

CHECKLIST

4 ways to ensure efficiency, care coordination, and safety during a crisis

Healthcare

Streamlining workflows, improving care coordination, locating critical equipment, and contact tracing are all critical to hospitals and health systems. And they become even more important during a crisis event such as the COVID-19 pandemic.

Staff that spends time searching for equipment or supplies can lead to low job satisfaction in healthcare workers. Being able to effectively coordinate patient care quickly and efficiently, and contact trace for infection all work together to contribute to a more positive patient and caregiver experience—and safeguard everyone’s wellbeing.

This checklist will look at four ways to achieve better efficiency, care coordination, and safety in healthcare facilities before, during, or after a crisis event.

“ The benefits of contact tracing are, if done correctly, a thorough process that helps identify and quarantine-exposed individuals so they cannot then transmit the virus to others; it breaks the chains of transmission.”

DIANA CERVANTES¹

MS, DrPH, CPH, CIC, Assistant Professor at the University of North Texas Health Science Center at Fort Worth, Department of Biostatistics and Epidemiology and Director of the MPH Epidemiology Program

1. Trace patients, staff, and equipment

Having a real-time location system (RTLS) to automatically trace infected patients throughout a care facility during a public health crisis can provide crucial insights into the locations, people, and equipment with which the infected patient came into contact. Facilities gain the advantage of not only tracking who and what was exposed, but when and where it happened. Care providers can use this information to take appropriate actions to isolate, decontaminate, and quarantine anyone or anything potentially exposed, such as removing non-sterile equipment that has entered patient rooms. Having this information readily available helps initiate the steps to mitigate the infection in seconds—and helps ensure the safety of everyone in the facility.

2. Keep staff engaged and working at top of licensure

Patients lean heavily on nursing staff to communicate with them about their treatment protocols, and [studies indicate](#)² that nurses who forge better connections with patients tend to have happier patients. But making those connections can be compromised when manual processes require nurses to spend time documenting needed information for treating patients or searching for equipment and supplies. Having a real-time locating system (RTLS) enables clinical staff to remain focused on patient care and working at the top of their licensure without needless administration—resulting in more frequent patient engagement.

3. Ensure patient confidence

According to a recent [COVID-19 Patient Sentiment Survey](#)³ conducted by Boston Consulting Group, providers can influence up to 50% of the conditions affecting a patient's willingness to seek medical treatment. Additionally, the survey demonstrates that provider protocols for testing, cleaning, and PPE hold the greatest potential to increase patient comfort levels. With the industry facing billions in losses and patients continuing to forego elective, primary, and other specialty care visits, a strong contact tracing system can help to restore patient confidence and revenue.

4. Offer instant data and reporting

RTLS offers a single, unified view into medical equipment, patients, and staff across the facility to ensure they are all in the right place at the right time. Even better, the capture of real-time information is achieved without further burdening staff or disrupting existing systems. Information is collected automatically, ensuring complete accuracy and recordkeeping of contacts within the facility. In cases of suspected or real infection identification, a contact location report can be pulled in minutes.

Find out more about how your organization can be better prepared to manage crisis events, improve efficiency, reduce the administrative burden for clinical staff, and maintain or improve patient confidence by downloading this best practice guide: [Five steps to responding to a crisis](#).

¹"Quotes From Experts: COVID-19 Contact Tracing," SciLine ([Diana Cervantes](#)) April 16, 2020

²"How Quality Nursing Care Impacts Patient Satisfaction, Experience," Sara Heath, Xtelligent Healthcare Media, ([Patient Engagement Hit](#)), May 09, 2019

³"Restoring Patients' Confidence in Elective Health Care", Jonathan Scott, Ania Labno, Brian Rappl, Josh Kellar, and Barry Rosenberg, Boston Consulting Group, ([BCG](#)), May 27, 2020

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