

Superior Patient Experience Resulting from Prioritizing Patients and Monitoring Response Times

Vance Thompson Vision Clinic

Sioux Falls, SD

Exam Rooms: 25

Surgery Suites:

3 - Refractive Surgery Suites

2 - Operating Rooms

With more than 9,000 procedures over 25 years, Vance Thompson Vision's doctors have almost 100 years of combined experience in eye treatment and refractive surgery, making Vance Thompson the leading eye care specialists in the region. This new 30,000 sq. ft. facility opened in April 2013.

New Opportunities from a New Facility

At their previous office location in Sioux Falls, the physical layout limited Vance Thompson Vision from making significant improvements to their patient experience. The design of their new facility combined with Jeron's Provider[®] 790 Nurse Call System, used as a clinic flow system, supports Vance Thompson Vision in improving patient satisfaction.



Provider 790 streamlines key clinic workflows including: checking patients in for their procedures, relaying information to doctors, directing technicians to the next patient, timing procedures, prioritizing patients based on the longest wait time or scheduled surgery time, and monitoring response times for continuing process improvement.

Local Support and Consultation

Vance Thompson connected with their local Jeron distributor, Dynamic Technical Building Systems (DTB) of Sioux Falls, SD to design a custom workflow solution. DTB has been selling and servicing Jeron products for over a decade. Their responsive local support and consultative selling has made them a leading nurse call supplier in their region.

As a team, Vance Thompson and DTB customized workflows by selecting appropriate Provider 790 hardware and software options to accomplish their perfect scenarios.



Seamless Workflows Across the Entire Facility

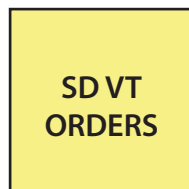
The Provider 790 Nurse Call System configuration includes readily accessible stations to initiate events and easily viewed monitors to alert staff and doctors to real-time information.

Workflow Terminals

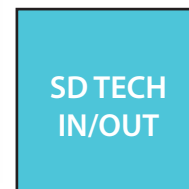
Every doctor has a button. Each push means action is required.



Ordering tests? The buttons indicate which doctor needs results.



Emergency assistance is needed.



Technicians are with patients or are finished with a patient.

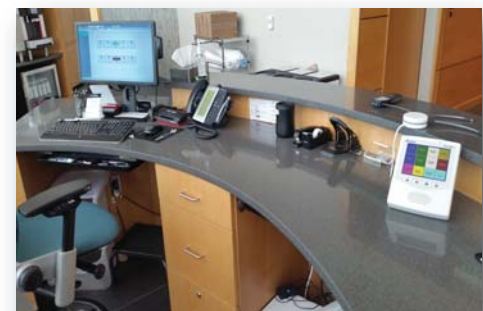
Focused on Patient Throughput and Staff Workflows

Provider 790 Touchscreen Workflow Terminals are located throughout the facility, including the reception area, to acknowledge patient arrivals, direct patient movements, wait times, and finally, to discharge patients.

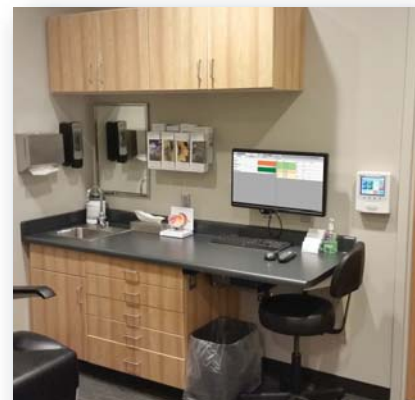
When checking in a patient, the Workflow Terminal tells staff which patient of the day has arrived so they can be quickly placed into a procedure room.

Staff to staff interactions are seamless through a button push from any Provider 790 Terminal located in key staff and patient areas. A single button press initiates a workflow, freeing up staff from having to search for other staff or from having to remember multiple tasks at hand; the Provider 790 System automates workflow.

Vance Thompson is well equipped with multiple monitors and terminals for anywhere, anytime information.



