



Increase patient safety, staff productivity, revenue and system adoption with healthcare operations optimization.

Dell Clinical Operations Optimization Services



Dell can help you optimize applications, redesign workflows and educate your staff to achieve measurable improvements.

Proven processes lead to measurable improvement

Details matter when it comes to healthcare operations. Seemingly small improvements in workflows, clinical applications and operational details can make a big difference in your organization's ability to deliver safe, efficient care and ensure the satisfaction of your patients, physicians and staff. Those changes can also improve your organization's overall financial health by eliminating unnecessary expenses and preventing costly errors.

But finding those opportunities is often difficult. Objectively assess your operations and identify and implement opportunities for improvement with Dell Clinical Operations Optimization Services. Our team uses lean processes and best practices from our decades of experience in helping healthcare organizations optimize their applications and workflows.

We start with a careful assessment of your operations, either for a specific department or a broader enterprise-wide assessment. Partnering with your team, we carefully examine the ways that your staff, physicians and patients interact with technology, looking for factors that increase time and frustration or create barriers to efficient workflows.

Then, we identify key performance indicators (KPIs) to measure pre- and post-optimization changes. We also identify all the people involved in a process and assess whether they have a complete understanding of how their actions affect others in the workflow.

Key benefits:

- Improve patient safety
- Enhance patient, physician and staff satisfaction
- Reduce unnecessary expenses
- Increase patient-focused staff time
- Boost morale and cohesiveness of departmental teams

With this information in hand, we help you optimize applications, redesign workflows and educate your staff to achieve measurable improvements. We gather current data on performance and help set targets for improvement

Listening to stakeholders facilitates greater trust and satisfaction

An important part of the assessment and planning process is a careful survey of all major stakeholders. This allows your staff to see your operations from new perspectives and better understand how their jobs affect other team members and departments. It also enriches the data with details that can be critical.

Methodical implementation for consistent, measurable results

With the plan in place, we work side by side with your team to implement application and process changes, constantly evaluating to ensure the best possible outcomes. We have developed proven processes for application optimization to minimize disruption of patient care and to anticipate the effects of changes.

Training and communication are critical in this process. The more your staff understands how and why changes are being made, the more likely they are to embrace the changes.

Cross-departmental training can often open staff members' eyes to the extended operational processes and inspire more ideas for making the organization efficient and patient-focused.

Accountability

We help your staff monitor the KPIs identified during planning to provide accurate data about the impacts (positive, negative or neutral) created by your project. This allows management to accurately judge the impacts and cost of optimization.

Offer	Description
Surgical department optimization	<p>Surgical department workflows are complex interactions that rely on having the right data available to each team member at the time it is needed. Without an optimal process for gathering and reporting patient data, critical details — such as procedure details, room setup details, supplies needed and surgeon preferences — can be buried, which wastes time and resources, and contributes to distraction.</p> <p>Our team looks at your entire process — from scheduling and patient registration, to surgeon preference records and room setup processes — interviewing all staff members involved. We help you identify where improved processes and application optimization can streamline communication and reduce errors. We can help you reclaim hours of time that could be used for patient care, while reducing supply waste and improving surgeon satisfaction.</p>
Pharmacy department optimization	<p>Our team will work with you to review and optimize all pharmacy processes and applications, assessing not only internal processes but also how the pharmacy interacts with clinical venues. We do a detailed review of order processes, staffing patterns, patient safety and verification procedures, batch processing schedules, inventory, home medication data collection and more. We survey your staff to identify repetitive questions and issues from clinical areas to see where changes or additional education efforts are needed.</p> <p>In short, we look at every aspect of your pharmacy operations to improve patient safety and operational efficiency, and to find ways to reduce unneeded inventory. We also help optimize interactions between the pharmacy and caregivers to improve communication and overall satisfaction.</p>
Provider satisfaction optimization	<p>It's no secret that physicians are often frustrated by electronic health records (EHRs) that waste time and distract them from patients. It's a major source of dissatisfaction in most health care systems, and reduces physician trust and satisfaction. Our team can work with your medical staff to identify problem areas and optimize your EHRs for a more satisfying, streamlined user experience.</p> <p>We can help tailor your EHRs to fit the varying needs of your medical staff, while maintaining compliance with meaningful use and other standards. By listening carefully to physician input and acting on concerns, we help you build a better user experience, which can translate to greater physician trust and satisfaction.</p>

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