



We know hospitals.™

PATIENT FLOW

FINANCE

HUMAN RESOURCES

REVENUE CYCLE MANAGEMENT

TECHNOLOGY

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real: IMPROVEMENT

PATIENT FLOW ... OPERATIONAL RESOURCES





HOSPITALS THAT MOVE PATIENTS, INFORMATION AND MATERIALS IN A TIMELY AND EFFICIENT WAY IMPROVE HOSPITAL REVENUE, PATIENT SAFETY, AND SATISFACTION AMONG PATIENTS AND STAFF.



From admission through discharge, hospitals have opportunities to improve performance. We have the tools that enhance their capabilities.

Patient flow initiatives enable the following improvements.

- Increased effective capacity
- Reduced time of divert status
- Shorter emergency department stay
- Better tracking of bed status
- Enhanced communication between care providers and hospital units
- Fewer delays in bed assignment and quicker bed turnaround
- Reduced time for patient transport
- Decreased length of stay
- Superior patient education in discharge and post-discharge instructions
- Increased patient and employee satisfaction
- Greater patient and employee safety
- Expanded loyalty to the healthcare organization

We understand the challenges hospitals face.

We can help. The right products and services help hospitals achieve the strategic objective – high performance, enabled by the best processes, a culture of quality, and improved bottom line.

OUR OBJECTIVE: FINDING SOLUTIONS THAT MEET YOUR NEEDS.

Patient Flow

Patient flow streamlines operational processes and includes being appropriately paid for patient services rendered. It affects workflows related to patient arrivals through referrals, perioperative services and emergency services, and progresses with admissions and scheduling. It increases patient throughput and coordination of care across hospital departments and ancillary services through discharge, and beyond.

Managing patient flow efficiently handles waits, waste, delays in discharges and diversions. Patients receive the appropriate care at the appropriate time. Hospitals improve effective capacity, ensure appropriate resource utilization, provide information to better manage and improve the organization's operations, and realize net income improvements.

AHA-endorsed products and services for Patient Flow offer consulting, tools and applications, and necessary infrastructure. They enhance and measure performance in key areas. Hospitals improve in scheduling, tracking, environmental services, bed turnaround time, discharge delays and more.

Patient Experience

Timely and efficient processes directly affect a patient's emotional experience throughout the hospital interaction. A good experience is often a result of superior communication throughout the hospital stay. Satisfied patients have good experiences, and patient satisfaction leads to a culture of quality and improved organizational reputation.

Services and products that AHA endorses enhance and measure the patient experience and improve loyalty to the organization. Technology is available to enhance communication between patients and caregivers and among caregivers. Tools are available to empower the patient to actively participate in their care.

Patient Safety

Hospitals strive to reduce adverse events and to achieve the National Patient Safety Goals (NPSGs). Patient Safety involves the entire hospital and includes a supportive culture and encouragement of patients' active involvement in their own care.

Products and services in this category of endorsements ensure that patients are not harmed by the care systems they trust will heal them. Ergonomic safety solutions help create safer work environments for employees. Technology applications secure and improve the transmission of patient information, as well as offer tools to collect and report on NPSGs.

Community Health and Wellness

As cornerstones in the community, hospitals are perceived as a center for community health. Products and services being considered for endorsement include tools to strengthen the hospital's relationship in the community and strategies to improve the community's perception of the hospital.

TO FIND OUT MORE ABOUT ANY
AHA-ENDORSED PRODUCTS OR SERVICES,
GO TO WWW.AHA-SOLUTIONS.ORG OR
CALL US AT (800) 242-4677.

WE KNOW HOSPITALS.

We tap into national experts of the AHA and regularly and consistently talk with health care executives to understand the challenges facing healthcare leaders. Our solutions are relevant and practical because we follow a due diligence methodology both thorough and timely.

First, we listen.

We interview executives, management, and directors from hospitals, large and small, all over the United States – beginning with an advisory committee specifically qualified to address various healthcare issues of interest to hospitals.

Second, we research.

We investigate an issue from many points of view: hospital administrators and employees; healthcare consultants and academics; investors and futurists; policy makers and regulatory agencies.

Third, we evaluate.

We assess candidate products and services – and their vendors – along multiple, measurable criteria, including the opinions of peers and customers. Which ones make the grade? Those that, together or stand-alone, help hospitals run better.

Fourth, we synthesize.

We group products and services into solutions – a bigger view of a problem and its possible resolutions. Yet, together, the products or services gain in value, as they complement each other in the achievement of a “whole” that is greater than the sum of its parts. That’s the synergy of an AHA solution.

Fifth, we connect.

We share our knowledge of hospitals with solution vendors, and vice versa. In this way, the vendor has a deeper understanding of the “fit” of its product or service in your hospital’s environment; and you have the peace of mind that comes from choosing a product or service that’s endorsed by the AHA.

ALL THAT IS IN THE AHA ENDORSEMENT.

For more than 100 years, the American Hospital Association's name has been a powerful symbol of quality. AHA Solutions, a subsidiary of the AHA, awards the AHA endorsement only to products and services that help hospitals achieve organizational excellence.

Healthcare organizations that select AHA – endorsed products support the American Hospital Association's efforts on behalf of the nation's hospitals. AHA Solutions is proud to reinvest its profits in the AHA's mission: creating healthier communities.

