Unlock the Power of Data with CensisAI²

Williamson MEDICAL CENTER

VCU Health
VCU Medical Center

Virginia Mason Franciscan Health

St Luke's UNIVERSITY HEALTH NETWORK

Unlock the Power of Data with CensisAI²

Even before the COVID-19 pandemic, new technologies, ever-shifting government regulations, and process changes forced healthcare organizations to quickly innovate and adapt to survive. Sterile processing departments (SPDs) have not been immune to these rapid changes. From supply chain issues to staffing shortages, sterile processing teams are forced to be as efficient as possible with the resources they have.

To help hospitals and healthcare providers looking to overcome these challenges, Censis® has created CensisAI² Productivity. This new interactive platform was designed to provide sterile processing and perioperative leaders with the actionable insights they need to quickly understand critical trends and insights, and make data-driven decisions that will yield the largest efficiency gains and optimize performance.

Below, we'll share how three of our customers have used CensisAI² with CensiTrac® to better visualize and use the data they generate every day to:

- Increase throughput
- Improve productivity
- Streamline operations
- Drive enterprise-wide standards
- Have more meaningful conversations with leadership
- Make the best possible decisions
- And more...

"Knowing what you need and what you're looking for can be really difficult with standard reports. CensisAI² Productivity showcases data really clearly which allows users to easily find information and drill down into it. Without this data, it would be difficult to make decisions."
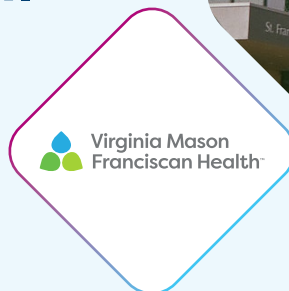
Jeffrey Long
Network Director Sterile Processing
St. Luke's University Health Network

St. Francis Hospital Achieves Operational Excellence

James Finkley
SPD Manager
St. Francis Hospital

Virginia Mason
Franciscan Health

Seattle, Washington

276 Highly-Skilled Physicians

841 Employees

One hospital that was struggling with tracking errors was St. Francis Hospital, one of the larger hospitals in the Seattle, Washington area. James Finkley, SPD Manager, described how managing equipment errors was one of his biggest daily challenges.

"If there were any errors, researching them is always a tough spot, trying to figure out what happened, why it happened, who assembled the set,"James said. "We have some processes in place to try and gather that information, but the OR is busy and they're moving fast, so we don't always get the information needed from them."

To overcome these challenges, the hospital implemented CensisAI^2 Productivity. With the solution in place, James and his team were provided with in-depth visibility into sterilization and resource tracking data. This ultimately enabled them to make a number of large-scale changes that drastically improved their efficiency.

Additionally, the data visualized by CensisAI^2 Productivity provided other teams such as finance with a deeper understanding of what James' team goes through on a daily basis. He described how in the past, there hadn't been a great tool that could monitor instrument use throughout the year or provide reports on the amount of effort needed to sterilize equipment.

"This productivity platform gives sterile processing leaders a tool to easily share data with finance or our one-ups to give them a better understanding of the work that goes through sterile processing," James said.

This in-depth insight also enabled James to ensure a balanced workload in his department. The actionable insights and analytics allows James to see how work is distributed across his department and ensures that the work is fairly distributed between staff. Additionally, the insights have enabled James to have more meaningful conversations with his team and work together towards operational excellence.

"Without the proper tracking system or analytics, it would take a lot of manual effort and digging through data in order to pinpoint issues.

With CensiTrac and CensisAI^2 Productivity, when I go into the platform, it almost just comes up on the screen and says, 'Here it is. What else would you like to know?'"

James Finkley
SPD Manager
St. Francis Hospital

Thanks to CensisAI^2 Productivity, James has been able to streamline the sterilization process at St. Francis Hospital, increase employee productivity and satisfaction, and strengthen relationships with other departments.

