

One of the First Private Hospitals in Mumbai to dedicate 150 beds (350 bedded total) for Covid In Patient Treatment Since March,2020 .



Hospital Innovations Awards – CAHOTECH 2020

**Real Time Monitoring of RT-PCR Test (TAT) Using BOT Application.
Implemented at: Nanavati Super Speciality Hospital, Mumbai.
23-Sep-2020**

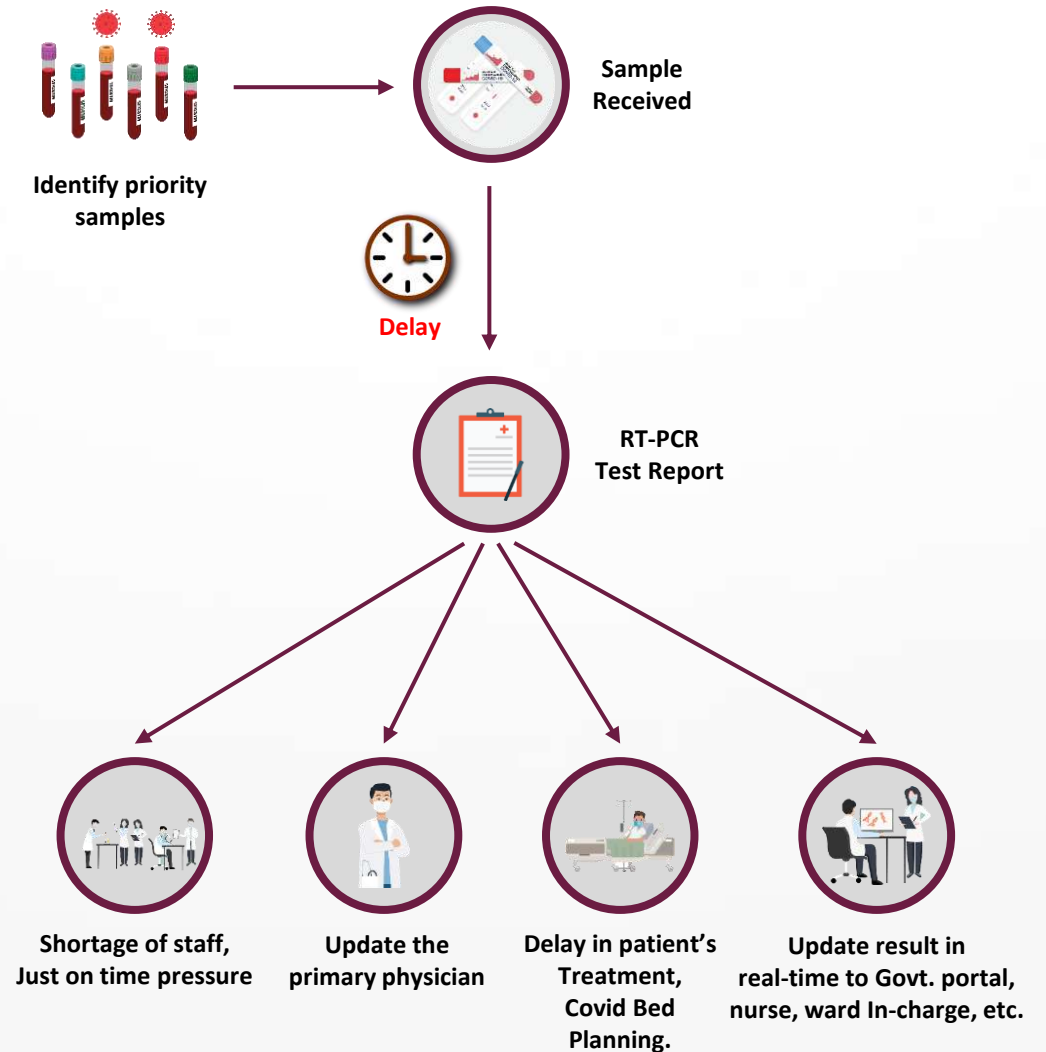
**Presented By:
Mr. Nishant Jaiswal
General Manager – Operations
Nanavati Super Speciality Hospital - Mumbai**



