

## **Process Driven Cultural Transformation**

## Hardwiring Clinical Excellence

## <u>Lack of Process Standardization and Poor Care Team</u> <u>Communication Damage Culture & Create Care Delivery</u> <u>Challenges Resulting In:</u>

- Variation in Care
- Health Inequity
- Reduced Provider
   Satisfaction
- Poor Quality Outcomes
- Increased Staff Turnover
- Patient Harm
- Reduced Patient Satisfaction
- Poor Financial Performance



Patient meets severe sepsis or septic shock criteria

DOCUMENT and COMMUNICATE presentation time (this is time zero)

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<u>The Result:</u> Standard care process adoption improves culture and communication across the care team and unit. Improved culture leads to sustained clinical excellence. Sustained clinical excellence achieves better patient outcomes, improved staff morale, and sustainable financial outcomes.

- ✓ 1.2M Reduction in operating costs
- ✓ 2.7M Reduction CLABSI costs
- 15,308 Central Line placements avoided
- ✓ 82% Reduction NICU
   RN turnover

<u>The Solution:</u> SaVia changes clinician behavior and hardwires excellence through the real time delivery of standard workflows at the point of care, authored and informed by the clinical teams using them.

How It Works: SaVia empowers the care team with real-time practice advice and guidance integrated into the clinical workflow, nudging the right person to do the correct thing at the appropriate time. Real-time analytics drive a continuous feedback loop that highlights areas for improvement, promotes team member accountability, and allows for immediate modifications to running care processes.



"If you take this away, I will quit"

...Carrie Winberg RT, Director of Resp Care
Intermountain Healthcare