



Executive Brief: SwedishAmerican Hospital

Reducing LOS Pays Off for Illinois Hospital - to the Tune of \$9.6 Million



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Sometimes, making small changes produces big results. That’s the secret of success for many hospitals as they face decreased reimbursements, reduced budgets and an ever-changing landscape.

SwedishAmerican Hospital, located in Rockford, Illinois, is no stranger to utilizing innovative solutions to gain financial success and remain viable. Several years ago, the 333-bed hospital implemented MEDHOST’s Emergency Department Information System (EDIS) and OpCenter solution to amplify emergency department (ED) processes and improve ED patient throughput. Faced with new patient flow regulations from The Joint Commission and the need to reduce length of stay (LOS), leadership again turned to MEDHOST for help, implementing its hospital-wide, enterprise PatientFlow HD solution.

“Creating enterprise patient flow efficiencies is imperative because it heavily impacts the hospital operationally, financially and clinically. Any kinks or hiccups can cause issues and be quite costly,” said Chad Thompson, director of emergency services for SwedishAmerican Hospital. “With MEDHOST’s guidance, we quickly saw the value of how technology and process change could drive patient throughput and resource management improvements.”



Five months after implementing MEDHOST’s PatientFlow HD throughput solution and executing upon MEDHOST’s comprehensive patient flow and discharge process recommendations, SwedishAmerican has maintained substantial financial and patient care improvements.

Proof is in the Metric Pudding

MEDHOST Consulting first conducted an operational assessment that analyzed workflow processes and included numerous recommendations. Five months after implementing MEDHOST’s PatientFlow HD throughput solution and executing upon MEDHOST’s comprehensive patient flow and discharge process recommendations, SwedishAmerican has maintained substantial financial and patient care improvements:

- A LOS reduction from 3.81 days to 3.57, nearly a quarter-day decrease
- Increase new operating income up to \$9.6 million from additional space created by LOS reductions, should volumes remain the same
- Transfer times dropped from 140 minutes to 44 minutes

Visibility + Teamwork = Accountability

With PatientFlow HD, the availability of mission-critical facility, clinical and patient-centric data helped SwedishAmerican alter processes from the inside out:

- Discharge Planning: Everyone involved in patient care now has information sooner, so discharge timing and LOS is decided at the point of admission. This has considerably improved the number of discharges ordered by 9 a.m.
- Pharmacy: The outpatient pharmacy uses PatientFlow HD's discharge indicators to proactively fill and hand-deliver prescribed medication before patient departure, eliminating unnecessary delays.
- Transfers: SwedishAmerican provides its sister facility, Belvidere Hospital, remote PatientFlow HD access, which has simplified transfers.

“Enhanced patient throughput, streamlined medication education, better communication and increased patient satisfaction are some of the key improvements experienced since we began focusing on how patients flow through our health system,” said Thompson. “MEDHOST PatientFlow HD arms clinicians and staff with timely data, so care is better coordinated, which helps improve outcomes. After all, that’s why we’re in the healthcare business.”

About SwedishAmerican Hospital

SwedishAmerican Hospital, part of the SwedishAmerican Health System, is a major acute care hospital serving greater Rockford, Illinois, northern Illinois and southern Wisconsin. Founded in 1911 and locally governed, the non-profit hospital has won numerous awards for its patient care and use of technology.

About MEDHOST

MEDHOST, Inc. is a provider of market-leading enterprise, departmental and healthcare engagement solutions to approximately 1,000 healthcare facilities. Our healthcare management system includes intuitive, easy-to-use and SaaS-enabled solutions complemented by a robust suite of managed hosting, outsourcing and consulting services that are changing how clinicians and hospital leaders work and communicate, while generating notable operational, patient flow, care and revenue improvements. MEDHOST delivers value by enabling hospitals of all types and all sizes to better manage care and the business of healthcare while meeting evolving regulatory requirements.

The American Hospital Association Exclusively Endorses the Patient Flow Management Solution from MEDHOST

For more than 100 years, the American Hospital Association (AHA) has been a powerful symbol of quality. By consistently applying a formal due diligence process, AHA Solutions, Inc., an AHA member service, identifies products and services that foster operational excellence in our nation's hospitals.

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