EXECUTIVE SUMMARY
Providence Health & Services (PH&S) worked with AVIA and its health system network to accelerate innovation to transform a daily rounding process. AVIA’s collaborative approach expedited PH&S’ decision-making and implementation efforts. PH&S leaders confidently selected and scaled the best digital rounding solution for their enterprise. Within months, PH&S drove improvements in patient and nurse satisfaction, increased HCAHPS scores, and reduced costs.

CHALLENGE
Patient experience has become a top priority for health system executives. A great experience can lead to improved patient loyalty, a stronger hospital brand, and increased Medicare bonuses. However, care providers often learn about patient complaints far too late in a hospital stay to perform service recovery. PH&S, one of the largest non-profit health systems in the U.S., needed a way to track and resolve patient complaints in real time.

Nurse rounding was the ideal place to start. This daily process of capturing issues with a pen and paper made it hard to track and aggregate data over time. Digital solutions offered a way to uniformly collect data for immediate service recovery and trend analysis. Several PH&S hospitals had pursued their own digital rounding tools, with mixed results. To standardize and scale a system-wide solution, PH&S embraced the timely opportunity to work with AVIA.

JOINING AN AVIA INNOVATION COHORT
As a member of AVIA, the nation’s leading network for health systems seeking to innovate and transform, PH&S works with 20+ health systems to solve strategic challenges that are ripe for digital solutions. Several AVIA Innovator Network members prioritized the need to track and resolve patient complaints in real time. AVIA convened an Innovation Cohort to guide PH&S and three other Network members through a collaborative process to select and implement the best digital solution.

REAL RESULTS, REAL IMPACT
PH&S achieved powerful results from scaling a digital rounding solution across their enterprise:

- 30 minutes per day
  Saved in nurse leader time
- 2-4 points
  Increase in HCAHPS scores
- Every 2 weeks
  A new hospital goes live
- 25% savings
  On an enterprise-wide contract
AVIA worked with PH&S’ Innovation, Nursing, and IT teams upfront to align on a system-wide solution to improve patient satisfaction and support their staff. The cohort process empowered PH&S to reach a fast decision with confidence:

- **Saved time and resources** by leveraging AVIA’s rigorous due diligence process, including RFIs, demos, and reference calls. AVIA prepared a comprehensive market assessment in weeks that would have taken PH&S six months to complete.

- **Minimized technology risk** by collaborating with other health system leaders to evaluate digital solutions. Leveraging peer perspectives and AVIA’s rigorous diligence, PH&S identified a “best fit” solution with certainty.

- **Made a smarter, faster decision** by discovering a digital rounding solution that was not on their radar after attending AVIA’s Solution Showcase, a “shark-tank” style event featuring the top companies. After 30 days, operational leaders across five states confidently aligned on CipherHealth’s Orchid solution.

- **Saved 25% on an enterprise contract** with a combination of product affordability and favorable AVIA Network pricing, resulting in significant cost savings.

**SCALING TECHNOLOGY FOR MEANINGFUL IMPACT**

With support from AVIA, PH&S successfully scaled Orchid to over a dozen hospitals across the enterprise. The AVIA cohort accelerated implementation efforts through stakeholder alignment, business case development, operational planning, and standardization of workflows and rounding scripts.

PH&S has a constant pulse on the volume and effectiveness of patient rounds and can compare activity across individuals, departments, and hospitals. Now with a tool to drive accountability, consistency, and best practices for patient rounds, PH&S is getting results:

- **Saved nurse leaders 30 minutes per day** resulting in more time spent with patients at the bedside.

- **Increased HCAHPS scores by 2-4 points** with immediate service recovery and process improvements.

- **Raised overall HCAHPS patient experience score by 2.6 points** from the previous year for one hospital.

**Press Ganey Overall Rating of Care Given For One PH&S Hospital**

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<th>Year</th>
<th>Rating</th>
<th>Number of Respondents</th>
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<tr>
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</table>

Mean: 72.6

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**ABOUT AVIA**

AVIA runs the nation’s leading network for health systems seeking to innovate and transform through digital strategy. The AVIA Innovator Network brings together action-oriented health systems to solve pressing challenges that are ripe for digital innovation. Network members collaborate on strategic initiatives like consumer engagement and post-discharge success. With AVIA’s rigorous process and the power of collaboration, members identify, deploy, and scale the best digital solutions to achieve financial and clinical impact. The result: Health systems accelerate their pace of transformation—moving faster with greater confidence.