

# LENS™ Digital Visual Management System

Improve communication between leaders and teams to reduce risk, increase efficiency, and build community.



**Increase transparency and simplify team communication to grow community, manage work, and consistently deliver high reliability healthcare**

Leaders need more visibility into the day-to-day issues that get in the way of consistent, high-quality patient care and happy, healthy teams. A direct line of communication between frontline teams and leaders can help bring issues and opportunities to the forefront, giving everyone a clear picture of what's happening in a work setting.

LENS™ (Learning and ENgagement System) is a web-based, digital visual management platform that healthcare teams use to share information, voice concerns safely, and celebrate wins in real-time. As teams and leaders engage with LENS, they increase transparency, foster collaboration, and create a more positive workplace.

Using LENS, your organization can:

- Give everyone voice, visibility and ownership in their work setting's culture and operations.
- Deepen frontline team engagement by offering a safe place to share ideas, surface risks, give feedback, and brainstorm solutions – before issues escalate and negatively impact patient care and team well-being.
- Help leaders visibly and respectfully “close the loop” on concerns, suggestions, and ideas, reinforcing the importance of transparency and collaboration.
- Replace multiple, fragmented emails and calls with rapid bi-directional communication, ensuring key information is visible to all staff in a “single source of truth.”
- Align and coordinate work within and across multidisciplinary teams, whether team members work in-person or remotely.
- Help teams remain mindful of the current state, the complexity and risk present in evolving situations, and the value of continuous learning – even during high-demand events.



**“The new way of work is real-time feedback, real-time communication, real-time focus on process improvement. LENS allows us to update our teams and celebrate wins very quickly, because the data is right at their fingertips, right on the units.”**

Kerrie Guerrero  
Vice President and Chief Nursing Officer  
Houston Methodist

## What sets LENS apart?

### Designed specifically for healthcare.

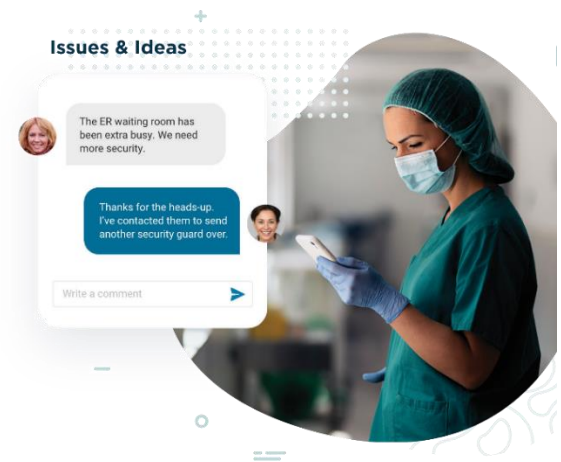
LENS is a robust, customizable platform that ensures teams and leaders can communicate easily, even when they aren't in the same place or on the same shift. Users can access the software through a secure Internet connection or a physical board located in the work setting. Anyone on the team can share information by text, call or email, with an option to remain anonymous when offering insights.

### Proven to enhance leader and team connections.

Peer-reviewed data shows that LENS is an effective way to facilitate team interactions that reduce error and team burnout, including daily briefings, huddles, leader rounds, and more.

### Robust training and coaching.

We provide a range of training options, including built-in training videos for self-guided learning and in-person coaching to help your teams incorporate high reliability principles when using LENS. A dynamic customer service department can answer your questions quickly and comprehensively.



## Vizient Safe and Reliable Healthcare

LENS is a component of **Vizient Safe and Reliable Healthcare**, a comprehensive solution that partners with organizations on their high reliability organization (HRO) journeys. We ground our integrated suite of consulting, analytics, professional development, and technology offerings in high reliability principles, with a focus on strengthening culture, knowledge, learning, leadership, and management systems.

## Bringing the Vizient Safe and Reliable Framework for High Reliability Healthcare to life



Our **Framework for High Reliability Healthcare** is the go-to resource for healthcare organizations interested in becoming highly reliable in practice. With LENS, organizations can embed key Framework domains:

- Strengthen **culture** by cultivating teamwork, promoting psychological safety, and avoiding burnout.
- Harness **knowledge** by improving data transparency and enabling prioritization.
- Drive **learning** by cultivating a continuous learning and improvement mindset.
- Transform **leadership** by facilitating key high reliability activities, including leader rounding, daily briefings, and huddles.
- Manage the **work** by making performance visible and establishing accountability.

As the nation's largest member-driven healthcare performance improvement company, Vizient provides solutions and services that empower healthcare providers to deliver high-value care by aligning cost, quality and market performance. With analytics, advisory services and a robust sourcing portfolio, we help members improve patient outcomes and lower costs.

 To learn more, please contact [reliability@vizientinc.com](mailto:reliability@vizientinc.com).