INTELLICENE
SECURITY EVOLVED

SYMPHIA NOWFORCE SUCCESS STORY

Transforming Patient Mobility at
Shaare Zedek Medical Center

Opportunity

Shaare Zedek Medical Center, a 120-year-old institution located in the heart of Jerusalem, faced a significant challenge in managing patient mobility efficiently and safely within its sprawling facility. With over 30 departments, 70 out-patient centers, and 1000 beds, the medical center served a diverse population from various races, religions, and nationalities. Coordinating patient transport between departments in such a dynamic environment required careful planning and precise execution.

Solution

To address the complex patient mobility issues, Shaare Zedek collaborated with the Security Department and the Information Systems Department to implement Symphia NowForce, for a unique smart patient mobility management solution. This innovative solution integrated seamlessly with the Medical Center's existing management system and enabled controlled and efficient movement of patients throughout the facility, significantly reducing patient mobility time.

Customer
Shaare Zedek Medical Center

Industry
Health Care

Solutions
Symphia NowForce

Region
Middle East, Israel

Results
Significant reduction in patient mobility wait time

How it Works

1

Request Initiation
Staff members initiate a request for patient mobility assistance through the medical computer system, providing all the necessary details about the patient's location and destination.

2

Smart Algorithm
The Symphia NowForce app employs an intelligent algorithm that identifies the closest available patient mobility technician to the patient's location. The algorithm prioritizes tasks based on triage urgency, ensuring swift and appropriate responses.

3

Task Assignment
Once a patient mobility technician is assigned to the task, they receive real-time updates on their cellular device through the app.

4

Patient Verification
Upon reaching the patient, the technician verifies the patient's identity by scanning the barcode on their bracelet and cross-referencing it with the authorization tag of the attending nurse.

5

Patient Accompaniment
Once the system confirms a positive match, the patient mobility technician accompanies the patient to the desired destination within the medical center.

Results

The implementation of Symphia NowForce has brought about remarkable improvements in patient mobility at Shaare Zedek Medical Center. From handling approximately 600 calls per day, the average time from calling a patient mobility technician until reaching the patient has reduced to just 6 minutes and 50 seconds.

The average time from calling a patient mobility technician until reaching the desired destination within the facility has reduced to 4 minutes and 15 seconds.

Implementation and Benefits

Shaare Tzedek medical center created a unique system that improved work processes, efficiency, safety, synchronization between departments, and overall patient experience. Symphia Nowforce ensures continuity of treatment, streamlined monitoring, and enhances the overall service experience for patients.

The success of Symphia NowForce serves as a model for other hospitals, both in Israel and the world, seeking to optimize patient mobility.

The collaboration and support from various departments within the hospital, including the Information Systems Department and the Communications Department, as well as the dedication and adaptability of the patient mobility technicians were key factors in the system's success, ensuring seamless execution of tasks.

Conclusion

Symphia NowForce, serving as a smart patient mobility management app, has revolutionized patient mobility at Shaare Zedek Medical Center. By streamlining processes, enhancing efficiency, and ensuring timely assistance, the system has significantly improved the overall patient experience and contributed to the smooth functioning of the hospital. Continuous development and training efforts are ongoing to further optimize the system's impact on patient care, reaffirming Shaare Zedek's commitment to delivering high-quality healthcare services to its diverse community of patients.

Source: Shaare Zedek Medical Center Internal Report Be'Shaarenu July 2020.pdf

Schedule an Online Demo Today

Intellicene.com

insidesales@Intellicene.com

+1 888-747-6246

INTELLICENE
SECURITY /// EVOLVED