

**leveraging digital**  
**its about service not technology**



# service not technology



**PERSPECTIVE**



Serve

Shape

Who  
I am

Study

Share





# service not technology



**PERSPECTIVE**

**TRANSFORM SELF**



**Skilled Nursing**



































# service not tech



**PERSPECTIVE**

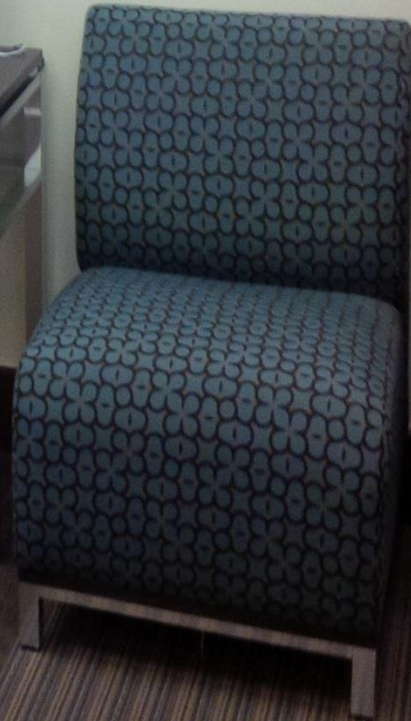
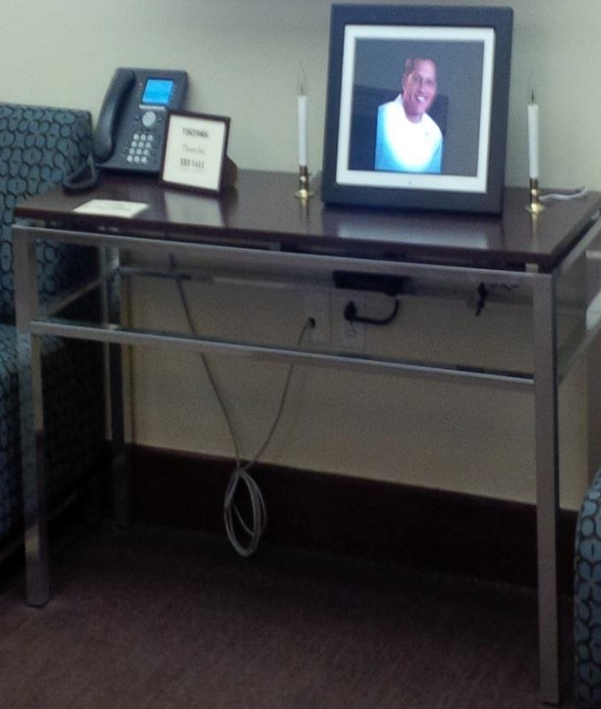
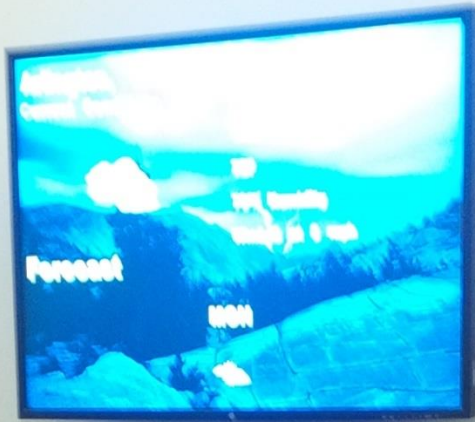


