Improving the Patient Belongings Tracking Workflow

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Rules of Engagement

- Audio for the webinar can be accessed in two ways:
  - Through the phone (please mute your computer speakers)
  - Or through your computer
- All hyperlinks on the screen are active if you click on them
- Q&A session will be held at the end of the presentation
  - Written questions are encouraged throughout the presentation
  - To submit a question, type it into the Chat Area and send it at any time during the presentation
WE ARE PLEASED TO MEET WITH YOU.
Meeting Agenda

- Why Tracking Belongings is Important
  What challenges are being faced

- How to Improve the Process
  What tools are needed

- How Automation Can Help
  Reduce lost property and improve patient experience & staff efficiency
Why the need to track patient belongings better ...
It’s a New World
“These Are the Heartbreaking Belongings That Covid Victims Left Behind”
Impacts to Patients & Families

“I just wanted to have a little touch of what he had at the very end,” Mr. Schramm said. “It was the only thing I could hang onto.”

“These Are the Heartbreaking Belongings That Covid Victims Left Behind”, New York Times, June 29, 2020

“It doesn't matter the value, it's the fact that it's the patient's personal items,” she said. “It belongs to them.”

“COVID-19 patient's wedding ring is lost in the hospital”, WOAI TV, San Antonio, May 5, 2020

From: These Are the Heartbreaking Belongings That Covid Victims Left Behind, New York Times, June 29, 2020
New Challenges

*Operations staying agile:*
- New procedures impact the handling & volume of patient belongings
- Many hospitals are changing their property management services\(^*\)
- Revenue impacts: while many hospitals are at capacity, many patients are delaying non-essential/elective procedures

*Patients increasingly sophisticated:*
- Expect the same level of service that they receive in their day-to-day life
- Patient Experience can impact revenue (HCAHPS scores)
### What We’re Seeing

<table>
<thead>
<tr>
<th>Current Situation</th>
<th>Current Challenge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family not permitted into rooms</td>
<td>More property managed onsite - means more administrative work for nurses and other frontline staff</td>
</tr>
<tr>
<td>Processes to minimize contact with patient belongings</td>
<td>Less contact could mean more difficulties in inventorying belongings</td>
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<tr>
<td>Use of opaque biohazard bags to store COVID patients’ property</td>
<td>These bags may get misplaced or may not be transferred along with a patient if they are moved to another facility or area.</td>
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<tr>
<td>Severity of cases</td>
<td>Patients may not be able to sign for property causing chain of custody issues</td>
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Current Options for Tracking

Pen and Paper or Excel-based
- Prone to error
- Inconsistent tracking information
- Time intensive

Add-on to EHR systems
- Centralized information, but limited functionality (e.g., unable to capture photos of property)

Evidence Tracking systems
- Designed for Law Enforcement
- Overkill for tracking patient belongings
Belongings: Admitted / Transferred with patient? ☐ Yes ☐ No IF YES PLEASE LIST BELOW
☐ Valuables / Money to safe ☐ Jewelry / Essentials at bedside
Medications: ☐ Home ☐ Pharmacy
☐ Purse ☐ Wallet ☐ Watch ☐ Other
☐ Rings ☐ Plain yellow metal ☐ Yellow metal with stone ☐ Other jewelry description:
Hearing Aid: ☐ Left ☐ Right ☐ Eyeglasses ☐ Contact: ☐ Left ☐ Right
☐ Dentures: ☐ Full upper ☐ Full lower ☐ Partial upper ☐ Partial lower
☐ Walker ☐ Crutches ☐ cane ☐ Wheelchair ☐ Prosthesis
Description: </br> small black tooth paste container.
Other Comments:
CLOTHING LIST ☐ Sent Home ☐ On Unit
☐ Belt ☐ Pajamas ☐ 3/4 Shirt ☐ Ski Socks ☐ Sweater
☐ House ☐ Underwear ☐ 3/4 Pants ☐ Shoes ☐ Tie
☐ Bra ☐ Hat ☐ Shorts ☐ Slips
☐ Coat ☐ Jacket/Suit ☐ Robe ☐ Underbust
☐ Scarf ☐ Night Gown ☐ Slippers ☐ Other ☐ Inc. oad
Other Comments: (blank of sta/From braun)
Outcomes of Not Tracking Well

- Lower Patient Satisfaction
- Time delays
- Misused Nurse time
- Storage issues
- Lost property claims

Over $2,000 / month in lost property claims for a medium sized hospital
Why is this worth focusing on?

- Low-cost high impact initiative.
- Direct financial impact currently ~$100K annually
- Sub $50K annual investment on belongings assurance
- Everyone is “educated” and score carded internally and externally through targets and benchmarks
- Leapfrog Group Example: Communication about discharge score can be impacted by accurate efficient belongings tracking
How to Build a Better Patient Belongings Tracking System
To Build a Better Path, We Need to …

- Eliminate errors & inefficiencies
- Capture chain of custody and photos
- Support internal procedures & staff
- Decrease lost belongings claims & increase patient satisfaction
Here’s What We Need

- Purpose-built, cloud-based mobile application to manage data at the point of scan
- Property bags, envelopes for valuables
- Patient wristband with barcoded patient ID
  - Unique to patient or visit (e.g., MRN or CSN)
- Mobile devices with tracking software
  - Camera allows capturing of property photos and scanning barcodes
  - Barcode scanner alternate method for data capture
  - Tracking software designed for hospital environment
- Property barcode labels
  - Multiple sized for different applications
    - 1 x 2 inch for bags & envelopes
    - 2 x 8 inch for hang tags, luggage, etc.
- Storage location barcode labels
CT40HC Mobile Computer

The pocketable, flexible, go-anywhere mobile computer on the Mobility Edge (Android) platform.

