



Client Case Study: Central Washington Hospital

Realizing Immediate Benefits of Quantros SRM: Central Washington Hospital Sees Rapid Improvement in Patient Safety Tracking and Reporting Management

The Challenge

The team at Central Washington Hospital, in Wenatchee WA, was struggling with an inefficient and ineffective patient safety tracking and reporting management system. The paper-based process included a patient safety event form that was routed sequentially to three or four people for review. If they were busy or unavailable, the subsequent investigation and follow-up stalled. While many events closed quickly, a significant number were open for several months.



“ Quantros SRM allows us to route events to multiple people at once. The amount of time it takes to review, investigate and close an event has been reduced significantly, which has been a huge benefit to our organization. ”

**Jane Budden, Quality Improvement Manager
Central Washington Hospital**

The Solution

Central Washington Hospital has realized several benefits from its implementation of the Quantros Safety and Risk Management solution (SRM). Quantros SRM is a comprehensive platform for electronic event self-reporting, event tracking, monitoring and workflow management tools.

SRM is a data collection tool that allows users to identify safety issues and track intervention performance in real

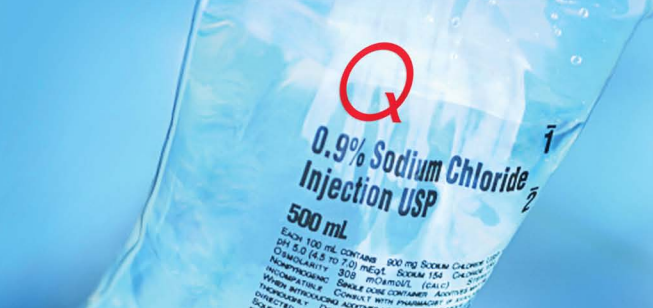
time. Robust reporting supports trend reporting, as well as drill down analytics.

Jane Budden, Quality Improvement Manager, states, “Quantros SRM allows us to route events to multiple people at once. That allows our Quality Management Department to get the event right away. We can keep track of it throughout the process until it’s complete. Working directors can see their open events and address them quickly.

Key Results

Quantros SRM has helped Central Washington Hospital improve patient safety event management by fostering:

- » More efficient processes
- » Faster review turnaround
- » More effective event resolutions



QUANTROS

“SRM has significantly reduced the amount of time it takes to review, investigate and close an event. As a result, issues can be tackled while they are fresh on everyone’s mind, which has been one of the best outcomes for us.”

While Home Care, OB and several other areas enter their own events, Quality Care Management continues to enter the events for the rest of the hospital. All parties agree on the ease of entry and navigation around the system.

“We took this approach so we could roll it out in a phased manner. We get a common language with the taxonomy and expect the rest of the departments to be able to work easily with the system,” Budden says.

Looking Forward

Budden is convinced that Central Washington Hospital will continue to realize safety and risk management benefits with Quantros.

“We chose Quantros to automate our events management and reporting, and have achieved results in the first departments. As the remaining departments come online, additional efficiencies, more robust reporting and improved safety will be realized,” she concludes.

About Central Washington Hospital

Central Washington Hospital is more than a community hospital. Located in Wenatchee, Central is the major medical facility and referral center for North Central Washington. Dedicated to the delivery of excellent, cost-effective health care, Central Washington Hospital stands out amongst its peers as a financially well-managed institution.

About Quantros

Quantros is a leading provider of patient safety and quality software to the U.S. healthcare industry. Currently, its Software-as-a-Service-based applications help over 2,000 healthcare facilities improve clinical performance and safety. The platform supports the highest quality healthcare standards, aiding clients to save lives, promote patient well-being, and conserve financial, medical and information technology resources. www.quantros.com