Vance Thompson reception area is fully equipped to show staff and patient locations.



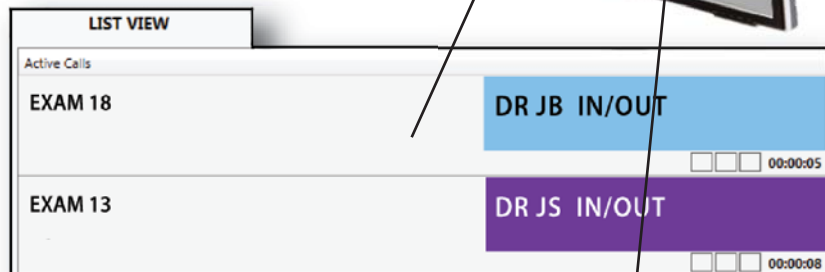
Clinic exam room shows LAN Network PC Console and Staff Workflow Terminal.

Real-Time Displays

Throughout staff areas and accessible over any computer in the facility, the Provider 790 real-time displays show all current events.

Displays are customized for their location and the information staff and doctors need to see. Doctors and staff immediately know who is needed where and for which procedure. The longest waiting patients appear at the top of the list to ensure that no one waits too long; doctors and staff always know which patient is next.

At-a-glance patient information from any computer on the network.



“Being able to effectively manage numerous patients both on-stage (patient facing-areas) and off-stage (staff-only areas) has brought our patient experience to a whole new level of excellence.”

– Tahnee Geyen
Clinic Manager
Vance Thompson Vision



Customization on the spot. Technicians pick and choose what they need to monitor.

Evidence-Based Positive Outcomes

Vance Thompson included the Provider 790 Activity Logging and Reporting software package to archive all patient and staff interactions. The software allows managers to review staff response times across the entire facility, within a specific area, or an individual patient room. Using the software, managers can generate reports to spot trends in staff response times, track staff activity, or review a sequence of interactions with one individual patient. Proactively monitoring response times ensures that patients remain satisfied and in turn, gives Vance Thompson continued high ratings. Patient wait times are shorter than ever before, care and treatment is carefully managed and timed, and performance by staff is measured for optimum results.

From any PC on the facility's LAN, managers and administrators can sign into the reporting package to print and email standard and customized reports in PDF or Excel format. The staff member's sign-on privileges determine which area(s) they see and the types of reports they can generate.

Emergency Alerts

Throughout the patient areas and in the surgery suites, the Provider 790 System also includes emergency pushbutton and pull-cord stations. If staff or patients need assistance, a single push or pull sends alerts throughout the facility. The ability to combine both workflow functionality as well as meet the required life safety operation through an Underwriter Laboratories 1069 Listed Nurse Call, saved on overall project costs and offered the simplicity of maintaining only one system.



The Results

Vance Thompson can now accomplish staff rounding, presence, procedure requests, and many other streamlined workflow events initiated by a single button press. This lets the team create and accomplish:

- Greater collaboration between staff and caregivers with staff to staff and staff to patient audio communications
- The ability of staff to stay in touch with doctors, maintain the status of multiple patients, and monitor emergency calls
- Prioritizing patients minimize wait times, procedure times, and streamlines discharge of patients

“The Jeron activity logging and reporting package can quantify wait times to help provide greater context behind patient satisfaction surveys. And with the benefits of the entire Provider 790 System, we’ve been able to decrease patient wait times by 20% compared to our previous location.”

– Kelly Hall
Clinic Director
Vance Thompson Vision

Continued Success

The evolution of workflow and procedures at Vance Thompson is supported by the flexibility of the Provider 790 System; with the ability to remotely support and modify system programming, the local Jeron distributor, DTB is able to quickly and efficiently make requested changes.

Vance Thompson Vision continues to grow and has recently expanded to a temporary office in Fargo, ND. They plan to build an office similar to Sioux Falls within a few years, and implement the same Provider 790 System at the new Fargo facility.

To learn more about Provider 790, call **Jeron** at **1-800-621-1903** or visit us at **www.jeron.com**