- Smartphone mobility plus industrial ruggedness in one lightweight, durable mobile computer
- **Security by design** in product hardware and software to meet requirements of healthcare use
- Disinfectant-ready housing to cope with regular cleaning without sacrificing durability
- Versatile enough to go anywhere in the hospital, from patient care and EHR on the nursing floor, to materials management, to the stockroom

SL42 Captuvo Sled

Encases Apple iPhone® with an industry-leading, integrated barcode scanner plus disinfectant-ready housing.

- Integrated scanner captures the most challenging barcodes: clear IV bags and micro-2D barcodes on medications
- Disinfectant-ready plastic and sealed screen protector give iPhone the protection it needs to maintain disinfection protocols
- Swappable battery pack extends life of iPhone for full shift usage
A solution should be mobile & web
New Process / Workflow

Collect belongings

1. Scan patient wristband
2. Scan barcode on property bag
3. Collect & review belongings
4. Patient signs for collection
5. Scan storage location

Retrieve & Return belongings

1. Patient ID
2. Property Tag
3. Patient ID
4. Property/Storage Tags
5. Property Tag

Centralized Database

- Patient ID
- Property Tag
- Patient Signature
- Storage Location
- Patient Signature

Retrieve property

- Patient reviews and signs for property
Within the new process, we can:

- Simplify method to capture details of an individual item
  - Condition
  - Brand/model/serial#
- Capture photos of all items in a bag
  - Help to address issues of damaged/lost bags
- Facilitate collection & return process
  - Improve efficiency
  - Reduce opportunity for false property claims
Specific Areas of Improvement

Patient signatures for proof of collection and return
• Document patient acceptance
• Document if patient is unable or unwilling to sign
• Facility specific language to indicate what the patient is signing for

Policies, Storage, and Returns
• Storage of valuables
• Property retention
• Document turnover of deceased patients’ property to relatives through notes on return screen
Specific Areas of Improvement

Tracking current location of patient belongings during moves
  • Staff can see the location of all property for a patient on one screen & ensure they are collecting the right property for return
Specific Areas of Improvement

Employee interaction with patient property:

- Capture employee, date and time at each interaction with property
- Track the location of patients’ property at any point in time, including in a patient’s room
- Build logs / reports to track property history, including by patient, location, aging of property
Specific Areas of Improvement

Support staff & decrease effort to track patient property

- Leverage an intuitive app interface
- Customize to policies and current tech stack
How we help: IntelliTrack® PBT

Software
• Cloud-based
• Mobile iOS and Android
• Web administrative console

Hardware
• Honeywell mobile computing and/or scanning sleds
• Consumer iOS and Android devices
• Optional preprinted property and location labels
• Setup, training and support services
What’s the End Result?
Benefits by job function

Nurses
- Streamline the belongings collection & retrieval process, with efficient & concise data entry on a familiar device
- Enable nurses to focus on patient care
- Reduce time wasted while searching for misplaced belongings

Patient Experience Directors
- Improve HCAHPS survey results
- Increase positive reviews of Healthcare System
- Eliminate patient reimbursement for lost items
- Engage the patient with an easy-to-use, but technologically advanced, system

IT/ Facilities Directors
- Easy to implement solution
- Software compatible with devices running iOS 13 and Android 8.1 or later, that have a camera and network connectivity
- Ability to leverage existing devices used for other tasks
- Virtual setup and training provided
- Web-based administrative portal
Focusing on patient belongings is worth it

Direct cost of lost belongings currently at about $100,000 (based on our research)

New process with solution components roughly less than $50,000 annual investment.

Pays for itself within the first year
In Summary
We Need to Support Patients & Families

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Who is Barcoding?
Barcoding is a supply chain automation and innovation company that enables organizations to be more efficient, accurate and connected.
On A Mission

Develop a consistently profitable, growth-oriented and sustainable company that provides opportunity for personal success for all of its employees while positively impacting customers, business partners and social communities.
Industry Leader Since 1998

Trusted
Financially strong
Award-winning
Experienced
Collaborative
Creative & innovative
Growing & scaling
Continually investing
Deep, broad, diverse

We are an extension of our customers.
Barcoding Locations

- Vancouver
- Lynnwood
- Houston
- Oak Brook
- Toronto
- Montreal
- Baltimore
Honeywell in Healthcare

Decades of Global Presence in Healthcare Market that strives to deliver solutions to keep your workforce more efficient, effective, and productive to help deliver the best-in-class patient care

**Invented** Aztec barcode for wristbands

1st **Disinfectant ready scanner**

1st **Laser-Free scanners**

1st **Scanners with locator feature**

1st **Color scanner for healthcare**

1st **Programmable Bluetooth scanner**

1st **Hands Free Scan-Lamp**
QUESTIONS?
THANK YOU!

The Barcoding Team

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