

The Fraser Health Authority saves over 1400 acute bed days annually by leveraging Strata PathWays™ with Strata IQ business module.

► THE CHALLENGE

Improve community residential bed access by decreasing the Vacant Bed Turnaround* within both owned and independent care centres across the health system.

As one of Canada's largest and fastest growing health authorities, Fraser Health (FHA) provides a wide range of integrated health care services to more than 1.5 million people living in communities stretching from Burnaby to White Rock to Hope in British Columbia. With FHA's population expected to grow by 27% by 2020, acute and community resources are under constant strain. A long-standing priority has been to optimize the timely access to community beds from acute care, helping to alleviate hospital flow issues. Fraser Health has been using Strata PathWays™ since March 2007.

Fraser Health implemented Strata IQ's business analytics module as a clinical partner in 2010, and has been at the forefront of leveraging the rich set of patient flow data created by Strata PathWays™ for the purpose of frontline daily decision support and long term executive strategic planning.

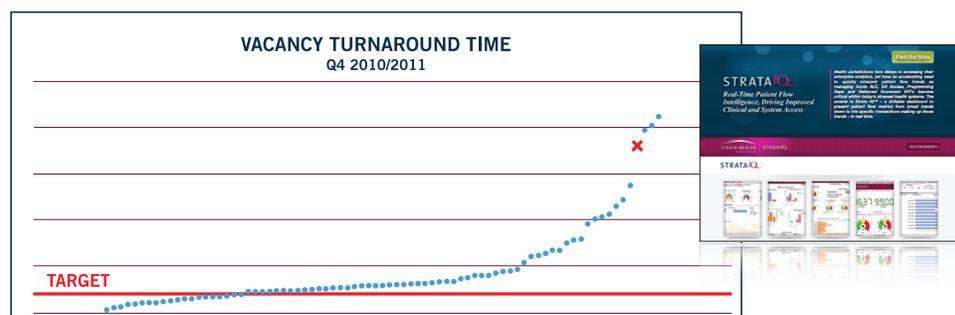
► THE SOLUTION

Six KPIs were cooperatively defined by FHA and its service provider network and implemented in a Strata IQ score card. While the IQ score card is available in real time for approved FHA management, the real innovation occurred as reports were distributed to all providers, allowing confidential and competitive comparison of their specific results.

Traditionally, poor performance against established KPIs have been managed through formal performance review. To date, this initiative has relied solely on making performance of all stakeholders transparent and using competition to drive quality improvement activities. The score card was deployed to all system providers at the end of Q4 2010/11 and was electronically re-distributed to providers at the end of Q1 2011/2012.

KPIs captured:

- Vacant Bed Turnaround
- Occupancy Rate
- Unscheduled Transfers to Emergency
- Medication errors leading to adverse events
- Facility acquired pressure ulcers and falls resulting in injury
- Falls resulting in injury



▶ THE RESULTS

Fraser Health has experienced dramatic outcomes in just one quarter versus baseline. The focus of this case study - turnaround time for vacant beds - was reduced on average by 8% and the two most under performing facilities reduced their community bed turnaround time by 40%!

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Learn more about how Strata Pathways™ improves system access by matching unique client needs to optimal clinical resources across the care continuum - in real-time.

VACANT BED TURNAROUND



The decrease in vacancy turnaround led to faster community admissions, and thus a decrease in acute discharge delays.

In Q1 of 2011, over 350 ALC acute bed days were saved, which is the equivalent to 4 acute beds on an annual basis with no capital investment. This reduction is projected to generate over \$1,400,000 in economic efficiency over the next year. This is exclusive of any additional efficiencies, improved patient safety and more stable outcomes gained from an optimized community vacant bed cycle.

* Indicated as the downtime cycle between "client discharging from a community bed to that bed being available for new admission."

"It's early days, but the immediate results are remarkable. Simply sharing this robust data with our Provider partners has led to bed availability gains. Strata IQ now makes sure we're all working together. In the end, everyone wins, most of all the resident."

- Director, Business Development and Contracts
Residential Care & Assisted Living