**TRANSFORM SELF**



**TRANSFORM TEAM**

































# service not technology

- PERSPECTIVE
- TRANSFORM SELF
- TRANSFORM TEAM
- KNOW CUSTOMERS

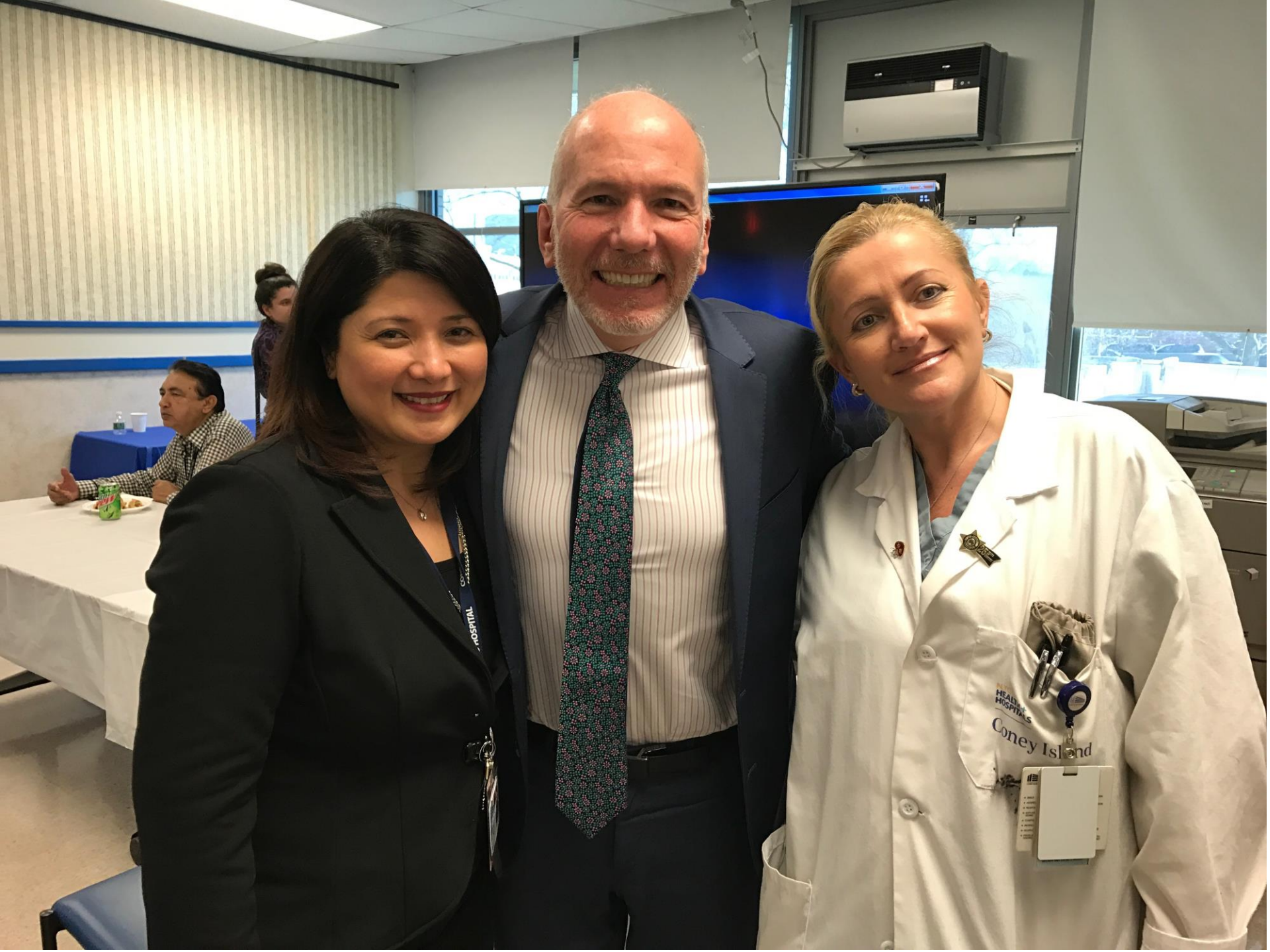






















# service not technology



**PERSPECTIVE**



**TRANSFORM SELF**



**TRANSFORM TEAM**



**KNOW CUSTOMER**



**TRANSFORMATIONAL OUTCOMES**

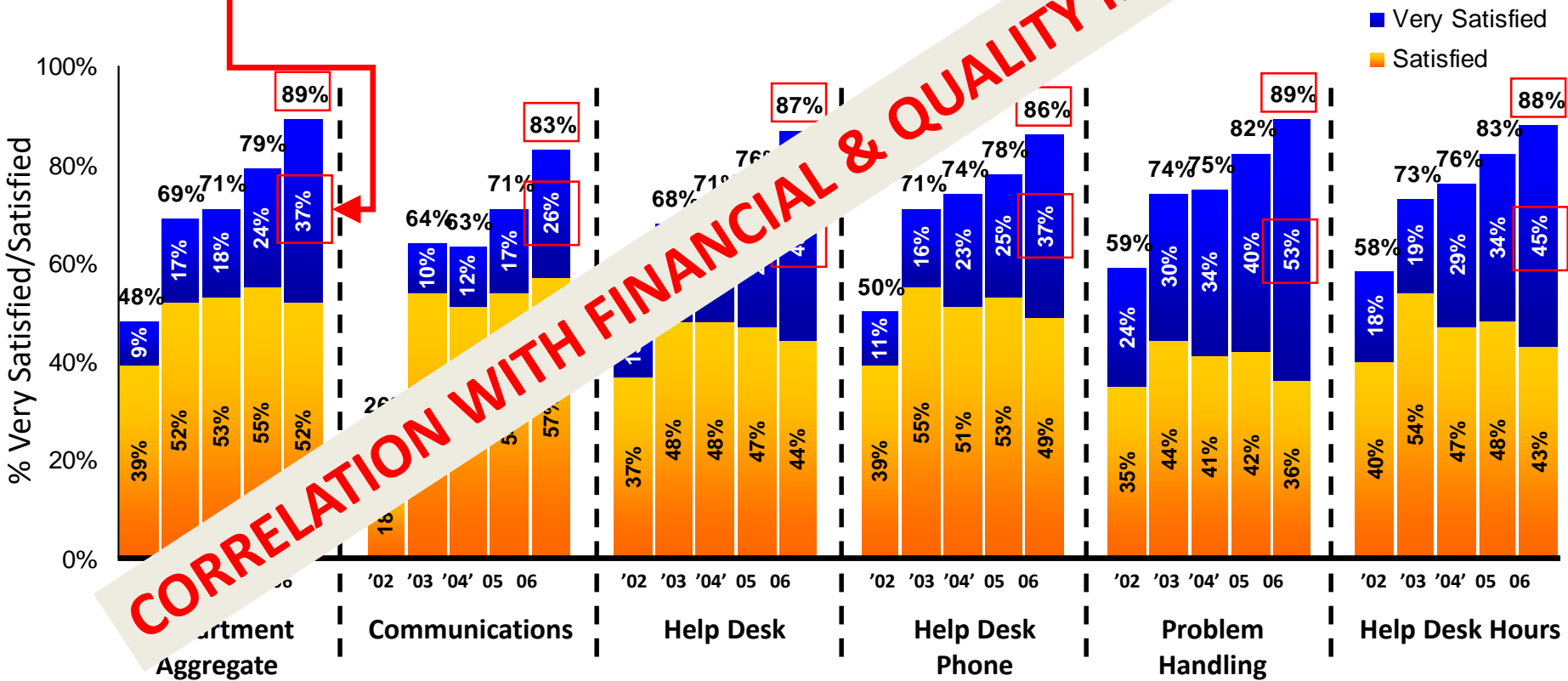


# University Hospitals Case Study

## Detailed Scores

Quadrupled number of respondents that are 'Very Satisfied'

**CORRELATION WITH FINANCIAL & QUALITY IMPROVEMENTS**





# Forbes

America's Best Employers





Room/Bed	Patient Name**	Age/Sex	New Rslt Flag	CPOE Unsigned Orders	Orders Needing Release	MEWS Score	SIRS Score
H362/H36201	[REDACTED]	78 y.o. / M	!	!		4	3
C220/C22001	[REDACTED]	74 y.o. / F	!!	!		5	3
B422/B42201	[REDACTED]	53 y.o. / F	!!			2	3

[SNAPSHOT](#)
[VS Early Warning](#)
[SIRS Scoring System](#)
[Medication Profile](#)
Report: VS Early Warning

Patient Scoring

**MEWS EARLY WARNING SCORE:**

Heart Rate:	0
Systolic Blood Pressure:	1
Respiratory Rate:	1
Temperature:	0
Level of Consciousness:	3

MEWS SCORE

Score:	3	2	1	2	3
Heart Rate		≤ 40	60-100	101-110	≥ 130
Systolic Blood Pressure	≤ 70	71-90	91-199		≥ 200
Respiratory Rate			10-16	17-20	21-29
Temperature			95-101.2		≥ 101.3
CNS			Alert	Confusion/Restlessness	Responds to Pain
Consciousness					Unresponsive

SAVING 200+ LIVES ANNUALLY

Flowsheet Rows

	Most Recent Value
Pulse	100 filed at 02/11/2015 1230
BP	! 88/41 mmHg filed at 02/11/2015 1230
Resp	18 filed at 02/11/2015 1300
Temp	96.8 °F (36 °C) filed at 02/11/2015 1300
Level of Consciousness	sedated filed at 02/11/2015 1100
Arousal Level	unresponsive filed at 02/11/2015 1100

