

SUCCESS STORY

North Cypress Medical Center Boosts Patient Satisfaction Scores, Saves Time and Money with Iatric Systems Visual SmartBoard™



- OBJECTIVE:** As patient satisfaction surveys confirm, patients waiting for an appointment or procedure always appreciate being kept informed, especially when inevitable delays occur. North Cypress Medical Center wanted a simple, effective way to communicate with patients and family members accompanying them, using airport flight information boards as a model.
- SITUATION:** North Cypress Medical Center is a 175-bed physician-owned, general acute care hospital in Cypress, Texas. Winner of many awards for quality and safety, the hospital is acclaimed for its state-of-the-art medical technology, highly-respected area physicians, and upscale 5-star hotel-like ambience.
- SOLUTION:** North Cypress uses Iatric Systems Visual SmartBoard™ (VSB) to pull information from clinical and administrative systems, and display customized, color-coded views of meaningful data for patients and staff. SmartBoards are deployed in the waiting rooms in the Radiology, Respiratory, and Surgery departments, where they keep patients and family members informed about wait times and patient status. Back-end SmartBoards inform technicians that the patient has arrived so they know when to get the room ready. Other SmartBoards help scheduling and finance staff confirm insurance verification and patient payment.
- RESULTS:** Patient satisfaction scores have improved significantly, and are directly tied to the introduction of SmartBoards in waiting areas. Visual SmartBoard also has enabled a number of workflow improvements, including better coordination between administrative and clinical staff, which saves the hospital time and money. The clear, attractive displays are hugely popular, providing valuable information at a glance for many different constituents, from patients and family members to physicians, technicians, schedulers, and other staff.

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– Beata Kasper
Chief Information Officer
North Cypress Medical Center

One of the keys to a patient-friendly hospital environment is keeping patients and family members informed about wait times when they come to the hospital for a test or procedure. This was the challenge facing Beata Kasper, CIO at North Cypress Medical Center. "We wanted something visual and easy to understand, much like an airport flight schedule board," explains Beata Kasper, CIO, North Cypress Medical Center. "Once we saw Visual SmartBoard, we knew it was what we were looking for."

The hospital now uses Iatric Systems Visual SmartBoard (VSB) to provide customized views of patient information, with color-coding that shows status at a glance. VSB's ability to pull together rapidly changing information and present it in a clear, meaningful way has not only raised patient satisfaction scores; it also has improved coordination of care by hospital staff. "Visual SmartBoard has been a huge hit, improving the patient experience and saving us a great deal of time and money," Beata adds.

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Improves Patient Satisfaction and Coordination of Care

The first SmartBoard North Cypress implemented was **Radiology Waitroom**, which hangs in the waiting area and shows patients how long they have to wait for their MRI or CAT scan once they arrive and register. Other SmartBoards now hang in the back to assist staff that performs radiology procedures. **Schedule Radiology Today** shows radiology appointments for the current day while **Cancelled Appointments** tracks appointments that were not kept, and why. **Outstanding Radiology** shows outstanding radiology exams, and tracks exam start and end time as well as patient wait time. "VSB has actually cut down patient waiting time because the techs know exactly when the patient is ready to be taken back for the procedure," Beata explains. "If the patient is delayed, they may be able to squeeze someone else in that slot."

Radiology Waitroom

Patient	Test	Patient Arrival Time	Scheduled Appt Time	Status
TUC,V	NM	1121	1200	IN PROGRESS
HUG,C	RADRN	1148	1300	COMPLETED
HUG,C	MRI	1148	1400	COMPLETED
DUD,L	MRI	1424	1500	COMPLETED
CAV,M	CT		1600	ON TIME
HAU,B	US	1525	1600	ON TIME
TUC,V	NM	1121	1600	IN PROGRESS
BOD,S	MRI		1700	ON TIME
WHI,B	US		1700	ON TIME
ROG,M	US		1800	ON TIME
DEM,W	MRI		1900	ON TIME
DEM,W	MRI		2000	ON TIME

After rave reviews by Radiology patients and staff, the hospital decided to expand the use of VSB to the operating room. **OR Waitroom** shows family members color-coded views of patient status (e.g. pre-op, surgery, recovery) and estimated completion time. Beata made it a point to walk around requesting feedback. "Patient families love it. For example, if you see that your husband will be in surgery for the next two hours, you know you can go grab a bite to eat without worrying. Since we started using Visual SmartBoard, our patient satisfaction scores have gone up significantly." Meanwhile, **Operating Room** displays patient arrival time and other relevant information to OR staff. "They now know when the patient arrives and can start getting the room ready, rather than losing time and resources preparing for a patient who doesn't show up," Beata notes.

