



Modernizing EOC Rounds: Going Digital with Altru Health System

The Altru Health System spans 17 counties throughout northeastern North Dakota and northwestern Minnesota, operating 24 locations, 377 beds, and employing 4,000 medical professionals and staff.

Altru has a number of Veoci solutions in place, including environment of care (EOC) rounding. Since the introduction of Veoci for incident management and mass notification in 2014/2015, they have expanded the application of Veoci solutions to regulatory and compliance operations, business continuity planning, training operations, and the aforementioned EOC rounding.

Manual Inspection Process

Previously the process of EOC rounding was highly manual and tedious for the internal Safety Specialist. It was pen-and-paper based, and always included the following steps:

- Scheduling time with department managers
- Printing hard copies of critical documents, like checklists
- Hand writing notes during the inspections
- Transcribing inspection notes into digital format
- Putting the results and data into a spreadsheet
- Sending corrective actions via email
- Tracking corrective action progress via email
- Sending a report to leadership

Simply put, this was inefficient. This process, as it stood, created a unne-

sarily heavy workload. Manual transcribing of notes and data entry represented unnecessary steps, and using email to manage corrective actions made overall progress very difficult to track and reduced accountability. EOC rounding, as a whole, needed to be simplified, digitized, and engineered to produce results quickly and accurately. It needed optimization.



Going Digital

Jenn Carroll, Emergency Preparedness Specialist at Altru Health System, said, “I would encourage you to think outside the box when you start to think of those paper processes you have in place now, and how Veoci could help you move into some better efficiencies in the future.”

How did the team at Altru Health System build a solution that introduces some these efficiencies? They built a solution that replicates and streamlines vital steps of the EOC rounding procedure in Veoci.

First, the paper checklist was translated into a Veoci Form, which simplifies the process considerably. Not only does it make recording details during a round—locations, departments, inspection personnel, issues, notes—nearly instantaneous, it allows an inspector to select a specific checklist based on criteria. Altru Health System refined the actual inspection component tremendously with this. Inspectors also document photos and provide descriptions of discovered issues in the Form to be comprehensive.



Another step in the rounding Form expedites this process even further. When a rounding report flags an issue, it generates a new Task, which is then assigned within the Form. This action also sends notifications to the appropriate department manager so they become aware of the issue.

Managing Corrective Actions

Corrective actions need to be tracked, and Veoci Tasks make that an easy process. As the issues and resolution progress, the Task tracks the stages through user input, both within Veoci or through email. Tasks also contain dialogue and comments, which enables the Safety Specialist to track even more details, and communicate further with department managers if necessary.

So how does the Safety Specialist at Altru Health System track all of the Tasks that are currently out?

She utilizes one Dashboard, which is another key piece of the streamlined tracking this solution introduced. This Dashboard displays every rounding task by status through Tiles here. This functionality provides a quick and detailed overview at a glance, and its role can't be understated. HazMat inspection will populate this Dashboard soon as well.

A Metrics section sits the lowest on the page, providing an in-depth look at the results of the EOC rounds. It's the perfect tool for informing leadership on the scope of rounding issues and what actions are being taken to address them. It's easily accessed electronically or in print.

"We found a number of use cases for Veoci beyond our initial investment."

Jenn Carroll
Emergency Preparedness Specialist
Altru Health System

The New Process

With Veoci, Altru Health System has brought a number of efficiencies to their operations, including environment of care rounding.

The procedure kept its core purpose through the transition to Veoci. Issues are still reported, tasks are still assigned and resolved, everything is tracked, and reports still make their way to leadership. Now, however, everything is faster, more accurate, and more efficient. Altru is now able to:

- Schedule rounds with department managers up to a year in advance through Veoci
- Complete rounding reports in Veoci using mobile devices during inspections
- Track the status of open tasks using a Dashboard
- Automate reminders to assignees of open tasks
- Use Dashboards to report rounding results to leadership