Williamson Medical Center Optimizes Department Productivity

Cody Troutt
Director of Central Sterile
Williamson Medical Center

Franklin, Tennessee

825 Highly-Skilled Providers

1,900 Employees

Cody Troutt, Director of Central Sterile at Williamson Medical Center, describes how a significant amount of his work involved reading contracts, verifying labor resources, reviewing payroll information, and other time- and energy-consuming tasks. Because Cody spent much of his day behind a desk, he was limited in the amount of time he could spend interacting with his staff or making department improvements.

With CensisAI^2 Productivity, Cody and his team have been able to streamline reporting, maximize staffing resources, and better manage equipment.

Streamline Reporting

To decrease the amount of time Cody and other personnel spent on paperwork, they implemented CensisAI^2 Productivity. With pre-built tools for daily visual management in place, Cody was able to significantly streamline the amount of reporting he did each day.

"I was already doing a very small percentage of this reporting on my own by exporting reports, manipulating data on spreadsheets and then putting up the raw numbers," he said. "CensisAI^2 Productivity is significantly more aesthetic than anything I created. I used Excel and I built a few bar graphs and other data visualizations, but they weren't nearly as vibrant as this."

Before CensisAI^2 Productivity, Cody spent nearly a full day putting together a monthly report detailing labor resources, staff concerns, improvement opportunities, and other department details. Now, generating the report takes just 30 minutes.

Maximizing Staffing Resources

By streamlining the data and reporting process, Cody had more time to focus on interacting with his staff, improving best practices and training in his department.

The impact CensisAI^2 Productivity had on Williamson Medical Center's staffing was arguably the biggest benefit. Cody describes how CensisAI^2 Productivity provided a deeper look into staff throughput, which revealed that schedules needed to be adjusted to allow for more efficiency.

"We've adjusted two or three schedules in one direction or the other by an hour," Cody said. "By looking at the throughput, I'm able to more accurately staff the department at certain times based on my facility data versus industry norms, which has helped us maximize resources."

By uncovering insights into hourly staff throughput, Cody was able to maximize his employees' time, ensuring they were spending more time preparing OR trays or sterilizing instruments rather than filling out paperwork or generating data reports.

Optimize Department Productivity

CensisAI^2 Productivity has enabled Cody to improve productivity of his department in a number of ways. For example, in terms of capital purchases, the platform will "allow me to see if I just need to change the way things come through or if I need to actually make a purchase."

Ultimately, with CensisAI^2 Productivity, Williamson Medical Center is "better able to assess the equipment that we have and the trays we have. We are better equipped to assess the technicians we have from a quantity perspective. And we are better able to assess our trays and compare how we're operating against industry standards," Cody said.

"With the visibility that we've gained on our throughput, it's allowed us to make those small changes in our staffing that are going to inevitably have big, big impacts."

Cody Troutt
Director of Central Sterile
Williamson Medical Center

St. Luke's Health Network Uses Actionable Insights to Unlock Improvement Opportunities

Jeffrey Long
Network Director Sterile Processing
St. Luke's University Health Network

Pennsylvania

12 Campuses

17,000 Employees

St. Luke's University Health Network (SLUHN) is a regional, non-profit network of more than 17,000 employees who provide services at 12 campuses and more than 300 outpatient sites. With staff based in numerous locations, SLUHN was looking for more ways to improve communication and increase visibility into sterilization processes across sites.

Jeffrey Long, Network Director Sterile Processing, describes how in the past, he relied on Excel to input data and generate reports. "I was spending three to four days a week getting data just so I could do a report once a week."

In their search for better way, Jeffrey and his team turned to CensisAI^2 Productivity. Now, the team is able to see the data they need in seconds. For example, Jeffrey describes how the productivity platform provides visibility into the number of trays sterilized by specific staff members each day.

"Armed with the data we were able to make changes that enabled our sites to process 5,000 more trays a month with the same staff, a 20% increase in throughput."

Jeffrey Long
Network Director Sterile Processing
St. Luke's University Health Network

CensisAI^2 Productivity also provided vital visibility and comparisons of tech-to-tech, shift-to-shift, and site-to-site data. With this data available at their fingertips, the overall efficiency and performance of SPDs across all their network sites improved.