MEWS SCORE TREND

[Go To Now](#)
2/11/2015
Today 0000 - Today 1559

[1 Hrs](#)
[2 Hrs](#)
[4 Hrs](#)
[8 Hrs](#)
[One Day](#)
[View All](#)

Date:	02/11						
2 Hrs:	00-02	02-04	04-06	06-08	08-10	10-12	12-14

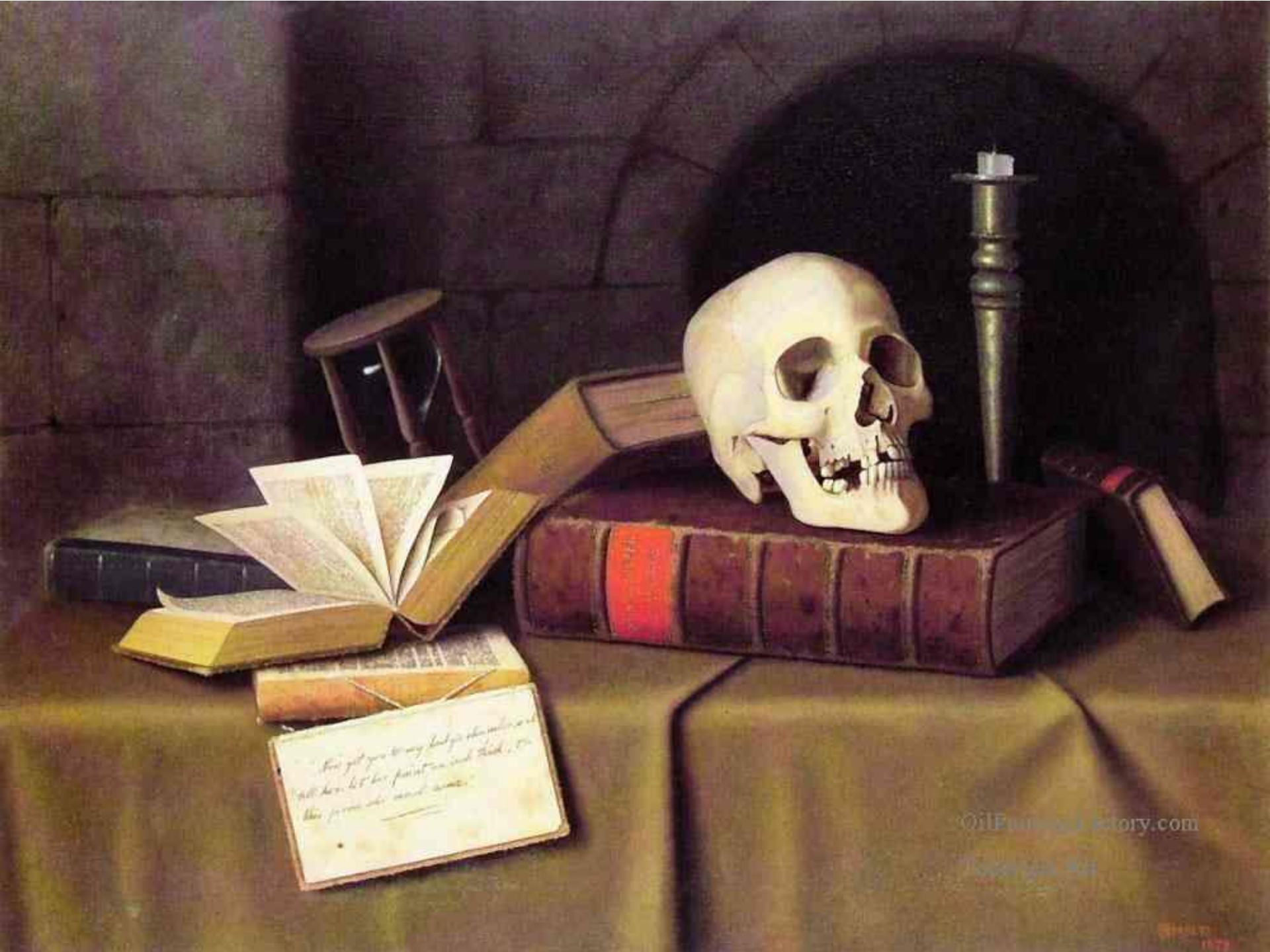






ALL NEW





*This gift goes to my lady for the value of  
the book. Let her point me out the  
the price she would want.*

OilPaintingStory.com

© 2014 OilPaintingStory.com

1573