

## Joint Implant Surgeons of Florida Implements a Location-Based Business Intelligence Solution to Improve Patient Workflows and Experience



“Having location-based, timed notifications means that we greatly reduce the chance of ever missing a patient, which is commonplace in many clinics. We can prioritize patient load and treat patients with emergencies, without increasing wait times for everyone. Best of all, we have dynamic, real-time intelligence to improve scheduling in the future,” notes Renee Humbert, Practice Administrator at Joint Implant Surgeons of Florida.

Humbert adds, “Patients can choose to go to any Physician and facility they want. By adopting cutting-edge technology and using it to positively impact the patients’ experience; we feel it also creates a competitive advantage for us, which is so critical in today’s medical environment.”

**Ekahau and Solstice Medical provide a Real-Time Location System (RTLS) with Business Intelligence and Workflow to improve scheduling, reduce patient wait times and enhance patient experience.**

### Challenge

Joint Implant Surgeons of Florida wanted every patient’s care to be customized to their needs by raising the attentiveness of care without impacting costs. The award-winning Six Sigma certified clinic specializes in joint and comprehensive orthopedic surgery, treating thousands of patients every year. Unfortunately, it is common in many such clinics for patients to be missed or not seen during their allocated appointment times; these patient flow mistakes are easy to make due to human error which can cause patients to feel dissatisfied and to go elsewhere for treatment. In order to provide better customer service and minimize patient wait times, JISF needed real-time location visibility of patients and caregivers by location and appointment type as well as automated caregiver alerting. The clinic also wanted real-time patient tracking to ensure that patients were queued for treatments and the business intelligence to improve patient workflow estimates and enable predictive or ‘smart’ scheduling for the day.

### Solution

Ekahau and Solstice Medical partnered to create a complete solution for Joint Implant Surgeons of Florida. Ekahau Wi-Fi-based location badges with 2-way messaging offer and LED text display are given to patients and staff to wear. Patients receive an Ekahau badge when they check-in for their appointment and Solstice Medical’s real-time patient flow (RTPF) software tracks each person by appointment time and location. The RTPF software categorizes and queues patients using business intelligence analytics and record time spent with patients using real-time dashboards. The software interface also allows caregivers to see if a physician is in a patient room seeing a patient without an assistant. Caregivers no longer have to check room-by-room to find out where patients and physicians are and if patients have been seen by their doctor.

# Case Study

Joint Implant Surgeons of Florida



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Overall, JISF's location-based business intelligence has enabled smarter scheduling for new patients. One example of smarter scheduling is how new patients are scheduled. New patients often require longer initial appointment times, as compared to existing patients, now all patient flows are optimized by appointment type so that wait times for all patients are significantly streamlined to reflect the specific patient load for each day and the clinic can differentiate from competitors, by offering a better patient experience.

## Why Choose Ekahau and Solstice Medical for Patient Workflow Optimization?"

Ekahau was chosen by JISF because the Ekahau RTLS solution offers Wi-Fi-based badges with 2-way messaging capabilities using an on-badge LED screen that enables text communications. In addition, the Ekahau RTLS solution works over standard, existing Wi-Fi network, mitigating the need for dedicated cabling

infrastructure for location visibility.

Patients are sent messages to go to specific exam rooms during their appointments and caregivers also receive notifications based on patient wait times. Interaction time is captured using the clinic's Wi-Fi network and Ekahau badges, in Solstice Medical's workflow software. By tracking caregivers and patients, managers can compare real-time intelligence to average standard cycle times based on the type of patient, in order to further improve future scheduling. Ekahau's Wi-Fi location badges coupled with Solstice Medical's predictive scheduling software allows JISF to use past data to optimize scheduling and appointment types and average cycle times. Clinic administrators can determine if additional open hours are required to meet the patient load while maintaining quality of care. The solution also helps predict the volume of joint injectables that must be prepared each day, helping reduce waste and lower costs.

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