Jeffrey described how CensisAI^2 Productivity enabled him and his team to see that one site was performing 42% of sterilization work for the entire network. The data also showed that the particular site took an average of 10 seconds longer to sterilize and arrange trays.

Knowing this, Jeffrey and his team were able to use data from CensisAI^2 Productivity to more accurately predict the number of full-time employees (FTEs) needed to support their caseload. Data showed that allocating FTEs based on the number of trays processed worked at some facilities but not at those with more complex or a higher number of instruments in the trays. As a result, they were understaffed and running overtime to keep up with the workload. Using CensisAI^2 Productivity, Jeffrey and his team were able to justify the need for an additional four technicians to reduce burnout and turnover as well as reduce costs.

Armed with this data, SLUHN has been able to make valuable improvements across their hospital network — improving SPD throughput and getting a rapid ROI for the CensisAI^2 Productivity platform.

VCU Health Uses AI Capabilities to Automate Quality Feedback

Stewart Pillow
Program Coordinator
Virginia Commonwealth University

VCU Health™
VCU Medical Center

📍 **Richmond Virginia**

1,926 Highly-Skilled Physicians

8,480 Employees

Stewart Pillow, Program Coordinator at Virginia Commonwealth University (VCU) Health, described how their facility was struggling with staffing issues. The organization was approximately 43% understaffed with 12 to 15 vacant spots in their sterile processing department alone. Due to being short staffed, the facility was experiencing an increase in quality feedback issues which posed a risk to patient safety.

To resolve these issues, VCU Health relied on a manual, time-consuming process. "We would export all our quality feedback data to Excel and then manually go line by line fixing errors," Stewart said. Once the data was cleaned up, Stewart and his team would put it into Tableau to create a dashboard. "It would be a whole week before we got a fresh report," he said. "And by then there's already 20 more quality feedback reports."

To improve their quality feedback process and increase productivity, VCU Health turned to CensisAI².

Automating Quality Feedback

The biggest impact Censis made on VCU Health was automating their quality review process. Before the CensisAI² Quality dashboard, Stewart and his team audited quality feedback and made adjustments themselves. According to Stewart, sometimes non-SPD staff would spell a name wrong or not know a name or leave out other information on a quality feedback report. They tried to fill in those blanks to have high quality feedback, but it was time-consuming.

With CensisAI^2, the team now relies on the Quality AI dashboard to resolve quality issues. For example, Stewart described how a new employee needed some remediation to resolve labeling container issues. "It didn't really seem like a trend because there were a few here and there," he said. "But then we noticed a rash of quality feedback for this one person. So we ran a report and it was obvious that we needed some remediation and re-education around wrapping and labeling."

Whether it's a container asset or a human asset, Stewart and his team can now quickly report and filter through trends for faster issue resolution. Coupled with CensiTrac and the platform's AI capabilities, VCU Health is able to quickly delve into feedback and see all the events related to a single user. "If we see something wrong, we can quickly make a change," Stewart said.

CensisAI^2 has provided VCU Health with the right technology to overcome limited staff numbers. Stewart described how the platform has uncovered where people are spending a lot of time working on tasks, like building Tableau dashboards. CensisAI^2 has automated most of that process.

"There's no little person in an office somewhere plugging in those numbers —it's just the cloud doing its job. We don't need a bunch of admins running reports, but if we have our daily check-ins, we know exactly what to look for, and where to look for it. CensisAI^2 is an amazing database and there's so much in there we can use."

Stewart Pillow
Program Coordinator
Virginia Commonwealth University

St. Luke's Improves Learning Process With CensisAI² Quality

Leroy Richardson
Safety & Compliance Coordinator
St. Luke's

Pennsylvania

12 Campuses

17,000 Employees

One of the biggest goals for St. Luke's University Health Network was maintaining a constant state of readiness and high quality despite rapid fluctuations in the industry. These rapid changes and varying levels of staff experience made it difficult for their facilities to quickly and efficiently identify root causes of issues and resolve them.