The Rush of COVID-19 Testing Brought Sudden Changes To Processes, Workflows, Workspaces, And Staffing In Laboratories

Key Challenges in Hospital Labs:

- Identifying high priority RT-PCR samples for critical cases.
- Delayed sample collection, transport & reporting TAT.
- Pressure of releasing reports just in time, maintaining quality.
- Updating the primary physician, ICMR, Covid War Rooms.
- Delay in treatment till the RT PCR reports are released.
- Uploading results on government portals on high priority.
- Lack of a unified platform connecting every department, role, resource and patient to track the status of tests.



NEED OF THE HOUR IS TO IMPROVE COMMUNICATION & COORDINATION ACROSS ALL DEPARTMENTS IN REAL-TIME.

Civic Body's No-Test Order To Mumbai's Largest Lab Can Hit COVID Battle

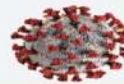
Delays in report lead to difficulties in contact tracing. It can lead to delays treatment and in some cases, death, the BMC said in its order.

Mumbai | Reported by Sreenivasan Jain, Edited by Anindita Sanyal | Updated: June 12, 2020 9:50 am IST



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Hospitals admitting suspect cases of COVID19 should collect nasal and throat swab samples in one VTM tube and transport them to the nearest testing laboratory in cold chain...! ICMR respects and

