

Connecting home health teams in the field and the office

LENS visual management system increases team engagement and safety



The world of healthcare is no longer just housed within a hospital's walls. A home health site within a large healthcare system realized that they needed to adapt their daily management tool to better connect teams working inside and outside of the facility. A physical board was the root of many inefficiencies, low participation and limited engagement. By investing in a cloud-based technology platform, the home health site wanted to provide better access to crucial information, increase daily huddle attendance, and enable more efficient communication among the team and with leadership.

Rallying a remote workforce around communication

The home health site had noticed a decline in the participation of their clinical staff in the daily huddle and in the use of the analog communication board. This was due in part because only team members who were physically in front of the board could access the information it contained. Because of the mobile nature of home healthcare, only one third of the team had consistent and routine access to the physical board. In addition, the board was cluttered, it

required time to keep information up to date, huddle times conflicted with home health visits or drive time, there were inconsistent meeting schedules, and so on.

Knowing communication is a key metric to high-quality patient care, as well as increased team engagement and safety, the health system's home health division implemented and adopted the Learning and Engagement System (LENS™) visual management system — a solution offered through Vizient Safe and Reliable Healthcare. LENS was selected to be the digital huddle platform to allow the home health team to access information and interact in real-time with the huddle board, regardless of their location, using an Internet-enabled device, such as a smartphone, tablet, laptop, etc.

The division set and met a goal to use LENS to increase team participation in the daily huddle by 275%, enabling remote participation via mobile device or a web-enabled device. Through the course of LENS implementation, the team increased its engagement virtually, enabling team members to participate in a previously unsustainable daily huddle, share bright spots and opportunities with teammates, and submit safety issues using a common platform.

Highlights included:

- Improved communication and engagement between onsite and offsite teams, including front-line team engagement that minimized communication errors and gave the ability to escalate issues and provide ideas for a timely resolution.
- Increased consistency in communication, with virtual updates that replaced multiple, fragmented emails and calls with rapid bi-directional communication. This ensures key information is visible to all staff in a “single source of truth.”
- Reviewed their key performance indicators and the status of their improvement activities to monitor progress toward goals.
- Provided a safe space where teams could feel comfortable expressing ideas or opinions they might not be able to share in front of a group.



“ In healthcare, there’s a lot of given assumption of excellence in care – but the complexity of care and the ability to do it consistently the same way every day can’t be assumed. You can find dramatically different outcomes across hospitals depending on whether teams are organized and hardwired through consistent organizational processes focused on patient care. You never want to assume safety; you want to assure it. ”

Michael Leonard
Executive Principal, Vizient



The success of daily huddles and the collaboration among the team led to safety issues becoming a daily agenda item, meaning that safety was always front of mind for the team. Daily discussions focused on ways to improve safety and reduce worker injury using proven strategies. This helped significantly decrease rates of employee injury and time away from work.

In addition, LENS reduced the need for required in-person meetings. The monthly team meeting on safety issues was moved to a quarterly schedule, and the team drove the agenda to match their needs now that safety was a daily topic in the huddle. This significantly reduced the cost of bringing all team members onsite for mandatory monthly meetings.

Innovation drives engagement and improvements

The team provided immediate and positive feedback, reporting that LENS was easy to use, and they could access the necessary information they needed remotely, enabling them to work more efficiently and safely. This success has system leaders in discussions on how to adopt the same technology at additional sites.



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