



## CASE STUDY

### **Pivoting from single-hospital monitoring rooms to a systemwide patient observation hub, SCL Health reclaimed CNA floor time, reduced falls, and set the stage for new telenursing initiatives.**

The eight-hospital health network addressed its CNA and RN shortage with 41 mobile bedside carts and a centralized hub with multiple patient observers.

“With iObserver and the mobile carts, we could accomplish with 12 staff members what would have formerly taken 33 CNAs for the same effort.”

—**DR. AMY ROSA**  
VP and CNIO, SCL Health

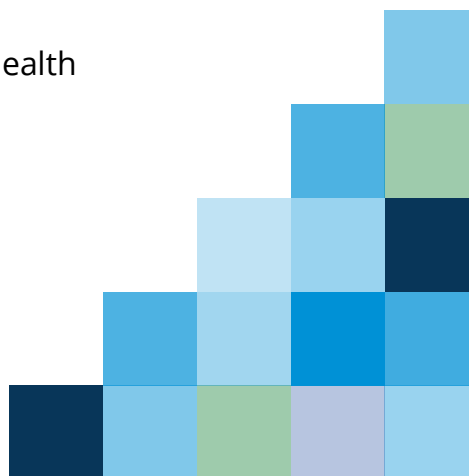
## About SCL Health

(Now InterMountain Healthcare)

Founded by the Sisters of Charity of Leavenworth in 1864, SCL Health merged with Intermountain Healthcare in April 2022 and is now one of three regions part of the Intermountain system. The legacy-SCL Health operates care sites in a region comprised of Colorado, Kansas, Montana, and Wyoming. The health system is dedicated to its communities, especially the poor and vulnerable.

The region's \$2.8 billion health network includes eight hospitals that frequently earn national recognition, and six received Leapfrog “A” grades in 2021. In addition to its hospitals, the region boasts more than 170 ambulatory service locations, home health, hospice, long-term care, mental health, and safety-net services.

In 2020, the region had 1.8 million outpatient visits, 70,879 inpatient admissions, and 257,921 emergency department visits. It employs more than 15,000 associates and over 800 clinicians.



## Telehealth During the Pandemic

Before partnering with Caregility, the region implemented several telehealth initiatives at the onset of the COVID-19 pandemic, including virtual visits, drive-through INR testing, and virtual maternal mental health and clinician resiliency programs. The region's initial objective in utilizing Caregility's iObserver offering, which enables observation of up to 12 patients on a single screen, was to remotely monitor COVID-19 patients when room entry required the use of scarce and time-consuming PPE. As the organization realized the time savings and improved outcomes achieved with iObserver, the decision was made to expand the program's scope to include additional patients with a need for continuous monitoring, whether COVID-19 was among their diagnoses or not.

## Mobile Cart Rollout

As a mobile option was established for broader patient observation, 41 Caregility APS-250c touchscreen carts were allocated among its eight hospitals, each having provision for its monitoring room. However, it soon became evident that adoption would vary among the hospitals. "It requires an advocate to say, 'Let's try this – let's get a camera in here,'" explains Dr. Amy Rosa, Vice President and Chief Nursing Information Officer of the legacy SCL Health system. As COVID-19 surged, some hospitals experienced turnover among staff program liaisons, which led to some locations falling behind others during the rollout.

In addition, staffing eight independent patient monitoring hubs within each hospital became a significant resource issue in assigning CNAs in high demand on the floors. The manager of the CNA float pool also held staffing responsibility for the Caregility virtual observation rooms. This enabled greater visibility of resources across the enterprise and required tradeoffs in bedside flexibility. Given hospital variance in terms of iObserver use, it was difficult to optimize staffing for each hub for each shift.



### Securely Connecting Care for Patients Everywhere

Interoperable, safe, and compliant inpatient virtual care solutions

Easily integrates with EHRs, including Epic and Cerner, as well as clinical applications such as Philips eCareManager and PeraHealth's Rothman Index via a simple API set

PivotPoint certified as a HIPAA-compliant communications platform

ISO 27001 and 27701 compliant

IEC 60601 validated for electrical safety and reliability

Carts and wall units are remotely monitored, updated, and debugged by Caregility

## Pivot to a Central Hub

To conserve resources and enable patient observers to monitor patients across any of the health system's eight hospitals, in late 2021, the organization centralized its remote observers into one hub at Saint Joseph Hospital in Denver. The centralized patient observation hub is currently staffed by two observers per shift, with a capacity for double that number. In addition, the program no longer requires that observers be CNAs. Observers who are CNAs are now being moved back onto floors and units as needed, with nursing students and those in pre-nursing programs being recruited and trained as hub observers.

