

PPM Mobile Case Study

Improving the Patient Experience International Client



LEARNING 1

Quality of patient experience is driven by frequency of contact with nurses



LEARNING 2

Nursing care is key to a positive patient experience



LEARNING 3

The patient experience is multi-dimensional

PPM Mobile uses Bluetooth technology to accurately record the time clinical staff spend at each patient's bedside. PowerHealth participated in a trial to test the assumption that poor patient experience is often linked to a lack of direct nursing time.

Customer Snapshot

The trial took place at a modern private hospital comprising:

- 210 beds
- 9 operating theatres
- Over 1000 healthcare professionals

Clinical Activity

- 12,000 inpatients per year
- 140,000 outpatient visits per year

Project Snapshot

Research has shown that patient experience is at the heart of delivering value to patient care.

PowerHealth participated in a trial to test the assumption that poor patient experience is often linked to a lack of direct nursing time.

To understand the relationship between the patient experience and direct nursing care, the hospital needed a method of accurately capturing the time nurses spent with each patient, and patient perception of quality of care.

PPM Mobile does not collect specific employee information but rather employee roles so there is no tracking of individual employees.

Trial Details

The trial was conducted over five weeks (35 clinical days) on a ward with 28 beds, comprising 12 single and 8 double rooms.

Nursing Staff	10 nurses 7 day + 3 night shifts
Shifts	2 x 12 hours (7am-7pm)
Age of patients	63 years (average)
Length of stay	7.4 days (average)
Recorded data	8,400 hours

Patient Survey

Patients were surveyed using a comprehensive system that scored on the following dimensions:

- Information and comprehension
- Involvement and personal preference
- Confidence and trust
- Respect and dignity
- Physical and emotional comfort
- Administrative process

Project Outcomes

By implementing a system of beacon sensors and handheld devices running the PPM Mobile App, the hospital was able to utilise the latest smart Indoor Positioning System (IPS)

to accurately measure the amount of time nurses spent with each patient.

Nursing Time Results

Expectation	Findings
Frequency of patient contacts: 60	Frequency of direct nursing contact was higher than 60 in majority of cases
Direct nursing time: 43 minutes per day	Majority of direct nursing time recorded was over 43 minutes per day
N/A	Direct nursing workflow showed a higher than anticipated administration and drug preparation time

Summary

The assumption was that patient satisfaction is driven by the amount of time nurses spend at the patient bedside. The trial concluded that it was the frequency of contact rather than time spent that most enhanced the patient experience.

The survey results revealed very high patient satisfaction across all dimensions, and the following learnings emerged:

- Nursing care is key to patient experience
- The quality of patient experience is driven by frequency of contact with nurses
- Patient experience is multi-dimensional