OR Waitroom

Name	Sched Time	Arrived Time	Start Time	Surgeon	Room	Est. Time Surgery Done	Est. Time DC/In Rm	Status
STA,N	0630	0611	0645		4108			IN ROOM
STA,N	0730	0611	0739		4108			IN ROOM
OLLC	0730	0954	0716		5206			IN ROOM
MAR,J	0845	0745	0856				1320	IN RECOVERY
MAR,J	0930	0745	0957				1320	IN RECOVERY
GOO,H	1000							DELAYED
SAN,A	1022		1022		DS HOLD 1			IN ROOM
TOL,F	1200	1039	1256			1756		IN SURGERY
MED,R	1330	0825	1342				1702	IN RECOVERY
TOL,L	1430		1251		5302			IN ROOM

Improves Payment Workflows — and the Patient Experience Too

Visual SmartBoard is also helping the hospital meet a different kind of challenge: coordinating appointment scheduling with insurance verification. Prior to the implementation of the SmartBoard, communication between the two groups consisted of phone calls and emails, leading to missed opportunities or missed reschedules. An **Insurance Verification** SmartBoard now correlates upcoming appointments with authorization status from the patient’s insurance company. The SmartBoard is positioned where schedulers can see it, with color-coding that shows verification status against upcoming appointments. “That’s another great SmartBoard that saves us a lot of time, and is a huge hit with our staff,” Beata adds. “They know if they need to call the patient and reschedule, or call the insurance verifiers to see what the holdup is.” A related SmartBoard, **Payment Data / Patient Amount Due**, uses a custom-built auto-calculation feature to display the estimated charge for appointments, the deductible, and current balance. “When staff members discuss payments or collect from the patient, they use that SmartBoard,” Beata says.

Insurance Verification

Date	Time	Location	Status	Reason for Visit	Appt	Booked By	Booked Dat	Primary Ins	Primary Ins Elig
06/15/15	1200	DS	SDC	ICD9-722.83,338.4,V53.1	PREOP WORKUP NURSE	NCPCSRB	06/08/15	WORK-WO	PENDING
06/17/15	0730	DS	SDC	ICD9-722.83,338.4,V53.1	PAIN PUMP REFILL W/F	NCPSRMW	06/08/15	WORK-WO	PENDING
06/17/15	0800	OR	SDC	ICD9-562.11, CPT-44204	PREOP WORKUP NURSE	NCPCSRB	06/15/15	UHCSC-PP	PENDING
06/18/15	0730	CATH	SDC	ICD9: 433.10 401.9 414.1	LEFT HEART CATH	NCSCHCRA	06/10/15	UHCSC-PP	PENDING
06/19/15	0830	HOPD	SDC	ICD9-847.0,723.4 CPT-62311	STEROID INJ CERV/THOR 1	NCPSRMW	06/12/15	WORK-WO	PENDING
06/19/15	0900	HOPD	SDC	ICD9-847.2,722.10,724.4 CPT	STEROID INJ LUMBAR 1ST-3	NCPSRMW	06/12/15	WORK-WO	PENDING
06/19/15	1330	OR	SDC	ICD9-562.11, CPT-44204 VS 2	LAPAROSCOPIC COLECTOMY	NCPSKEM	06/12/15	UHCSC-PP	PENDING
06/23/15	0930	OR	SDC	ICD9-626.2, CPT-58552 23HF	ROBOT ASSIST LAP HYSTERE	NCPSKEM	05/29/15	BCBSOT-BC	PENDING