SARS-CoV-2 (COVID-19) Testing Status



6,53,25,779

CUMULATIVE TOTAL SAMPLES TESTED UP TO SEPTEMBER 21, 2020



9,33,185

NO OF SAMPLES TESTED ON SEPTEMBER 21, 2020

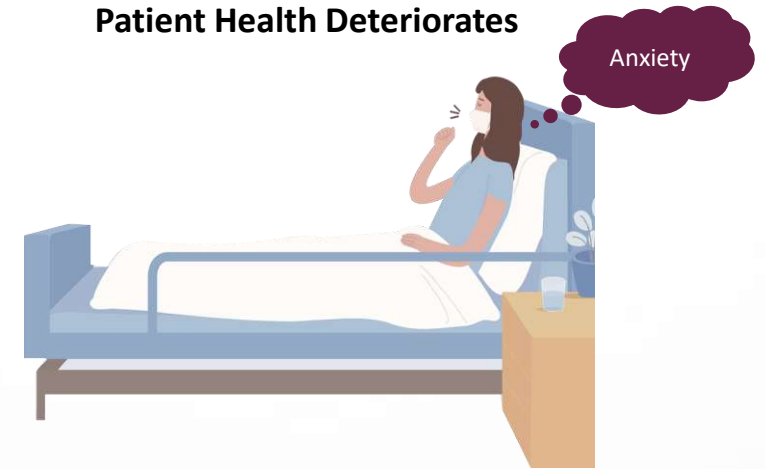
Laboratory Details

Physician Waits for Test Reports



Delay in Treatment

Patient Health Deteriorates



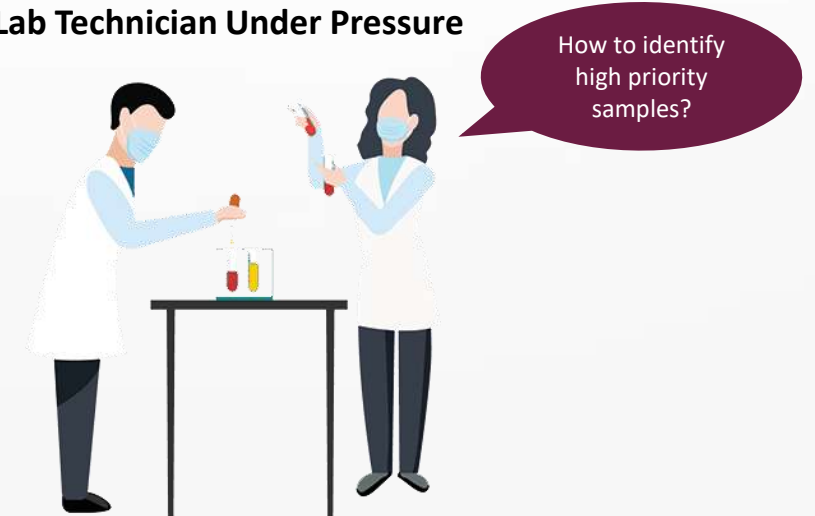
Increased Patient Suffering

Relatives Get Worried



Delay in Information

Lab Technician Under Pressure



Delay in Prioritizing & Monitoring Samples



Delay of 24 hours to create & collect samples for COVID-19 RT-PCR test orders, after consultant orders the test.

Laboratory sample processing time in hours.

Consultants have to wait for the test report to start treatment.


Patient's health deteriorates as his/her oxygen level decreases.

Multiple follow-up communication needed between patients, consultants, wards, departments and management.


Delay in updating COVID-19 RT-PCR test results at government portals, like ICMR.




WHO WE ARE



DESIGN BOT



DELIVERY BOT



IMPROVEMENT BOT

WHAT WE DO

Situation-aware Operations Bots Layer
ExperienceFlow continuous improvement bots monitor, rootcause, and create a real-time intervention for all instances of patient lab processes that impact patient experience, resource through-put & employee productivity.

Real-time Operations Advisory Layer
ExperienceFlow also provides remote data-driven advisors who assist all levels of the hospital operations team to reliably and consistently follow-through with the interventions suggested by our platform.

Cognitive Operations Knowledge Layer
ExperienceFlow leverages several AI/ML models to create new kinds of non-intrusive cognitive data and knowledge repositories. These repositories match financial/patient interventions with the real-time situations that hospitals face daily.