"Not everyone has the development they need to be successful," Leroy Richardson, CSPDM, SPD Quality, Safety & Compliance Coordinator at St. Luke's, said. "And that can be for multiple reasons—a deficiency in the training timeframe, interruptions during the training, the trainer themselves not being focused on certain topics, or not providing current day best practice standards."

To improve the quality of training and meet industry best practices, St. Luke's turned to CensisAI²'s Quality dashboard.

Unlocking Educational Opportunities With CensisAI²

Before Censis, St. Luke's did not have a quality management team that could track feedback issues. "It was an idea that just took off," Leroy said. "We wanted to make sure we implemented a proactive approach to opening trays and evaluating whether or not [there were issues to resolve] or education opportunities available before they become defects to the customer."

For example, Leroy described how each St. Luke's facility measures productivity levels each month. They then take five percent of that for the next month's threshold and pull the appropriate number of trays and evaluate them. Investigators examine the trays to determine whether they're wrapped appropriately, have the right size wrappers, if they include an indicator, have corner protection, contain any holes, and more. Trays that do contain issues are logged in an audit report.

However, the company was not using CensisAI[2]'s data analytics capabilities which made it difficult—if not impossible—for the facility to identify and resolve tray issues. "We made sure we captured issues as best we could, but there was no gatekeeper—there was nobody consistently ensuring we were up to par," Leroy said.

To resolve this, St. Luke's utilized CensisAI[2] Quality. St. Luke's has since been able to easily make sense of their internal audit reports and turn them into training and education opportunities. "We can actually see how those internal audits that we've been capturing in the system now provides us with reports, and we like it," Leroy said.

He went on to describe how the healthcare facility uses those reports to create a concrete way of establishing risk levels.

"We're able to pinpoint the error rather than just generalizing it," he said.

Leroy Richardson
Safety & Compliance Coordinator
St. Luke's

With data more readily available (and easier to digest), St. Luke's has been able to bring employees up to a similar education level which has minimized risk and improved SPD quality.

The Power of CensisAI²

CensisAI² puts the power of AI and Actionable Intelligence in the hands of an organization. Data that was previously inaccessible or too cumbersome to understand is now available at the click of a button through pre-built, interactive dashboards. For sterile processing and perioperative leaders, the time-saving abilities of CensisAI² are enabling them to make impactful improvements to their departments.

"When we have these 'why?' questions, obviously managers don't always have the time to dig into what's happening, and I think having the information right at their fingertips where they can go and put in the area, the time, the date and get real-time information, especially with the drill-down feature, that's critical." said Jeffrey. He went on to explain that this visibility is vital to pinpointing where departmental issues are and how they can be resolved.

Cody described how, in addition to making departmental updates, critical staffing issues could be addressed and resolved using data provided by CensisAI² Productivity. "You can really learn a lot about your own department," he said. He described how the tool has helped him resolve staff conflicts and improve the overall relationship between team members.

Ultimately, with CensisAI², sterile processing and perioperative leaders now have complete visibility and control of SPD productivity — down to even the most minute detail.

"We went live with CensisAI² Productivity, and it was a 'wow' moment — this is a really great user platform. I can't imagine why anyone wouldn't be excited about the possibilities of something like this."

James Finkley
SPD Manager
St. Francis Hospital

The Data You Need to Increase Throughput

Whether SPDs are looking to increase throughput, streamline reporting, improve communication, or reduce errors, CensisAI[2] Productivity enables teams to achieve each of these goals by unlocking actionable data insights they need — but haven't been able to easily access until now.

With these insights now unlocked, leaders have the visibility needed to increase sterile processing throughput, increase case volumes without hiring more FTEs, and reduce overtime and burnout among current staff. Additionally, the real-time information and insights delivered enables leaders to quickly pinpoint issues and make critical staffing or resource adjustments that will yield the biggest impact. Finally, CensisAI[2] Productivity encourages SPDs to continue process refinements, build processes around best practices, and inspire continuous improvement, ultimately empowering them to achieve operational excellence.

Ready to get started?

Achieve operational excellence with an interactive platform that's designed to boost visibility, efficiency and revenue. Go to censis.com/productivity to learn more, or contact us to schedule a personalized demonstration.