

Patient Journey

Managing patient journey is critical to patient satisfaction. CORE LSE offers Patient Journey solution which can be used in any healthcare setting needing to manage the patient process. Plan and manage, in real-time, any kind of patient-related interaction, task or workflow, and synchronise and optimise them to fit in with your regulations, procedures, resources, staff and SLAs.

Our solution is designed to integrate with existing core systems. From single provider practices to large hospital groups, to multi-facility healthcare organizations, our systems are both affordable and scalable.



Solution Benefits

- Optimise the patient journey, manage the patient experience, reduce operational wastage and give a real-time view of the patient's locations.
- Reduce patient waiting time in the wards by having notifications when the dwell time in a room exceeds a certain duration.
- Drive efficiency at the point of care by providing patient information to clinicians when and where they need it to help them walk fewer miles and spend more time delivering quality care.
- Flexible, open and easy Integration to other inhouse applications (Nurse Call, CMMS, CCTV, Vocera etc.) using HL7, XML, JSON, SOAP payloads.
- Unified SaaS-based architecture – Multitenant Support, Easy to use, lower costs, supports scalability, integration, and analytics.

How it works

Patients upon admission are either provided with a battery-powered CenTrak device or a Bluetooth enabled tag, that automatically delivers their real-time location from anywhere within the facility during their stay. CenTrak uses its Second-Generation Infrared (Gen2IR™) hardware to deliver certainty-based location data covering rooms, beds, bays, nursing stations, hallway segments and other relevant workflow zones, whereas Bluetooth tags utilise the Wi-Fi to BLE IoT gateways to communicate their locations.

Also, by leveraging the Wi-Fi infrastructure, patients and staff can be located outside the clinic in ancillary units or even on campus ground. The tags feature a push-button which, if pressed, sends out a distress signal. When an alarm is raised, a message including the location information and details of the patient who pressed the button is sent to the staff who can quickly attend the call for assistance.

Alerts can be raised in various ways including audible alarm, email, or in-app notification and simultaneously be sent to other 3rd Party applications such as Nurse call etc.



Solution Features



Event and Alert Notifications

CORE LSE incorporates a wide range of configurable event alerts and notifications to help healthcare clinicians resolve urgent problems in real-time and receive location updates in real-time during an event.

Instant alerts can be sent on workstations, tablets or smartphones.



Reports

Configure Patient Journey Reports within a few clicks. Schedule the reports to be emailed with customisable timelines.

Export the reports in either PDF or CSV formats for further analysis.



Management Tools

Easy to populate and store attributes of the patients including categorisation, icons, images, departments of admission etc.

Create rules for button-press or dwell time events for entire facility or for specific areas. All events are logs for future analysis and improve patient care bottlenecks.

Role-based access control model for securing various sections of the platform as well as notifications.



Analytics

Create personalised real-time dashboards from the available widgets and share it with others. Powerful group notification features to alert healthcare personnel by zone or location.

Deployment Methods

Technology	Components
Cisco Wi-Fi	Cisco Wi-Fi compatible Asset Tags, Patient Tag, Staff Tag, Duress Tag, Temperature/Environmental Sensors. Optional Add On: Gen2IR Infrared based exciter to provide room-level accuracy.
Active RFID	Active RFID based Asset Tags, Patient Tag, Staff Tag, Duress Tag, Temperature/Environmental Sensors, Gen 2IR Infrared Exciter for room level accuracy.
BLE	BLE based Asset Tags, Patient Tag, Staff Tag, Duress Tag, Temperature/Environmental Sensors that work over BLE IoT Gateway.