OUTCOME



PROCESS STREAMLINING

End to End Workflow



STAFF PRODUCTIVITY

Transparency & Communication



REVENUE IMPROVEMENT

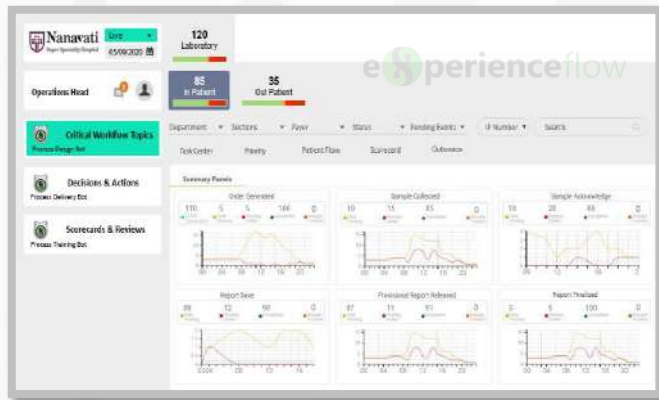
Unlock 15 to 20%



PATIENT EXPERIENCE

Increase Loyal Patients

LEAN METHODOLOGY



Real-time Dashboard for HODs & Managers



Task Center for Lab Quality Team & Technicians



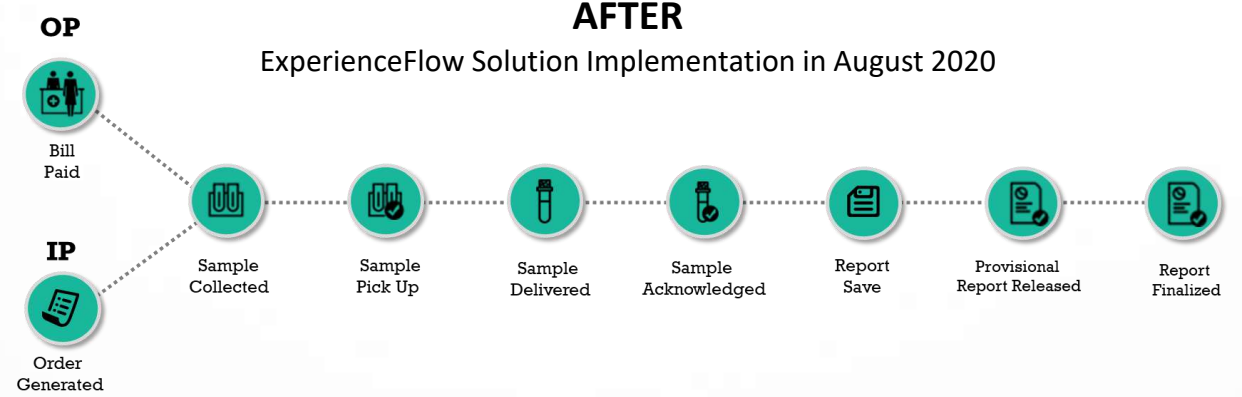
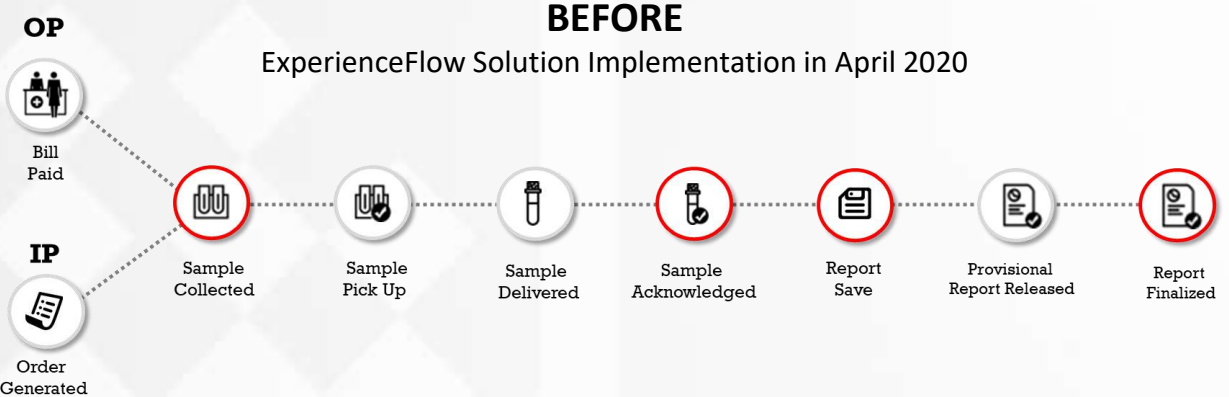
Mobile Application for Doctors & HODs



Mobile Application for Patients to Track Status

Solutions deployed in desktop & mobile forms for all roles.

Outcomes After Implementing ExperienceFlow Solution for the Lab Process



April 2020	Inpatient	Outpatient
Count of RT-PCR Investigations Done	67	83
Average TAT (from Order Generated to Report Finalized)	36:36:21	35:07:57
Outliers	3%	4%
Investigations Completed Exceeding Goal TAT	75%	67%
Investigations Completed Within Goal TAT	25%	33%

August 2020	Inpatient	Outpatient
Count of RT-PCR Investigations Done	431	4047
Average TAT (from Order Generated to Report Finalized)	15:25:12	11:40:33
Outliers	1%	0%
Investigations Completed Exceeding Goal TAT	4%	8%
Investigations Completed Within Goal TAT	96%	92%