"The Caregility staff worked with our technical people extremely collaboratively. There was no 'this is our product--stand by, let me show you what we're doing' attitude. It was a full-on partnership the entire time, and I can't think of any complaints where Caregility hasn't been responsive." —**DR. ROSA**

## Outcomes and Next Steps

The success of the virtual observation program has led to rising demand for mobile carts with further purchases planned. Improved metrics have been achieved for fall prevention, financial savings, and FTE preservation. The program's success spurred a forthcoming three-month ICU telenursing pilot, placing experienced nurses in remote roles to enable more robust virtual interaction with patients and unit staff. Also, for the first time, bedside staff will use new smartphones and Caregility's iConsult mobile application for additional "eyes" on their patients. The pilot program seeks to enable and improve:

- + Staff communication and responsiveness
- + Documentation of interventions and proper technique
- + Performance surveillance (virtual engagement frequency and outcomes)
- + Identification of early signs of sepsis
- + Audits to verify accuracy of documentation
- + Audits to evaluate opportunities to remove Foley catheters and lines

### Trusted Solutions for Enterprise-Wide Telehealth Enablement

#### iConsult

Ad hoc and scheduled clinical consultations, virtual rounding and assessments, patient/family visits, and home monitoring

#### iObserver

Continuous monitoring of up to 12 patients per observer on a single screen, with the ability to interact with both patients and staff

#### Administrative Portal

Remote management of users, devices, and utilization and quality data by date, location, and user, designed to focus on education and inform resource allocation

#### Purpose-built endpoints

Proprietary slim-line mobile carts and wall and ceiling units, as well as smartphones and tablets, are all supported

#### Unrivaled integration

Interface with legacy systems and emerging technologies, including 3M™ Littmann® CORE Digital Stethoscope and TytoCare kits for remote physical assessment at admission and on-shift

## Beyond Patient Monitoring: What Can iObserver Do?

Using iObserver, care teams can monitor up to 12 patients on a single screen, whether patients are located in the same facility or elsewhere. Facilities can support patient monitoring using mobile carts or wall-mounted units, with a full spectrum of cameras designed to support low, mid, and high-acuity patient care settings.

### Nursing and unit management can:

- + Access key utilization and quality metrics to support configuration changes
- + Justify additional carts or wall units using financial and outcome data
- + Remotely manage users and devices

### Floor and unit staff can:

- + Quickly register mobile carts when moved to a new location
- + Easily adjust camera settings
- + Maximize uptime via Caregility's 24/7 remote updates and troubleshooting
- + Respond to alarms and patient updates from remote observers, enabling staff to have what they need when they enter the room
- + Reduce the number of room visits per shift, with patient needs such as reassurance and orientation addressed by the virtual observer

### Remote observers can:

- + Easily add or transfer patients between observers
- + Document and share notes on patient issues and conditions
- + Enable auto-answer to avoid burden for patients
- + Adjust cameras for low light or darkness to avoid disrupting patient rest
- + Leverage noise-reducing, echo-canceling microphones to optimize remote assessment
- + Use full pan/tilt/zoom capability, including taking a still photo
- + Set a camera home position and bookmarks to quickly and easily monitor vitals, IV status, ventilator data, visitors, wounds, or the patient's face
- + Activate a distinctive bedside alarm, with a time of staff acknowledgment automatically logged
- + Quickly zoom in on a patient, a device, or vitals when seconds count

## Summing Up

“A year ago, we simply needed cameras to monitor our COVID-19 patients and now it’s turned into this extremely innovative way of keeping our patients safe.”—**DR. ROSA**



### ABOUT CAREGILITY

Caregility is dedicated to connecting patients and clinicians everywhere with its Caregility Cloud™ virtual care platform. Designated as the Best in KLAS Virtual Care Platform (non-EMR) in 2021 and 2022, Caregility Cloud™ powers a purpose-built ecosystem of enterprise telehealth solutions across the care continuum. Caregility provides secure, reliable, and HIPAA compliant audio and video communication designed for any device and clinical workflow, in both acute and ambulatory settings. Caregility supports more than 1,300 hospitals across dozens of health systems with millions of virtual care sessions hosted annually. From critical and acute, to urgent and emergent, to post-acute and ambulatory, as well as hospital-to-home, Caregility is connecting care everywhere.



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