

RURAL

and

URBAN



*How Carilion Clinic
Uses Centralization
to Provide Excellent
Care to All*

Collaborating to serve the community; a commitment to doing what's right for patients; unwavering in providing exceptional quality and service; showing compassion for patients every day; and fostering creativity and innovation in the pursuit of excellence. Simple, powerful words that represent the values of Carilion Clinic, a six-hospital system in Roanoke, VA—and why the team there decided to adopt a centralized approach to care, with a health system command center, in order to provide the best possible care.

A TRUE PIONEER

The benefits of a centralized approach to care, driven by a health system command center, are clear—operational alignment, improved efficiency, enhanced patient safety and satisfaction, and growth and sustainability. And Carilion is a true pioneer in this space having been an early adopter of this model in 2004—first by centralizing patient placement and eventually integrating their transfer center functions.

Carilion initially adopted this centralized model to solve the challenges associated with patient access and throughput because they simply had more patients than beds. As part of this initiative, they were also digging into patient length of stay and determining what services could be administered on an outpatient versus an inpatient basis. In addition, they

were running at 95-98% capacity—which could be problematic for patients with time-sensitive medical issues. When the team centralized and simplified—and sent the right patient to the right facility—the result was a 40% increase in patient transfers to secondary campuses. As the center continued to grow and evolve over the last 16 years, the team has relocated to a new space—in fact they've implemented four centers since then, learning more each time.

"We've been doing bed placement and patient transfers out of our command center, known as the Carilion Transfer and Communications Center or CTaC, for two of our campuses since 2004. The CTaC also houses a communications center that provides dispatchers for the ambulance fleet, as well as three helicopters; environmental services; oversight for clinical transport operations; tight integration with utilization management nurses, and soon-to-expand operations into a satellite room for remote telemetry as well as remote TeleSitters," says Melanie Morris, Senior Director of Carilion Clinic's Transfer and Communication Center. "We're proud that we've recently expanded our bed placement capabilities to include five locations, including three rural hospitals."

THE HISTORY OF TAKING COMMAND OF CARE—ON-SITE AND OFF-SITE

While Carilion Clinic's flagship hospital is in metropolitan Roanoke, the service area is much broader with about 280 miles between the furthest practices, so CTaC helps Carilion serve the more than 1 million residents who live in mostly rural western and southwest Virginia. The challenges patients and providers face are very different in rural areas. Patients typically have less access to doctors, hospitals and specialty care; they often must travel great distances, which means being away from support networks and incurring transportation costs; and they're often uninsured. Being able to effectively manage these patients and ensure they receive the best care in the most efficient manner is critical to delivering beneficial clinical services.

Carilion knows this firsthand and that's why they have been focused on making a positive impact in their communities. For

example, the decision was made to fully maximize the capacity of the network and "light up" additional hospitals. As a result, CTaC now has a complete view of the status and availability of beds at these sites, as well as the status of admitted patients, upcoming discharges, rooms that are being cleaned, and more. This makes it possible to effectively load-balance across the system, have more insight into patient wait and hold-times, keep patients close to home as long as they don't need a higher level of care at the flagship hospital, and improve satisfaction and overall patient flow efficiency. "It requires a sophisticated, coordinated effort between Carilion's fleet of air and ground transport vehicles, our patient placement teams and each of the hospitals," said Morris.

RURAL OUTREACH

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GET CONNECTED

CARILION TO HOST COMMAND CENTER EXECUTIVE FORUM

Health system executives are invited to join TeleTracking and Carilion April 22-23, 2020 for a Command Center Executive Forum in Roanoke, VA. During this executive forum, you will learn about the benefits of health system command centers, what is involved in the implementation process, how to overcome organizational obstacles, and what returns on investment you can expect. All attendees will have the opportunity to tour the Carilion Clinic Transfer & Communications Center. Visit go.teletracking.com/executive-forum-carilion to learn more and reserve your spot.

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COLLABORATORS, COLLEAGUES—AND THE FIRST TELETRACKING CARE TRAFFIC CONTROL CERTIFIED™ SYSTEM

Carilion and TeleTracking have been long-time partners and collaborators. In fact, Carilion has been serving as a reference and a role model to other health systems that are beginning their command center journey. Recently the success at Carilion was recognized as one of the inaugural Care Traffic Control Certified health systems—which was announced at TeleTracking's Annual Client Conference last October.

For close to three decades, TeleTracking has recognized the benefits of a centralized approach to care—and how much effort goes into centralizing operations and integrating people, process and technology. That work is now being honored with the opportunity to become Care Traffic Control Certified™. In addition to creating a standard set of criteria to measure centralization success, the program is also designed to foster collaboration, innovation and continuous performance improvement between centers.

"We are proud of the impact we're having in our community, are pleased our accomplishments are being recognized and are excited to help others achieve the same level of success as a Care Traffic Control Certified health system," concludes Morris.



MELANIE MORRIS, MSN, RN, NREMT-P, CMC
Senior Director, Carilion Clinic Transfer & Communications Center, Carilion Clinic

Melanie Morris, Senior Director, Carilion Clinic Transfer and Communications Center has played an instrumental role in the design and ongoing success of the centralized transfer and communications center at Carilion Clinic. She began her healthcare career as an EMT/paramedic 30 years ago and has been a registered nurse at Carilion for the past 25 years. She worked in the emergency department, ICU and as a rotor wing flight nurse before moving into patient flow.