Current Overall Avg. RT-PCR Testing TAT



Resource Utilization



Staff Productivity

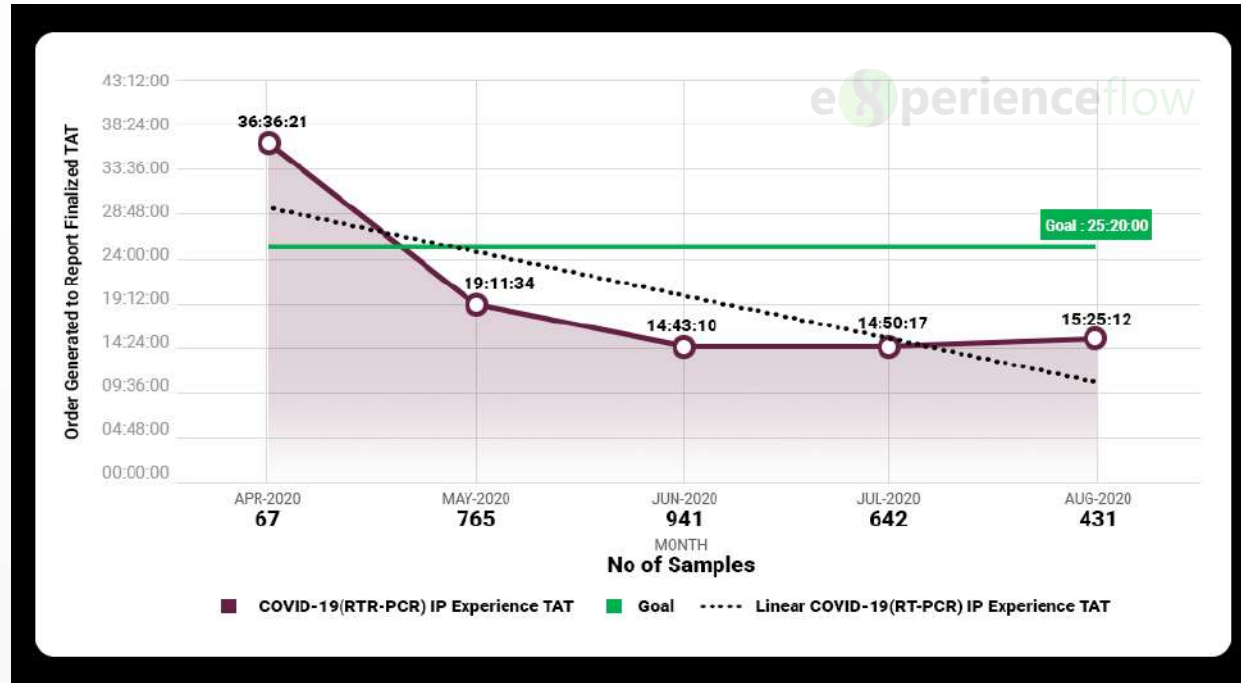


Patient Experience



Out Patient COVID-19 RT-PCR Test Reporting Experience

In patient COVID-19 RT-PCR Test Reporting Experience



For Out patients, the average turnaround time of RT-PCR report finalization decreased from **over 35 hours in April 2020** to **less than 12 hours in August 2020**, after ExperienceFlow solution was implemented.

For In patients, the average turnaround time of RT-PCR report finalization decreased from **over 36 hours in April 2020** to **less than 16 hours in August 2020**, after ExperienceFlow solution was implemented.

1. * Indicative application cost per month for entire lab department all sections in hospital is INR 80k per month.
2. 30 days for implementation (data mapping + integration with data tables in LIS + staff training).
3. Plug and play solution after integration with data tables.

GM - Operations



Director - Medical Services



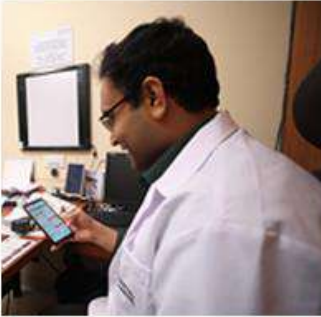
Chief Nursing Officer



Laboratory Manager



Consultant



Ward Clerk



“Thank You”