Payment Data / Patient Amount Due

Date	Time	Location	Status	Booked Dat	Book User	Appt Reason for Visit	Ins1 Ins1 Elig Sta	Ins2 Ins2 Elig Sta	Ins Ver Comments	Cpt	Est. Charges Amount Due	Ded \$ Ded Met %	OOP \$ OOP Met %	Copay \$ Colns %
07/00		SDC			NCPSRMW	ICD9-530.13 CPT-43235	VERIFIED		+ 06/15/15 NCREGMCS		0.00	0.00	0.00	100
06/15/15	0700	HOPD	SDC	06/04/15	NCPSRMW	COLONOSCOPY DIAGNOSTIC	CIGNA-PP		+ 06/15/15 NCREGLCL	45378	3142.00	0.00	0.00	0.00
06/15/15	0700	HOPD	SDC	04/08/15	NCPSRMW	ICD9-V76.51 CPT-45378	AETNA-PP	MCR AB-MR	+ 06/15/15 NCREGSCG	45378	0.00	0.00	0.00	0.00
06/15/15	0700	CARDREHAB	RCR	06/12/15	NCPCPMW	CARDIAC REHAB PHASE 1-3	MCR AB-MR		+ 06/12/15 NCREGWLS	93798	147.00	147.00		80
06/15/15	0700	OR	SDC	05/29/15	NCPSKEM	LAMINECTOMY, LUMBAR	BCBSTX-BC		+ 06/10/15 NCREGTF		1120.06	1000.00	2000.00	0.00
06/15/15	0700	SDC			NCPSKEM	ICD9-722.73, CPT-63030 OUT	VERIFIED				1838.63	101.79	0.00	80
06/15/15	0700	DS	SDC	06/08/15	NCPSKEM	ARTHROSCOPY, KNEE	BCBSTX-BC		+ 06/11/15 NCREGTF		0.00	350.00	2500.00	0.00
06/15/15	0700	SDC			NCPSKEM	ICD9-836.0, 836.1, 717.7, CPT	VERIFIED				0.00	350.00	2500.00	100
06/15/15	0700	SPORTSMED	RCR	05/14/15	NCREHPMC	SPORTS MEDICINE PT MEDIC	MCR AB-MR	AETNLX-PP	+ 06/01/15 NCREGETS	97001				
06/15/15	0700	OR	SDC	06/10/15	NCPSKEM	ARTHROPLASTY, ANTERIOR	BCBSTX-BC		+ 06/12/15 NCREGMCS		1945.87	2000.00	0.00	0.00
06/15/15	0700	SDC			NCPSKEM	ICD9-715.95, CPT-27130 TO B	VERIFIED				54.13	0.00	0.00	100
06/15/15	0700	MRI 290	CLI	06/12/15	NCSCHLAJ	MRA HEAD W/O CONT 70544	BCBSTX-BC	MCDDOM-DH	+ 06/15/15 NCREGAMT		401.33	0.00	2750.00	150.00
06/15/15	0700	SPORTSMED	RCR	06/12/15	NCREHPMC	SPORTS MEDICINE PT INSURANC	UHCSC-PP		+ 06/01/15 NCREGETS	97001		2000.00	5000.00	100
06/15/15	0700	US II	CLI	06/28/15	NCSCHEB2	US ABDOMEN COMPLETE 76700	BCBSOT-BC					2000.00	5000.00	100
06/15/15	0730	WC	RCR	06/12/15	NCREGUJ2	WOUND/CARE LYMPHEDEMA REVI	UHCATL-PP		+ 05/23/15 NCREGLS		0.00	0.00	2000.00	80
06/15/15	0730	HOPD	SDC	06/04/15	NCPSRMW	COLONOSCOPY DIAGNOSTIC	UHCATL-PP		+ 06/15/15 NCREGLCL	45378	2798.00	0.00	0.00	0.00
06/15/15	0730	HOPD	SDC	05/22/15	NCPSRMW	COLONOSCOPY DIAGNOSTIC	UHCSC-PP				278.00	3000.00	0.00	100
06/15/15	0730	CATH	SDC	06/08/15	NCSCHCRA	LEFT HEART CATH	MCR AB-MR	MCD TX-DT	+ 06/05/15 NCREGHP		0.00	0.00	1597.00	0.00
06/15/15	0730	INF	RCR	05/26/15	NCREGLLL	INF LAB 30	AETNA-PP	ACCESSNCMC	+ 06/03/15 NCREGHP	1	0.00	400.00	3000.00	0.00
06/15/15	0730	OR	SDC	05/29/15	NCPSKEM	LAP ASSISTED VAG VAULT SU	MCRHUM-MH	DEFERRED	INSUR VERIF VIA PASSPORT / ABN		0.00	0.00	0.00	100
06/15/15	0730	INF	RCR	06/04/15	NCREGLLL	INF HOUR 1	MCR AB-MR	MUTOMA-CO	ADR VERIF VIA PASSPORT	J1335,J2248	0.00	147.00	147.00	80
06/15/15	0730	INF	RCR	06/08/15	NCREGLLL	INF LAB 30	AETNA-PP		+ 06/08/15 NCREGHP	J2469*,J8540	0.00	750.00	3250.00	0.00
06/15/15	0730	RCR			NCREGLLL	LABS/CHEMO Dx:Colon CA	VERIFIED		+ 06/08/15 NCREGHP		0.00	750.00	750.00	80

“Our patients and staff absolutely love the SmartBoards,” Beata concludes. “We’ve become VSB addicts, and we keep taking it further. I’m very proud of everything we’ve done, and very thankful for Iatric Systems help.”