others being monitored respond to this change? Did they view it as invasive? Did it increase or decrease workloads? Given a choice, would they keep the Aionex solution or opt to return to the previous manner of operation?

**“We would be traumatized if we ever had to go back to the old way.”**

*Vicky McClain, Director of Laboratory Services*

Clinicians quickly recognized two key benefits: (1) the number of non-clinical calls routed to nurses was reduced by 80% and (2) the information obtained through tracking supported their responsiveness and identified organizational resource needs.

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## Productivity, Accountability and Staff Satisfaction

Because one component of the Aionex solution routes calls automatically to the appropriate caregiver, it frees nurses to devote more time to providing patient care. "It has helped save steps for the nurses who get medications and supplies without having to go to the room first," said Cathy Mog, Nurse Manager, Mother/Baby.

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Another nurse manager values the resulting culture of positive accountability across the organization. "The key thing I like about the Aionex system is accountability," said Charlene Snyder, Coronary Care. "I had a physician who said my nurses were not taking care of her patients fast enough, and I was able to show my boss and the physician that our times are shorter than the targets."

In areas throughout the hospital managers report similar positive staff acceptance and adoption. Managers also generate reports to trend the most frequent patient requests, such as IV pump beeping, requests for pain medicine or assistance to the bathroom.

One cardiac manager takes full advantage of staff scheduling capabilities available with the Aionex Patient Response Platform. "All patient locations are assigned to a zone. My technicians 'zone on' to the areas for which they will be responsible," said Frank Cantrell, Manager, Non-Invasive Cardiology, Nuclear Cardiology and Cardiovascular Ultrasound. "This allows me to distribute the workload more evenly because I know which zones to group as an assignment based on the volume of the units included. The staff is happier because no one works more than anyone else."

Jennifer Lyon, Coordinator of Hospital Phlebotomy Services, notices a sense of independence and empowerment among her staff. The tracking data affirms the responsiveness of the phlebotomists and the lab to patients' needs. As Director of Lab Services Vicky McClain stated, "We would be traumatized if we ever had to go back to the old way."

*The Aionex suite is a communications, workflow and efficiency tool that identifies opportunities for improving the delivery of healthcare while reducing costs and maximizing revenue. Aionex helps ensure that the right request is delivered to the right person in the right amount of time by centering around four key dimensions: patient-centered communications, maximized throughput, perioperative efficiency and comprehensive data. Aionex features a subscription agreement that includes all hardware, software, installation, training, maintenance and upgrades. By choosing Aionex, hospitals regain the **time to make a difference.***



## Huntsville Hospital By The Numbers

Beds: 881  
Medical Specialties: 70+  
Admissions Annually: 42,000  
Surgeries Annually: 30,000  
Interfaced Lab Orders Daily: 2,200  
Pharmacy Requests Daily: 720  
Respiratory Requests Daily: 850  
Patient Calls Processed Monthly: 150,000+

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