How a public hospital achieved a 503% ROI in under 6 months using Personify Care Pre-Admission SmartScan

"In the middle of the COVID-19 pandemic, we had to create a complex process to screen and test all our 40,000 patients before admission.

With the help of Personify Care, we quickly implemented and started using a digital version of our process in 2 weeks.

We now have over 85% of patients completing their screening assessment despite the diverse age group of our patients.

That's a huge win for us."

503% return on investment within the first 6 months

Pre-admission screening is a critical step for a smooth surgical process. What if there was a way to automatically flag any patient that had any of the risk factors you screen for? That's the question this public hospital sought the answer to when faced with the rapid need to screen and test all patients for COVID19.

Overnight in August 2020, this hospital went from all elective procedures being on hold due to restrictions in Victoria, to needing to screen all elective patients.

To manage this manually would have needed to hire an additional 12 nurses overnight. This was just not possible.

Within 2 weeks, they were able to halve the administrative burden of carrying out COVID19 screening and achieved a return on investment of 503% within the first 6 months.

Importantly, staff were in full control of their screening criteria and were able to quickly identify patients that were at risk of COVID19 without having to manually collect and screen the patient information.

This allowed them to stay in sync with constantly changing screening requirements without relying on IT resources, or building a new solution.

Doubled the capacity of the nursing team to deliver high value care

Additional screening requirements for COVID19 presented an additional burden for all surgical hospitals. Using Personify Care's COVID19 Screening Pathway, the hospital had a response rate of 99% of patients which meant all their information didn't need to be collected manually by nursing staff to determine if they needed a COVID19 swab pre-admission.

Key Success Metric:
Minimised the risk to patients and staff by ensuring 99% of patients completed COVID19 screening 2 days before admission.

How Pre-admission SmartScan is being used to scan patient health history and ID high risk patients

Whether you use paper or digital forms to collect patient health history, risk calculation is a manually intensive process.

That's where our Pre-admission SmartScan can help and automatically scan health history and detect patient health risks. Based on the hospital's pre-admission COVID19 screening, the team were able to automatically flag any patient that responded with their predetermined risk factors.

This was highly beneficial in the rapid and complex screening required to test all patients before admission. Using the Personify Care platform to predict risk calculations and group patients based on risk factors, enabled the pre-admission team to digitally screen 85% of patients.

The hospital was able to free up valuable time and resources without changing how they managed their health screening.

First step towards improved pre-admission pathways

The public hospital is now considering the use of the Personify Care SmartScan to support the collection of all of their patient Health History information for their other sites and 40,000 admissions per year, allowing:

- Automated alerts for pre-admission staff to flag clinical risks that need management (e.g. BMI, VTE, Allergies, falls risks etc.)
- Stratify patient populations based on risk factors and then provide necessary support
- Free up pre-admission capacity to spend more time on high value care to the patients most in need
- Automatically trigger tailored patient pathways based on a patient's health history information